



# Bupa Guided Care

We'll find the right consultant for you.

# Guided Care offers you clear and affordable choices for consultations, tests and treatments

When you select one of our hospital networks, you can also choose whether to add Guided Care. This offers you a choice of highly rated consultants who are all as close as possible to where you live. And 100% of their fees will be covered by your policy.<sup>‡</sup>

You can add Guided Care when you choose any of our hospital networks:

- **Essential Access**
- **Extended Choice, or**
- **Extended Choice with Central London**

Then, if you need to see a specialist, we'll offer you a choice of two or three consultants from our Open Referral network.



## Why add Guided Care?

- The consultants you'll be offered are from our Open Referral network this means you'll never have to pay extra to top up any shortfall between their fees and what we cover you for.<sup>‡</sup>
- You could be offered a Platinum consultant, which means they've been rated as 'good' or 'excellent' by 97% of their Bupa patients.
- We'll provide the names of two or three consultants, not just one. So you won't need to ask for another referral letter if any of them aren't available, which could save you time.
- From your list of names, you can pick which one you see – enabling you to make your own informed choice.
- There are over 19,500 consultants in our Open Referral network. This means you'll never need to travel more than 15 miles to see one, or five miles if you're in London.

Please note that Guided Care is not available for anyone under 18. That's because fewer hospitals and clinics offer the specialist expertise and facilities needed, so you'd probably have to travel further. We recommend that you talk to your GP about private and NHS options open to you.

<sup>†</sup>Platinum consultants have been rated as 'good' or 'excellent' by 97% of their Bupa patients. They're always included in our Open Referral network, and their fees are guaranteed not to exceed what you're covered for.

<sup>‡</sup>Your policy excess and out-patient benefit limits still apply.

# How to use Guided Care



## Step 1 Get a referral

For some conditions, you can call our Direct Access<sup>^</sup> service without needing to see a GP first. These conditions are cancer, mental health, and muscle, bone or joint problems.

Alternatively, ask your GP for an open referral letter. This means your GP will state the type of consultant you need to see, instead of naming one.



## Step 2 Get consultants' names and a pre-authorization

We'll provide the names of two or three Open Referral consultants.\* You can speak to any of these, and to find out more you can look them up at [finder.bupa.co.uk](https://finder.bupa.co.uk). They'll all be at hospitals or clinics within 15 miles of your chosen address, or five miles if you're in London.

We'll pre-authorise any necessary consultations, tests or treatments covered by your policy, including any anaesthetist. We'll give you a pre-authorization number for your specialist, so they can send the bill to us.



## Step 3 Get booked in

With some consultants, we can book your appointment for you. Otherwise, we'll send you a link so you can make the booking yourself.

Got a question? Call us on

# 0345 609 0111

Lines are open Monday to Friday 8am to 8pm and Saturday 8am to 4pm. We may record or monitor our calls.

<sup>^</sup>Any onward referrals for consultations, tests or treatment are subject to the benefits and exclusions of your cover. For example, if your cover excludes conditions you had before your cover started, we may ask for further information from your GP. Please check your guide and certificate for further details or contact us to check your eligibility.

\*If you'd rather not see any of the consultants we offer you, we can find you another selection who will still be covered by your scheme. If your GP thinks there's a medical reason why you need to see a particular consultant, they can call us on 0345 755 3333 and we'll discuss it.

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