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# A guide to joining the Bupa Osteopathy and Chiropractic Networks

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This guide explains what it means to enter into an agreement with Bupa. It also outlines the support you can expect from Bupa.

## 1. Entering into an agreement with Bupa

We ask therapists who wish to enter into an agreement with Bupa to complete a short questionnaire, which allows 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.

#### **Delivering efficient administration**

Bupa Osteopathy and Chiropractic 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.

## 2. Support for Bupa Osteopathy and Chiropractic Network providers

Bupa offers a range of services to Bupa Osteopathy and Chiropractic 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 Osteopathy and Chiropractic Network providers in their dealings with Bupa.

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

We welcome feedback and ideas on how we could provide you with further support. Please email your ideas to us at: [provrec@bupa.com](mailto:provrec@bupa.com).

## 3. How to enter into an agreement with Bupa

### **You can submit your application from 10 July 2012**

The information that you submit must relate to your individual practice. If you work with a group of providers, each individual must apply separately if they wish to join the Bupa Osteopathy or Chiropractic Network.

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 40 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.

#### 4. Next steps

Please log onto [www.bupa.co.uk/osteopath-chiropractor-agreement](http://www.bupa.co.uk/osteopath-chiropractor-agreement) 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:** [ProvMgtConsultants@bupa.com](mailto:ProvMgtConsultants@bupa.com)

**calling:** our Provider Management Team on **08456 00 59 61\***.

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