

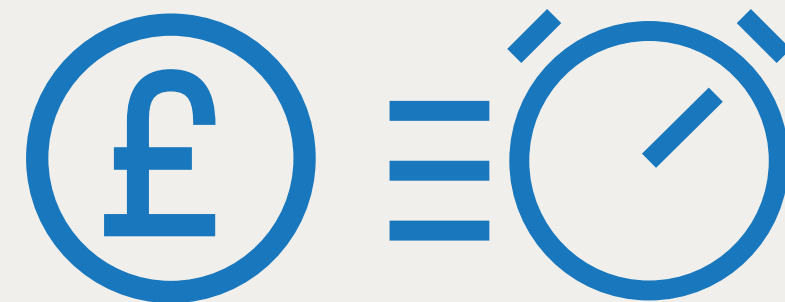
Our Cancer Promise

We treat the person not just the condition

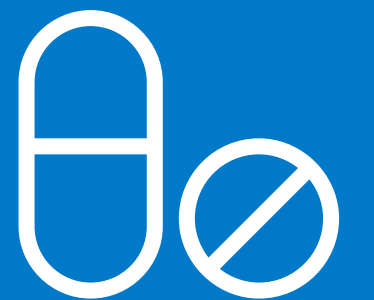


Our cancer promise to you and your employees

No financial or time limits[^].



Access to the latest eligible, evidence-based cancer drugs and treatment.



[^]With Bupa cancer cover there are no time limits. All eligible treatment costs and evidence-based breakthrough cancer drugs and treatments are paid in full for as long as your employee has Bupa health cover. If an overall annual maximum allowance has been selected, treatment costs that your scheme covers will be paid up to that amount. Employees will need to check their certificate or guide to see which specific list of advanced therapies has been selected as it may not cover all advanced therapies. Your employees will need to use a hospital or clinic from the Bupa network that applies to their cover and a Bupa recognised consultant who will charge within our rates (a fee-assured consultant).

Access to a specialist oncology nurse.



Your employees can choose either a facility within our Quality Assured Network of hospitals or chemotherapy at home, if considered clinically appropriate.



Access to our Live Well with Cancer programme that provides support with diet, exercise and emotional issues.



Uniting leading healthcare specialists against breast cancer

Specialist Centres for breast cancer

We've partnered with leading independent hospitals to create Specialist Centres for breast cancer.

- Internationally-acclaimed experts
- Selected from the best independent hospitals*
- Strict clinical criteria to ensure the highest quality care and treatment

Progressing our networks

The first centres launched in London and Manchester in 2019 with more centres planned for the future.

*Hospitals must meet our strict quality criteria, including meeting a Care Quality Commission rating of 'good' or 'outstanding'

Direct Access to support for symptoms of cancer*



Step 1

Time is crucial when it comes to cancer, with longer wait times to access a GP appointment delaying the detection of cancer as it progresses. That's why employees can call us straight away and one of our trained advisers will assess their symptoms over the phone using national clinical guidance.



Step 2

Your employee will be given clear advice on what to do next. Depending on their cover and the nature of their symptoms, this could include a referral to a specialist there and then.

Even if your employee's cover or their symptoms mean we can't offer them a private referral, we'll still advise them to see a GP and offer them a call back within two weeks for further support.

*Direct Access telephone services are available as long as the symptoms are covered under the policy or health trust. If your employee's cover excludes conditions they had before their cover started, we'll ask them to provide evidence from their GP that their symptoms are not pre-existing for a period of up to two years after their cover started or up to five years in the case of mental health. For rolling moratorium underwritten policies or health trusts we will ask for evidence each time they claim for a condition not claimed for before. They should always call us first to check their eligibility.

Remote skin assessment

For worries about moles or skin lesions, remote skin assessment can provide your employees with help at home, without the need for a GP referral. This service is available nationwide and can be used for up to three moles or skin lesions per person.

