

# A guide to Bupa's mental health and wellbeing therapist Network



This guide explains what it means to join the Bupa Mental Health and Wellbeing (MHW) Therapist Network. It also outlines the support you can expect from Bupa.

## 1. Applying to join the Bupa Mental Health and Wellbeing (MHW) Therapist Network

To apply to join the Bupa MHW Therapist Network you will be asked to provide evidence that you meet our criteria for mental health therapists, which fall into three areas: professional, customer service and administrative.

### Professional

We recognise the need to tailor and individualise practice for each patient. However current evidence and research suggests that the following are some of the therapies which have been shown to be effective for a variety of conditions:

- CBT
- Interpersonal therapy
- EMDR
- Brief psychodynamic therapy
- Cognitive therapy
- Behaviour therapy (including Behavioural Activation)
- Exposure based therapy for phobias (although simple phobias are not covered currently)
- Problem solving therapy.

We ask that our members receive therapy which is time limited and guided by the supporting evidence and research. It should focus on supporting acute clinical need and helping to prevent relapse. However it is expected to be limited in duration and short term. We do not fund therapy for chronic conditions or ongoing maintenance / monitoring of a condition.

We expect therapists to have one or more of the following qualifications, depending on their specialist area (s):

### **Counsellors / psychotherapists / CBT practitioners:**

- accredited with BACP, UKCP, BPC or BABCP
- 5 year's full time (or equivalent) in practice post completion of primary qualification

### **Psychologists:**

- registered with HPC as a clinical or counselling psychologist
- will have been practising as a BPS Chartered member for at least 5 years

### **All therapists:**

- hold a reference from their regular supervisor who must be experienced, preferably an accredited supervisor, to verify their training, experience and supervision levels
- have supervision/ supervised practice in line with their accrediting / regulatory body
- engaged in continuous professional development in line with their accrediting / regulatory body
- abide by the Code of Ethics and Practice of their accrediting / regulatory body
- have Professional Liability Insurance £1,000,000
- have had an enhanced CRB disclosure check within the last year.

### **Members of the network commit to:**

#### **Deliver quality care**

Bupa MHW network therapists deliver high quality care through:

- practising in accordance with best clinical evidence
- working with Bupa to continually review best practice
- seeking feedback from Bupa members about the care they provide
- providing information to both the member and Bupa, for example, describing accurately the member's condition and proposed care plan.

#### **Deliver a quality service**

People buy Bupa health insurance to gain access to high quality healthcare and excellent service that represents value for money. Bupa MHW network therapists ensure that:

- Bupa members are seen quickly
- sessions are organised at the member's convenience
- members are seen, treated and reviewed personally by their therapist
- members receive therapy in premises that have appropriate quality and comfort.

## Deliver efficient administration

Bupa MHW network therapists:

- bill Bupa directly for care delivered to our members based on Bupa's agreed fee structure
- submit their accounts to Bupa online
- ensure that our members receive high standards of service from support or administrative staff.

## 2. Bupa support for Bupa MHW network therapists

Bupa offers a range of services for therapists working with us, including:

- paying all valid online invoices within 7 days of approval using the secure BACS system;
- providing a summary of payments and how they relate to patients;
- giving therapists the ability to track the progress of their accounts online ;
- a tailored service to review invoicing queries;
- providing details of a Bupa member's eligibility for care in accordance with their insurance;
- a dedicated website with relevant information to help therapists in their dealings with Bupa.

We are exploring ways in which we can offer further support to network therapists, including the opportunity to market their services directly to Bupa members via our website.

We welcome feedback and ideas on how we could provide therapists with further support, please email us at: [provrec@bupa.com](mailto:provrec@bupa.com)

## 3. How to apply

We are now able to accept applications online, and we will announce any updates to the application process on Providers Online at: [www.bupa.co.uk/healthcare-providers](http://www.bupa.co.uk/healthcare-providers)

The application process is for therapists who practise individually. Each therapist in a group must make an application to join the network.

To make it easier to apply to join the network, we have developed an online application form which is easy to use and can be accessed from any computer's internet browser. The software does not reside on personal computers and the exchange of all information is performed electronically.

The online application should take no more than an hour to complete and will be quicker and easier if you have the following information handy when completing the form:

- details of your professional qualifications and recent education and training
- information about the therapy types and sub-specialties that you offer. Please ensure that the therapeutic approaches you submit in Q 46 refer solely to your private practice and add up to 100% in total. e.g if you use EMDR and CBT as therapeutic approaches with your private clients, and you utilise 30% EMDR and 70% CBT = 100% of your private practice. If you use another approach, then the percentages should change but still add up to 100%.
- details of your regular supervisor, who will be able to verify your training, experience and current supervision level
- information about the days and times you would make available for consultations with Bupa members
- the name and address of the premises you use
- ensure you have access to a printer, as you will need to print your application and send a hard copy to Bupa, in addition to submitting your application online.

If you are unable to complete your application in one session you can return to it later using the same computer and log on details.

#### 4. Next steps

Please log onto [www.bupa.co.uk/mhwtherapist-join](http://www.bupa.co.uk/mhwtherapist-join) to start your application.

Once you have completed and submitted your online application, we will email you to confirm that we have received it. You should hear from us within 28 days as to whether you qualify to join the network.

**Please note that from early 2011, Bupa members requiring access to talking therapies will need to seek treatment from members of the Bupa MHW network to be able to make a claim for treatment.**