

Bupa Heartbeat health care select HC (Heart & Cancer) policy summary



This policy summary contains key information about Bupa Heartbeat health care select HC. You should read this carefully and keep it in a safe place afterwards. Please note that it does not contain the full terms and conditions and exclusions of cover which you will find in your Heartbeat health care select HC Bupa membership guide. Please also refer to your membership certificate. Copies of these documents are available on request.

The provider

Bupa Heartbeat health care select HC is provided by Bupa Insurance Limited, a subsidiary of the British United Provident Association Limited. Other services are provided by or via other subsidiary companies.

The insurance and the cover that it provides

Bupa Health care select allows you to choose from a number of options to cover you and any dependants. You and your dependants could be covered under the same policy option or different ones.

This policy summary sets out the cover for Bupa Heartbeat health care select HC and offers you private medical insurance which aims to fund medical treatment for eligible cancer and acute heart conditions only. It will cover the costs of your eligible treatment in the UK, up to the limits of your chosen cover, by Bupa recognised consultants and therapists. There is no overall maximum amount paid out in any year, although there are set limits for certain particular benefits.

Bupa Heartbeat health care select HC provides cover for eligible hospital treatment at hospitals in the national network.

By taking out Bupa Heartbeat health care select HC you become a member of Bupa Heartbeat, and as a member you and any dependants covered under your plan, will have access to the Bupa HealthLine service - a free and completely confidential source of professional support and information on health and care 24 hours a day, 365 days a year.

Additional option

You have the choice to include a health check[§] as an additional cover option for those covered under Bupa Heartbeat health care select HC to help tailor your personal health plan to your own and your family's individual circumstances. The health check includes a wide range of medical investigations and a consultation and physical examination. You will receive advice and information on health management.

Summary of cover

The summary of cover overleaf sets out the eligible:

- out-patient consultations, diagnostic tests and hospital in-patient and day-patient treatment; and
- therapies for some conditions

which are covered.

[§] The additional cover option is available for members over 18 years of age and at an additional cost.

Summary of cover

Bupa Heartbeat health care select HC	Benefits	Notes
In-patient and day-patient treatment		
Hospital charges	✓	In a Bupa Heartbeat national access hospital
Consultants'/specialists' fees	✓	In a Bupa Heartbeat national access hospital. Bupa benefit limits apply if the consultant is not a Bupa partnership consultant
Diagnostic tests	✓	In a Bupa Heartbeat national access hospital
Radiotherapy/chemotherapy	✓	In a Bupa Heartbeat national access hospital or, for certain conditions, a Bupa specialist treatment centre. Benefit limits apply if the consultant oncologist is not a Bupa partnership consultant
Psychiatric treatment	X	
Out-patient treatment		
Consultations with a consultant/specialist	✓	With a Bupa recognised consultant
Diagnostic tests	✓	MRI, CT and PET scans in a Bupa recognised out-patient diagnostic imaging centre
Radiotherapy/chemotherapy	✓	In a Bupa Heartbeat national access hospital or, for certain conditions, a Bupa specialist treatment centre. Benefit limits apply if the consultant oncologist is not a Bupa partnership consultant
Physiotherapy (and other therapies)	Pay up to £500 per year ^Δ	On GP or Bupa recognised consultant referral to a Bupa recognised therapist. This is the combined overall benefit limit for all therapies
Psychiatric treatment	X	
Additional benefits		
Nursing at home	X	
Private ambulance	Up to £60 per trip	
Parent accommodation when staying with a child	✓	Child under 12 receiving eligible private in-patient treatment, one parent only
NHS cash benefit	X	
Complementary medicine	X	

Range of cover

Please note Bupa Heartbeat health care select HC covers treatment of eligible cancer and acute heart conditions only including:

- surgery
- hospital accommodation and nursing
- diagnostics
- out-patient consultations and therapies
- private hospital treatment following an accident or emergency admission relating to cancer and acute heart conditions only
- Organ transplants relating to cancer and acute heart conditions only, are also covered.

