



CONTACT INFORMATION FOR PRE-AUTHORISATION:

BUPA INTERNATIONAL Tel : +44 1273 333911 Fax: +44 1273 866301 Email: pre-authorisation@bupa-intl.com	IHI BUPA Tel: +45 33 15 33 00 Fax: +45 33 32 25 60 Email: emergency@ihi.com
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Contactable 24 / 7 / 365 days a year

If you need to pre-authorise treatment for a member of Bupa Latin America, contact USA Medical Services on:
Tel: +1 305 275 1500, for USA
Tel: +1 800 726 1203, free of charge from USA

Whenever a patient requires day-case or inpatient treatment, please contact us as per the above with the following information:

- Medical records
- Symptoms
- Diagnosis
- Procedure
- Admission and discharge date

On receipt of the above information, the request will be reviewed and response given:

- If requested by telephone: immediate response
- If requested by email or fax: response within 72 hours

Please note that in case of an emergency admission always contact the 24 hour helplines.

On discharge of a patient, please submit claims to the address mentioned below:
Bupa International, PO Box 2647, Brighton, BN1 2JW, UK

ihi Bupa, Palaegade 8, 1261 Copenhagen K, Denmark

On receipt of the invoice, eligible payment will be issued within 30 days. NB. Wherever possible we will pay you in your local currency. If this is not possible, the date of the invoice will be used for calculating the currency exchange.



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