

The Bupa Endoscopy Network Q&A



Thank you for your interest in the Bupa Endoscopy Network. This Q&A is designed to answers any questions you might have.

If you've further questions, please email us at:

providernetworkmaintenance@bupa.com or call us on: 0161 240 4346* between 8am and 4pm Monday to Friday. If you need to send us sensitive information you can email us securely using Egress^.

About the network

How can hospitals and clinics join the Endoscopy network?

You'll need to:

- Complete the Healthcare Services Agreement and agree to our standard prices for the network.
- Sign the Healthcare Services Agreement that we'll send to you to confirm the services included in your agreement with us.

What are the benefits of joining the network?

Joining the network is a great way to market the services you offer. Hospitals and clinics that are included in the network will have Endoscopy services displayed on their Finder profile (finder.bupa.co.uk). Finder is our online directory of healthcare professionals and services and receives 110,000 visits a week from our customers, GPs and the general public.

Which hospitals and clinics can join the network?

Any Bupa recognised hospital or clinic providing Endoscopy services can apply to join the network as long as they have achieved Joint Advisory Group (JAG) accreditation or are registered with the Royal College of Physicians to work towards this.

Can we join the network before we've achieved the Joint Advisory Group (JAG) accreditation?

Yes. If you've not already achieved JAG accreditation, we'll ask you to confirm that you've registered with the Royal College of Physicians to work towards this. If you haven't already registered with the Royal College you can find out more and get in touch with them here www.thejag.org.uk.

What are the different levels of JAG Accreditation?

The JAG website lists the following statuses:

- **Accredited:** the service has undergone an accreditation assessment and has been awarded accreditation. Accredited services undergo an annual review to demonstrate that they are maintaining the standards.
- **Accredited – level 1:** the service meets all the accreditation standards apart from the environment and waiting times. Services have 1 year to meet these standards and move to full accreditation. This applies to services in the Republic of Ireland only.
- **Deferred:** the service is close to being accredited and has some actions it must take to meet the standards. It has up to 6 months to do this.
- **Not awarded:** the service has been assessed however wasn't able to meet the standards. Services are able to undergo another assessment as soon as they self-declare that they meet all the standards.

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- **Not assessed/ undergoing assessment:** the service has never had an assessment or is currently undergoing an assessment.

Why do hospitals and clinics have to apply to join the network?

We renew our network every three years to make sure that we're offering our customers access to high quality, best value services. The new agreements will run until 31 January 2025.

How long will the endoscopy network run?

The network will run from 1 February 2022 to 31 January 2025.

Do we have to be in the network to offer these endoscopy procedures to Bupa patients?

Yes, you need to be part of the network for us to reimburse you for these services.

What are the existing network codes?

Diagnostic Endoscopy:

- H2002 - Diagnostic colonoscopy, includes forceps biopsy of colon and ileum
- G6500 - Diagnostic oesophago-gastro-duodenoscopy (OGD) includes forceps biopsy, biopsy urease test and dye spray
- H2502 - Diagnostic flexible sigmoidoscopy (including forceps biopsy and proctoscopy)
- G8082 - Diagnostic oesophago-gastro-duodenoscopy (OGD) and immediate colonoscopy includes forceps biopsies, biopsy test and dye spray (as sole procedure)

What are the codes added to the network?

Therapeutic Endoscopy:

- H2003 - Therapeutic colonoscopy
- G4430 - Therapeutic oesophago-gastro-duodenoscopy (OGD)
- G8083 - Therapeutic oesophago-gastro-duodenoscopy (OGD) and immediate colonoscopy
- H2503 - Therapeutic flexible sigmoidoscopy

Capsule Endoscopy:

- G8080 - Small bowel capsule endoscopy (including interpretation and evaluation)
- G8081 – Upper GI capsule endoscopy (including interpretation and evaluation)

Why have you added therapeutic endoscopy services to the network?

We're doing this so that we can recognise JAG accredited hospitals and clinics and reimburse them accordingly for these codes from 2022.

Network Extension

Why are you extending the existing agreement for an additional month?

As your existing network agreement is due to end during the festive period, we're extending it until 31 January 2022 to give you more time to complete the renewal. This will ensure that your hospital or clinic can continue to provide endoscopy services to Bupa patients uninterrupted.

What if I don't want to extend my current agreement?

