
A guide to joining the Bupa Physiotherapy Network

This guide provides more information on the Bupa Physiotherapy Network, outlines the support you can expect from Bupa and explains what it means to enter into an agreement with Bupa.

1. About the Bupa Physiotherapy Network

Following feedback from therapists, professional bodies and our members, we have improved our approach to delivering physiotherapy services.

We want to help our members stay well and to support them when they are not. With this in mind we are committed to ensuring Bupa members have access to high-quality treatment as quickly and as easily as possible, in accordance with best clinical practice. To help us do this, we established a select network of recognised physiotherapists several years ago.

You can submit your application for membership of the Bupa Physiotherapy Network from 1 July 2013.

2. Support for Bupa Physiotherapy Network providers

Bupa offers a range of services to Bupa Physiotherapy Network providers, including:

- promoting their services to Bupa members on our online search engines
- agreed fees for therapy services
- paying all approved online invoices within seven days of approval using the secure BACS system
- providing a summary of payments and how they relate to patients
- providing the ability to track the progress of accounts online
- providing a tailored service to reviewing invoicing queries
- providing details of a Bupa member's eligibility for treatment in accordance with their insurance and
- providing a website with relevant information to help Bupa Physiotherapy Network providers in their dealings with Bupa.

We are also exploring ways to offer further support to providers who have an agreement with us, including the opportunity to market services directly to Bupa members via our website, and working with us to develop and introduce new initiatives to meet our members' needs.

We welcome feedback and ideas on how we could provide you and our members with further support. Please email your ideas to us at: physiotherapy@bupa.com.

3. Entering into an agreement with Bupa

We ask therapists who wish to enter into an agreement with Bupa to complete a questionnaire, which enables us to understand the range of care that you can offer to our members. The criteria that we ask you to meet, outlined in the terms provided, fall into three areas: professional, customer service and administrative. We want treatment for our members to be tailored to their individual preferences and circumstances, and to reflect prevailing clinical best practice.

Providers who enter into agreements with Bupa commit to:

Delivering quality care

Providers commit to delivering high quality care through:

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

Delivering a quality service

People buying Bupa health insurance expect to receive high quality care, excellent service, and value for money. Providers should ensure that:

- Bupa members are seen quickly, as specified within the Terms and Conditions
- appointments are organised at the member's convenience and
- members are seen, treated and reviewed personally by you or a senior member of your physiotherapy team.

Delivering efficient administration

Bupa Physiotherapy Network providers commit to:

- billing Bupa directly for care delivered to our members based on Bupa's agreed fee structure
- submitting their accounts to Bupa through Providers Online and
- ensuring that our members receive high standards of service from clinical and administrative staff.

4. How to enter into an agreement with Bupa

You can submit your application from 1 July 2013

The information that you submit must relate to your practice.

To make it easier to submit your application, we have developed an online questionnaire which is easy to use and can be accessed from any computer's internet browser. The software does not reside on personal computers.

The online questionnaire should take no more than 50 minutes to complete.

Completing your application will be quicker and easier if you have the following information handy before you start:

- details of your professional qualifications, including most recent certifications to practise
- details of the clinical conditions you treat
- information about the days and times you will make available for sessions with Bupa members
- the name and address of the facility(ies) you use and
- an indication of the additional capacity you may have to see our members beyond your current levels of practice.

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.

5. Next steps

Please log onto to www.bupa.co.uk/physio-network-join to complete your questionnaire.

Once you have completed your questionnaire, you will receive confirmation on screen that your submission has been sent to us.

If your application is successful we will populate a contract with the information submitted and forward this to you to sign and return. Any manual amendments to the signed paper copy of your agreement will render the document that you return to Bupa null and void.

By sending the signed documents to us, you will be making an offer which will be capable of acceptance by us (by us sending you a countersigned copy).

We suggest you print a copy to retain for your records.

Thank you

How to contact us

If you have any questions, you can contact us by:

emailing: physiotherapy@bupa.com

calling: our Physiotherapy Team on **08456 00 4078***.

*Lines are open 9am to 5pm, Monday to Friday. Calls may be recorded and may be monitored.