



# **How to...**

# **Create an invoice without a pre-authorisation number**

# Using Providers Online to create an invoice

This guide explains how to use Providers Online ([bupa.co.uk/providers-online](https://bupa.co.uk/providers-online)) to create an invoice for a Bupa patient's care.

The benefits of using Providers Online to do this instead of other methods are:

- it's **free** to use
- it's easy to complete so **saves time**
- it pre-populates some information meaning **less for you to fill out**
- you can **track the progress** of your invoices
- **faster payments**



# Creating an invoice without a pre-authorisation number

- Log in to Providers Online and select **Create an invoice** in the left-hand menu bar.
- Give your invoice an **Invoice number** – This is for your records and will also appear on your provider statements. It'll make it easier for you to find your invoice later to check the outcome.
- **First treatment date** should be the first treatment date of the invoice you're submitting.
- **Provider number** will be pre-populated for you.
- Leave **Pre-authorisation number** blank.
- Once you've entered all of the above, please click **Next**.

The screenshot shows the 'Providers Online Therapist' interface. The top navigation bar includes 'You are managing: Providers Online Therapist' and 'Super User'. A left-hand menu contains options like 'Provider home', 'Help Centre', 'Create an invoice', 'View my statements', 'Find my invoices', 'Search members and pre-authorisations', 'Forms', 'My Finder profile >', 'Manage my details >', and 'Useful Links >'. A 'Log out >' button is at the bottom of the menu. The main content area is titled 'Create an Invoice' and includes a progress bar with steps: 'Set up your invoice', 'Identify patient', 'Enter provider', 'Add treatments', and 'Confirm and submit'. Below the progress bar, a note states 'All fields marked with \* are mandatory.' The 'Set up your invoice' section contains the following fields: 'Your Invoice number \*' (text input), 'First treatment date \*' (text input with a calendar icon), 'Provider Number \*' (dropdown menu showing '70000095'), and 'Pre-authorisation number' (text input). A link 'Why use a pre-authorisation?' is located below the 'Pre-authorisation number' field. A note at the bottom of the form reads: 'If you don't have a pre-authorisation, just leave this field blank and continue to enter all the necessary details.' A 'Next >' button is positioned at the bottom right of the form.

# Finding the patient's details

- Enter the Bupa patient's **Surname**, **Date of Birth** and **Post code**.
- Once you've done this, please click **Search**.

## Create an Invoice

All fields marked with \* are mandatory.

All fields marked with † are mandatory for all service types except for Anaesthesia.

Set up your invoice	<b>Identify patient details</b>	Enter provider	Add treatments	Confirm and submit
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### Identify patient details

**Surname \***  [Tips for searching](#)

**Date of Birth \***

**Post code \***

# Selecting the right patient

- The search will return matching patients' details.
- Then enter the first date any treatment that you're invoicing for took place in the **When was your first consultation with this patient?** field.
- Select the relevant option for **Referred by** – this is usually **GP referred**.
- Once you've entered all of the above, please click **Next**.

## Create an Invoice

All fields marked with \* are mandatory.

All fields marked with † are mandatory for all service types except for Anaesthesia.

Set up your invoice **Identify patient details** Enter provider Add treatments Confirm and submit

### Identify patient details

**Surname \***  [Tips for searching](#)

**Date of Birth \***

**Post code \***

Please select from the options below.

Title	First name	Middle initial	Surname	Date of birth	Membership no	
<input checked="" type="radio"/>	Ms	Swan		Gremlin	27/08/1993	0473707357

**When was your first consultation with this patient? †**

**Referred by †**

# Adding details of the healthcare professional, hospital or clinic

- If you're invoicing for inpatient, outpatient or day-patient treatments, please add the hospital or clinic where the treatment took place, by clicking **Add provider**.
- Enter the provider number and name, then click **Search**. Select the hospital or clinic and click on their name to add them to the invoice.
- Repeat the steps above if further hospitals or clinics need to be added and when you are finished click **Next**.

## Create an Invoice

All fields marked with \* are mandatory.

Set up your invoice   Identify patient   **Enter provider**   Add treatments   Confirm and submit

### Provider Details

To help us pay you promptly please give details of all the healthcare professionals, hospitals and clinics involved in the treatments you're invoicing for.

- If you're invoicing for in-patient, out-patient or day-patient treatments provided by a consultant, please add the hospital or clinic where the treatment took place.
- If you weren't the lead consultant for the treatments, ensure you include their name here.