Please email[^] us at ProviderNetworkMaintenance@bupa.com to let us know. This means that your existing Healthcare Services Agreement for Bupa Endoscopy Services will end on 31 December 2021 and we'll no longer be able to reimburse you for providing Bupa patients with endoscopy services from 1 January 2022. We may make exceptions and pre-authorise on an out-of-network basis, for example to ensure continuity of care for a Bupa patient.

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Applying to join the network

Does a hospital or clinic need to be quality assessed to join the Endoscopy Network?

Yes. All hospitals and clinics need to have completed a Bupa Core Quality Assessment within the last three years to confirm that they meet the network quality criteria. We'll be in touch separately if your hospital or clinic needs to complete the assessment.

How do I sign the Healthcare Services agreement electronically?

We'll email you a link to the Healthcare Services Agreement for Endoscopy services so you can sign it electronically, which means we can renew your contract within two working days. You don't need any special software and can sign the agreement securely* from any computer or device. Or you can use a paper copy if you prefer. Simply print the agreement, sign it, scan it and email^ it back to us at providernetworkmaintenance@bupa.com

How will I know if my hospital or clinic has been included in the network?

If we're able to include your hospital(s) or clinic(s) in the network, we'll countersign the Healthcare Services Agreement and email you a link to it. If we're unable to include your hospital(s) or clinic(s) in the network, we'll write to let you know and explain the next steps.

All hospitals and clinics that meet the quality standards, agree to charge standard prices and sign up to our Healthcare Services Agreement for endoscopy services will be included in the network.

What happens if my hospital or clinic misses the deadlines?

If we don't receive your signed agreement by 31 January 2022 your existing Healthcare Services Agreement for Bupa Endoscopy Services will end on 31 January 2022 and we'll no longer be able to reimburse you for providing Bupa patients with network endoscopy services from 1 February 2022. We may make exceptions and pre-authorise on an out-of-network basis, for example to ensure continuity of care for a Bupa patient. If this is the case, we'll be in touch to amend your Healthcare Services Agreements, so endoscopy services are no longer included.

What if my hospital or clinic doesn't want to be part of the network or we don't agree to the standard prices?

If you no longer want to be included in the network, please email^ us at providernetworkmaintenance@bupa.com to let us know and we'll write to confirm continuity of care arrangements for any existing Bupa patients. If this is the case, your existing Healthcare Services Agreement for Bupa Endoscopy Services will end on 31 December 2021 and we'll no longer be able to reimburse you for providing Bupa patients with network endoscopy services from 1 January 2022.

If you're unable to agree to the standard prices and we don't receive your signed agreement by 31 January 2022, we'll take it that you no longer want to be in the network. This means that we'll no longer be able to reimburse you for providing Bupa patients with Network endoscopy services from 1 February 2022.

In either case, we may need to give you three months' notice for the new codes added to the network, which means that you will no longer be recognised for these new network codes.

When Bupa patients call us to pre-authorise endoscopy services at your hospital or clinic, we'll offer them an alternative that's part of the Endoscopy Network. We may make exceptions and pre-authorise Endoscopy services on an out-of-network basis, for example to ensure continuity of care for a Bupa patient.

What happens at the end of this network contract?

We'll be in touch with you before the end of the network to let you know the next steps.

Network fees

Why is there standard pricing for these procedures?

The fees for the network are set to give our customers access to quality assured endoscopy services which represent value for money. We've reviewed NHS tariffs and self-pay rates where available.

How have the prices changed for the existing network codes?

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The prices for three procedures remain the same. Following a review of self-pay rates in the market, we've reduced the price for one code, G8082 Diagnostic oesophago-gastro-duodenoscopy (OGD) and immediate colonoscopy including forceps biopsies, biopsy test and dye spray (as sole procedure), to bring it into line. This price reduction will be staggered over a three year period.

Why are you paying JAG accredited hospitals and clinics more than those who aren't?

We want to encourage hospitals and clinics to achieve JAG accreditation. This is a similar approach to that taken by the NHS which has set higher tariffs for accredited hospitals and clinics for a number of years.

How have you set prices for therapeutic endoscopy?

We've reviewed NHS tariffs and self-pay rates, where available, and we've set higher fees for therapeutic codes than diagnostic endoscopy codes in line with these.

How have you set the capsule endoscopy prices?

We've set our fees after reviewing the cost of the capsule and all aspects related to its delivery. As capsule endoscopies aren't included in the JAG assessment, we offer the same rate regardless of whether a hospital or clinic is JAG accredited.

Can my hospital or clinic change its prices on a yearly basis?

No. As part of joining the network, all hospitals and clinics agree to the prices which will be in place until the network renews again in 2025.