

Q&A for medical review process for knee arthroscopy

1. Will you pay me a fee for completing the medical review form?

We are unable to offer payment for completion of the form. The completed form can be returned to Bupa by fax or post or, if you prefer, completed and submitted online through the Providers Online website <https://www.bupa.co.uk/healthcare-providers/provider-login>.

2. What happens if I refuse to complete the medical review form for my patients?

If you refuse to complete a medical review form for knee arthroscopy, we will be unable to establish whether treatment is eligible for funding and any fees will be a matter between you and the Bupa member. You should ensure that any your patients, who are Bupa members, are aware of this in line with your obligations under British Medical Association (BMA) guidance on fees.

3. What happens if I submit a medical review form after a knee arthroscopy?

We require receipt of the medical review form before funding is agreed. If you do not provide the medical review form until after treatment has taken place, the operation might not be eligible for funding if the treatment is not in line with published evidence-based guidelines. If treatment is not eligible for funding then any fees will be a matter between you and the Bupa member. You should ensure that any your patients, who are Bupa members, are aware of this in line with your obligations under British Medical Association (BMA) guidance on fees.

4. Is patient consent required in order for me to complete and return the medical review form to Bupa?

It is a matter for each consultant to decide whether they need to obtain patient consent before submitting a completed medical review form to Bupa. When Bupa members contact us to request or query funding for medical treatment, they give their implied consent for disclosure of their information to us. Bupa's medical review form is a requirement of this funding. If a consultant feels that he or she needs consent from a patient, they can obtain this verbally or in writing.

5. Does Bupa require a medical review form for procedures booked before 26 April 2011 and procedure date after 23 May 2011?

If a procedure was booked before 26 April 2011, we do not require a medical review form. Any procedures to be performed after 23 May 2011 and booked after 26 April 2011 will require a medical review form. Funding cannot be confirmed for these procedures without Bupa receiving the medical review form.

6. Are there any exceptions to this process?

The medical review process applies to all knee arthroscopies. We will handle any procedures that may be a clinical emergency following the process outlined in question 7.

7. What happens for urgent cases?

In most cases we will respond within one day of receiving the medical review form. However if you believe that one of our members under your care requires an urgent knee arthroscopy, please mark the form as urgent and we will treat it as such. In the rare situation a knee arthroscopy is a clinical emergency, you can submit the form to confirm eligibility for funding after the surgery has taken place.

8. Who are your expert clinical advisers?

Our expert clinical advisers are consultant knee specialists. Their clinical opinions will remain confidential and we do not publish their names because they will be independently assessing clinical appropriateness for knee arthroscopy.

9. Does Bupa's medical review process for knee arthroscopy breach GMC guidelines?

We have consulted the GMC about our medical review process for knee arthroscopy. The GMC have confirmed that there appears to be nothing that conflicts with GMC guidance and have said that physical examination of a patient is not always necessary, such as when doctors review medical records for the purposes of insurance claims. The GMC would be happy to discuss any concerns doctors may have.

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