



How to...

Create an invoice with a pre- authorisation number

Using Providers Online to create an invoice

This guide explains how to use Providers Online (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 with 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.
- Enter the **Pre-authorisation number** the Bupa patient has given you.
- Once you've entered all the above information, please click **Next**.

The screenshot displays the 'Providers Online Therapist' interface. At the top, it shows 'You are managing: Providers Online Therapist' and 'Super User'. A left-hand navigation menu includes 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 *' (calendar icon), 'Provider Number *' (dropdown menu showing '70000095'), and 'Pre-authorisation number' (text input). A question 'Why use a pre-authorisation?' is followed by a text area containing the instruction: '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 located at the bottom right of the form.

Checking the pre-authorisation details

- The pre-authorisation details will be populated with information that the Bupa patient gave us when they called to pre-authorise their care. This can be amended later.
- If you receive a **pre-auth error** message, please submit the invoice without using a pre-authorisation number (please see our guide for **Creating an invoice without a pre-authorisation** for instructions on how to do this).
- Click **Next** to confirm that you're happy with the pre-authorisation details.

Create an Invoice

Set up your invoice	Identify patient	Enter provider	Add treatments	Confirm and submit
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Pre-Auth Summary

If the details shown are correct, press Next to continue. Otherwise, select Previous to enter a different pre-authorisation number.

Ms Swan Gremlin	Membership number: 0473707357
First treatment date: 06/06/2025	
Impairment code: 52000	
Impairment description: Disorders of Tooth Development and Eruption	
Pre-authorisation status: Used	

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Confirming who was involved in delivering the care

- This screen shows all the healthcare professionals, hospitals and clinics listed on the pre-authorisation.
- Please remove any who weren't involved in the care you're invoicing for.
- If you're invoicing for inpatient, day-patient or outpatient treatment, please don't remove the hospital or clinic from this page.
- Then 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	Consultant	<input checked="" type="radio"/>	
Spire Gatwick Park Hospital	60000989	Hospital	<input type="radio"/>	Remove
Any Bupa Recognised Anaesthetist	70000191	Consultant	<input type="radio"/>	Remove

< Previous

Next >

Add provider

Checking the treatment details

- This screen shows all care listed on the pre- authorisation.
- Please make sure that it only shows care you're invoicing for. You can use **Remove treatment** to take off care that you don't want to include in your invoice.
- If you need to amend details of the care you've delivered, select **edit treatment details** and make any necessary changes.
- Click **Next** to confirm that you're happy with the treatment details.

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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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 (£)	
Surgical removal of impacted/buried tooth/teeth	Surgery	No	06/06/2025		Hide

Edit details to enter fee

Treatment Date	06/06/2025 - 06/06/2025
Quantity	1
Place of service	Day-Patient
Provider	Altman, Keith
Impairment	52000-Disorders of Tooth Development and Eruption
Billing Package	-

[Remove treatment](#) [Edit treatment details](#)

Surgical removal of impacted/buried tooth/teeth	Anaesthesia	No	06/06/2025		Hide
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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 * 52000-Disorders of Tooth Development and E [Search for more](#)

[Click here to search codes](#)

Procedure * F0910-Surgical removal of impacted/buried tooth/teeth [Search for more](#)

Type of service * Surgery

Place of service * Day-Patient

Provider name * Altman, Keith

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'

Admission date * 10/10/2025

Discharge date * 10/10/2025

Discharge reason * Discharged

Quantity * 1

Fee (£) * 329.00

[← Previous](#) [Save >](#)

- When you've amended any details that need updating and entered your fee click **Save**.

Treatment details

- If you need to add any more care, select **Add treatment** and then repeat the steps on the previous page. Click **Save** after you've added each treatment.
- When you've added all the care to your invoice click **Save**.
- And then click **Next**

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 (£)	
F0910-Surgical removal of impacted/buried tooth/teeth	Surgery	No	10/10/2025	£329.00	Show

[Add treatment](#) Running total: £329.00

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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: £329.00**

Membership number	0473707357	Invoice number	Test1
Patient name	Ms Swan Gremlin	Invoice date	10/10/2025
Date of birth	27/08/1993	Provider	Altman, Keith
Pre-authorisation	68062241	Provider number	03324392

Impairments/diagnosis

52000-Disorders of Tooth Development and Eruption

Treatments

Procedure	Type of Service	Billing Package	From Date	Fee (£)
F0910-Surgical removal of impacted/buried tooth/teeth	Surgery	No	10/10/2025	329.00

Total: £329.00

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](#)