



My Bupa FAQs

Who can create a digital account?

Customers can create a digital account and use My Bupa if:

- They have personal Bupa health or dental cover, or they're insured through their employer
- They're on someone else's cover and are over 16 years old
- They've had a Bupa health assessment
- They have a Bupa Well+ subscription

How do our customers start using My Bupa?

They just need to search for 'My Bupa' in their device's app store, download and open the app, then create an account. Signing up can be done online or in the app.

What if a customer has forgotten their password?

Customers can go to the sign in page and enter their email address, then use the 'forgotten password' link and follow the steps to reset it.

What can customers see in their claims history?

They can see claims for their current health or dental from the last seven years and download their claims advice statements.

If a customer is the cover owner and has dependants under 16 years old, they can also download their dependants' claims advice statements.

Can customers access cash plans, pay as you go healthcare or care services in My Bupa?

No. They can access health or dental cover documents and health assessment reports in My Bupa. We'll be adding more soon.

If a customer has any issues accessing My Bupa, they can contact our Digital Support Team

0345 608 0898

Phone lines are open Monday to Friday 8am to 10pm and Saturday 8am to 8pm. We may record or monitor phone calls.