[Help for entering provider information](#)

Name	Number	Type	Lead specialist
Altman, Keith	03324392		<input checked="" type="radio"/>

[← Previous](#) [Next →](#)

### Add provider

**Provider number**

**Name**

Select a provider

Name	Provider number	Type
<a href="#">Cromwell Hospital</a>	60000707	Hospital

# Adding the treatment details

- Use the drop down to select the **impairment/diagnosis**, if it doesn't show the right one, click **search for more**, and follow the instructions.
- Use the next drop down to select the **procedure**, and again if it doesn't show the right one, click **search for more** and follow the instructions.
- There are more drop downs to select the:
  - **Type of service** - surgery, anaesthesia or ancillary (for nonsurgical care, such as therapy).
  - **Place of service** - if you are invoicing for therapy services, please select **Consultant rooms**.
- Enter the first and last dates of the treatment you're invoicing for.
- Enter the **Quantity** of sessions or consultations you're invoicing for.
- Enter the **Fee** – this should be the total cost of all the sessions or consultations. For example, if you're invoicing for two sessions at £50 each, please enter £100.
- Then select **Save**.

## Create an Invoice

All fields marked with \* are mandatory.

Set up your invoice Identify patient Enter provider **Add treatments** Confirm and submit

### Treatment details

Ensure details of all treatments for the invoice are included below including the fee you are charging. If you are using a pre-authorisation, the treatment details may be pre-populated but you need to edit the details to add the fee.

[Help for entering treatment details](#)

**Impairment / diagnosis \*** 45710-Other Lymphoedema

[Click here to search codes](#)

**Procedure \*** AA671-Manual lymphatic drainage (MLD) ses:

**Type of service \*** Ancillary

**Place of service \*** Consultant rooms

**Provider name \*** Cromwell Hospital

**Date from \*** 10/10/2025

**Date to \*** 10/10/2025

If you're invoicing for multiple treatment sessions or consultations for this patient, please add each session or consultation separately once you've clicked 'Save'

**Quantity \*** 2

**Fee (£) \*** 100

# Adding more treatment details

Create an Invoice

All fields marked with \* are mandatory.

Set up your invoice   Identify patient   Enter provider   **Add treatments**   Confirm and submit

### Treatment details

Ensure details of all treatments for the invoice are included below including the fee you are charging. If you are using a pre-authorisation, the treatment details may be pre-populated but you need to edit the details to add the fee.

Procedure	Type of Service	Billing Package	From Date	Fee (£)	
AA671-Manual lymphatic drainage (MLD) session	Ancillary	No	10/10/2025	£100.00	Show

**Add treatment**   Running total: £100.00

**< Previous**   **Next >**

- After you click **Save**, it will display the information you added.
- Click **Show** to see all the details and check them, then click **Hide** to minimise them again.

Create an Invoice

All fields marked with \* are mandatory.

Set up your invoice   Identify patient   Enter provider   **Add treatments**   Confirm and submit

### Treatment details

Ensure details of all treatments for the invoice are included below including the fee you are charging. If you are using a pre-authorisation, the treatment details may be pre-populated but you need to edit the details to add the fee.

Procedure	Type of Service	Billing Package	From Date	Fee (£)	
AA671-Manual lymphatic drainage (MLD) session	Ancillary	No	10/10/2025	£100.00	Hide

**Remove treatment**   **Edit treatment details**

Treatment Date: 10/10/2025 - 11/10/2025  
Quantity: 2  
Place of service: Consultant rooms  
Provider: Altman, Keith  
Impairment: 45710-Other Lymphoedema  
Billing Package: -

**Add treatment**   Running total: £100.00

**< Previous**   **Next >**

- If you need to add another treatment to the invoice, click **Add treatment** and repeat the steps explained previously.
- You can also **Remove treatment** if needed.
- When there are no more treatments to add, click **Next**.

## Create an Invoice

All fields marked with \* are mandatory.

Set up your invoice	Identify patient	Enter provider	Add treatments	Confirm and submit
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### Confirm and Submit

#### Invoice Confirmation

Invoice Total: £100.00

Membership number	0473707357	Invoice number	1234
Patient name	Ms Swan Gremlin	Invoice date	10/10/2025
Date of birth	27/08/1993	Provider	Altman, Keith
Pre-authorisation		Provider number	03324392

#### Impairments/diagnosis

45710-Other Lymphoedema

#### Treatments

Procedure	Type of Service	Billing Package	From Date	Fee (£)
AA671-Manual lymphatic drainage (MLD) session	Ancillary	No	10/10/2025	100.00

Total: £100.00

By ticking this box, you're confirming that you're submitting this invoice in line with your or your hospital's agreement with Bupa, and it's in line with the Bupa Schedule of Procedures.

I confirm

[< Previous](#)

[Submit >](#)

# Checking and submitting your invoice

- Check all the details are correct. If you need to make any edits, click **< Previous** and repeat the earlier steps.
- Once you're happy that all the details are correct, click to tick **I confirm** and then tick **Submit**.
- When your invoice has been successfully submitted, you'll see the screen below. From here you can **print copy of invoice** or **create another invoice**.

## Create an Invoice

Your Invoice has been submitted successfully

[Print copy of invoice](#)

[Create another invoice](#)