What your policy does not cover

Exclusions (See 'What is not covered' section of the policy membership guide for full details).

There are a number of conditions and treatments which Bupa Heartbeat health care select HC does not cover.

Amongst these are:

- treatment for all conditions other than cancer and acute heart conditions is not covered
- conditions you had before your policy started (commonly known as 'pre-existing conditions')
- services you receive from your GP
- long term illnesses which cannot be cured (usually referred to as 'chronic conditions')
- accident and emergency admission (although Bupa Heartbeat health care select HC does cover any eligible hospital treatment that you receive afterwards)
- convalescence
- routine health checks or monitoring or maintenance of your condition
- complementary medicine
- overseas treatment or repatriation

Policy excesses (See 'Claiming' section of the policy membership guide for full details).

You can choose to pay a policy excess, where you pay up to the first £100, £150, £200, £250, £500, £1,000 or £2,000 of your eligible treatment costs in any year and your Bupa Heartbeat health care select HC policy will then pay the rest. The higher your policy excess, the lower will be your subscription costs. The excess is payable per person on the cover. Details of the excess option that you have chosen is shown in your registration certificate.

How long your cover will last

Bupa Health care select is an annual contract that is automatically renewed each year and will continue until:

- you stop paying subscriptions to it
- you cease to live in the UK
- you die.

Bupa has the right to make changes to the terms and conditions of your cover on any annual anniversary date after your policy has started or to end the scheme.

Where cover extends to dependants their cover may end at a different date to the main dependants. The dependant's cover will always end when the main member's cover ends. (See 'How your membership works' section of the policy membership guide for full details).

Getting in touch

The Bupa helpline is always the first number to call if you need help or support or if you have any comments or complaints. Please call us on **0845 60 90 111**[†] between 8am and 8pm, Monday to Friday and 8am to 6pm on Saturdays. Alternatively you can write to us at: Bupa, Staines, TW18 4XF or fax us on 01784 465 232.

Changing your mind

You can change your mind within 21 days:

- of the day when your policy starts or, if later,
- the day when you receive your policy membership guide and your membership certificate

As long as you have not made any claims, we will refund all your subscriptions.

After this time, if you decide for any reason, that you do not want your Bupa Heartbeat health care select HC policy after all, we will refund any subscriptions you have paid which relates to a period after your cover ends. (See 'How your membership works' section of the policy membership guide for full details).

How to make a claim

You should always call Bupa on 0845 606 8000[†] before you see a consultant or therapist and before your treatment begins. You will also need to have your Bupa membership number handy when you call. Lines are open 8am to 8pm Monday to Friday and 8am to 6pm Saturday. (See 'Claiming' section of the policy membership guide for full details).

Making a complaint

If we have not been able to resolve the problem and you wish to take your complaint further, you can contact our Customer Relations Department. Please write to:
The Customer Relations Department, Bupa, Staines
TW18 4XF. Fax on 01784 893175 or phone
0845 606 6726[†] between 8:30am and 5:30pm Mondays to Fridays.

It is rare that we are unable to settle a complaint but if this does happen, you may refer your complaint to the Financial Ombudsman Service. You can write to them at:
South Quay Plaza, 183 Marsh Wall, London E14 9SR or
call them on 0845 080 1800.

For members with special needs

For hearing and speech impaired members who have a textphone, please call on:

0845 6066 863

between 9am to 5pm Monday to Friday. We can also offer a choice of braille, large print or audio for correspondence.

The Financial Services Compensation Scheme (FSCS)

In the unlikely event that we cannot meet our financial obligations, you may be entitled to compensation from the Financial Services Compensation Scheme. This will depend on the type of business and the circumstances of your claim. The FSCS may arrange to transfer your policy to another insurer, provide a new policy or, where appropriate, provide compensation.

Further information about compensation scheme arrangements is available from the FSCS on 020 7892 7300 or on its website <http://www.fscs.org.uk/>

[†]Calls to this number may be recorded and may be monitored.



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