



Bupa Guided Care

We'll find the right consultant for you.

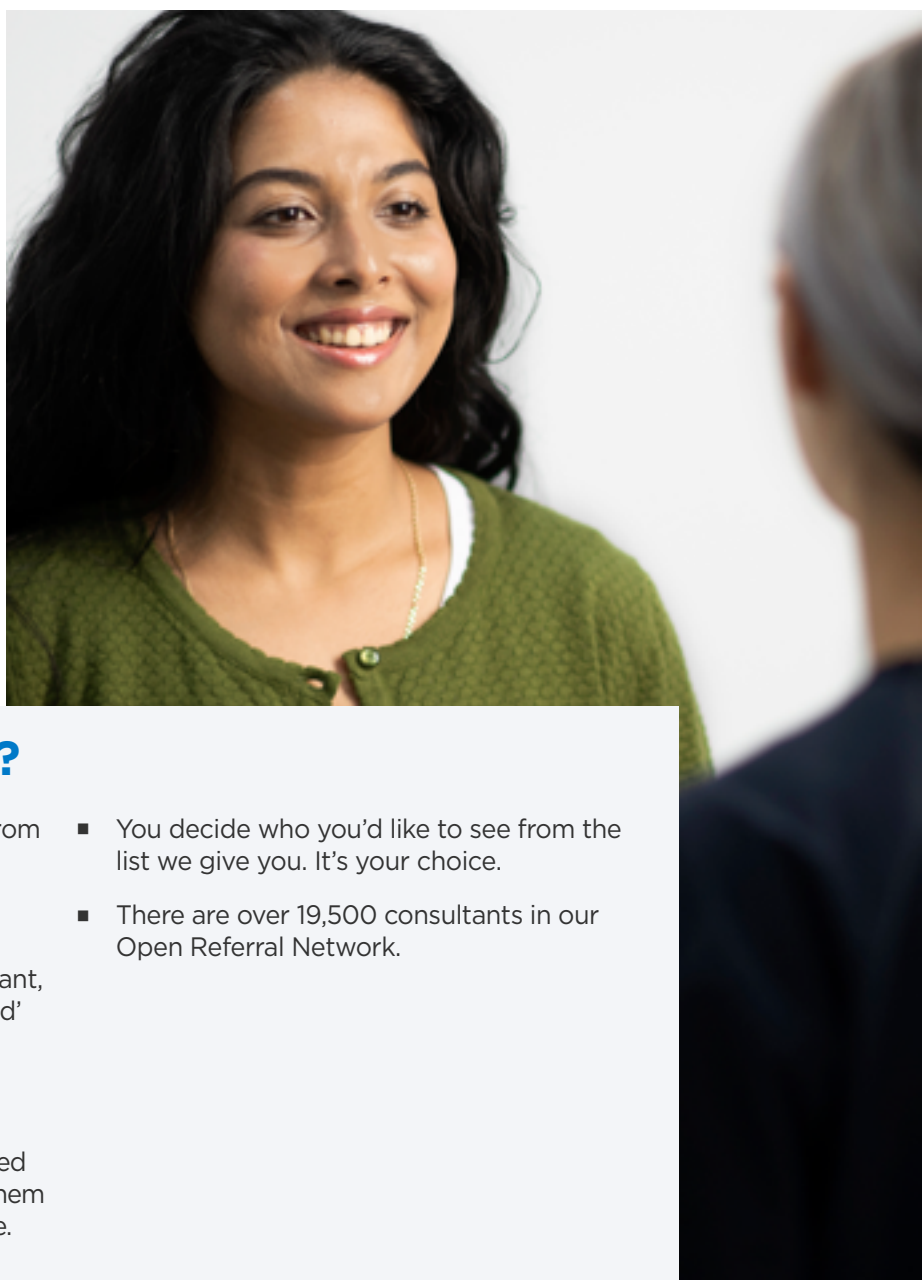
Guided Care offers you clear and affordable choices for consultations, tests and treatments

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 within the chosen hospital network. And their fees will be fully covered by your policy.[‡]

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?

- We'll offer you a choice of consultants from our Open Referral Network. This means their fees will be fully covered and you won't have to pay anything extra.[‡]
- You could be offered a Platinum consultant, which means they've been rated as 'good' or 'excellent' by nine out of ten of their Bupa patients.
- We'll give you 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.
- You decide who you'd like to see from the list we give you. It's your choice.
- There are over 19,500 consultants in our Open Referral Network.

Need to know: Guided Care isn't 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.

[†]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.

[‡]Your policy excess and outpatient benefit allowances still apply.

How to use Guided Care



Step 1 Get a referral

You can call our Direct Access[^] service about cancer, mental health, and muscle, bone or joint conditions, without needing to see a GP first.

Or you can 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-authorisation

We'll give you 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**. They'll all be at hospitals or clinics from your chosen hospital network.

We'll pre-authorise any necessary consultations, tests or treatments covered by your policy, including any anaesthetists' fees. We'll give you a pre-authorisation 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 book yourself.

Got a question? Call us on

0345 609 0111

We're here to help between 8am and 8pm Monday to Friday and 8am and 4pm on Saturday. We may record or monitor phone calls.

[^]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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