



Members First

Choose Bupa, feel the benefits



Bupa is making sure costs don't hold you back

When you start new cover or renew after **30 March 2026**, you'll have access to Members First.

It's a brand-new treatment option that means when you get mental health talking therapies through Bupa services, your excess, co-payment and outpatient allowance won't be affected.

So getting support is even easier – and you can get even more out of your insurance.

What treatments is it available for?

- Counselling
- Cognitive behavioural therapy (CBT)
- Psychology
- Psychotherapy

Through which types of appointment?

- Over the phone or video with Bupa's Talking Therapies team
- In person at a Mindplace, Bupa's mental health centres

How does it help?

You won't pay extra costs

That means no excess or co-payment to pay and no impact on your outpatient allowance, no claims discount or low claims bonus, if you have one.

You'll get fast access

Bupa aims to get you started with talking therapies in just 10 days.*

*For initial remote mental health treatment delivered by our talking therapies service, over 90% of customers were offered an appointment within 10 days between November 2025 and January 2026.

You can book with ease

Book and manage your care with the My Bupa app. All you need to do is log in to use Bupa, digital health by Bupa. If you'd prefer, you can sign in on the web.

You'll get top-quality care

Whether you prefer support over the phone, video or in person, you'll be supported by Bupa experts at every step.

How it works

Using Members First is easy with the My Bupa app. Here are the simple steps to follow:

1. **Log in to the app** and book a digital appointment with a GP or mental health specialist.
2. If it's the right treatment for you, **they'll refer you** for talking therapy.
3. You don't need to contact us separately to pre-authorise your care. **We'll send you a pre-authorisation code** in the app and by email.
4. **You can then book** your talking therapy session with a Bupa service, over the phone, video or in person.



Scan or search 'My Bupa' on your app store



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