Call Us

Employees call our direct access service on **0345 850 0465*** to pre-authorise and receive a registration link[†].



Register

If they register before 2pm they'll receive a home assessment kit, including a smart phone and dermatoscopic lens, the next working day.



Upload images

They can then use the kit to take and send images to a dermatologist. Results will be sent to them within two working days. If further investigation is required, Bupa will be notified so we can help with this.



**3x faster
than seeing a
dermatologist
in person**

Results within three working days of registering.

Bupa internal analysis July 2020.

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[†]This is a chargeable service and is subject to the benefits and limitations of the policy or health trust. This service may not be suitable for all types of skin lesions or moles. When your employee calls to pre-authorise, they will be advised as to whether this service is appropriate for them.

A man and a woman are shown in a close embrace on a rocky, outdoor setting. The man, on the right, has a beard and is wearing a dark blue quilted jacket. The woman, on the left, has blonde hair and is wearing a grey quilted jacket. They are both looking towards the camera with serious expressions. The background consists of a clear blue sky and a rocky, hilly landscape.

**Care that goes
beyond treating
cancer**

Individual care at every step

1 in 2 people born after 1960 in the UK will be diagnosed with some form of cancer during their lifetime.¹



We treat the person as well as their condition.



Our specialist Oncology Support Team is made up of trained advisers, care coordinators and oncology trained nurses.



48,064

The total number of Bupa customers claiming for cancer treatment (including skin cancer treatment) between October 2018 and September 2019.²

¹ Cancer Research UK 2019, <https://www.cancerresearchuk.org/health-professional/cancer-statistics/risk>

² Internal Bupa report, January 2020.

Helping your employees get back to what they do best

While survival rates are growing, some people find it difficult to adjust after treatment as they return to normal life.

We're committed to supporting patients from the point of diagnosis as they come to terms with the emotional, physical and practical challenges of cancer through the Live Well with Cancer programme.

74 hospitals now delivering the Live Well with Cancer programme

We support our customers both during and beyond their diagnosis through the Bupa Live Well with Cancer programme and the 74 hospitals delivering the programme.



12 counselling sessions

As part of Bupa Cancer Cover, we offer 12 sessions of counselling – including one for a family member living at the same address. This is delivered by our Employee Assistance Programme team and is available on referral from a nurse in the specialist Oncology Support Team.

We'll make sure they're never alone

Facing cancer can be a hugely daunting prospect, which is why every customer and their immediate family can benefit from having someone to talk to about their feelings and concerns.

Our team of specially-trained counsellors offer confidential telephone support to help your employees through the challenges of their treatment. Better still, there's no need for a GP referral to use this service.

137,833

**The number of inbound calls our specialist
Oncology Support Team handled in 2019.¹**



¹ Internal Bupa Analysis 2019.

Treatment at home

Customers can choose to receive cancer drug therapy in the comfort and privacy of their own home, where clinically appropriate.

Delivered by an oncology nurse, this service can make an important difference to your employee's lifestyle as they progress through their cancer journey.



Helping your employees get back to what they do best

In some circumstances, a customer may choose to receive their cancer treatment with the NHS. If this is the case, and if you have selected to include NHS cash benefit, they'll receive a cash benefit in place of receiving treatment privately or through their healthcare scheme.



Some customers choose to do this because there's a convenient NHS facility near to their home. It might also help them to manage their personal expenses for things like travel and child care costs whilst receiving treatment.

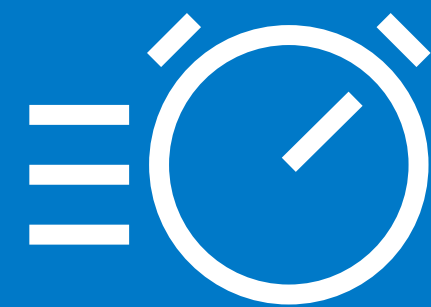
With them until the very end

Half of people who are diagnosed with cancer survive the disease for 10 or more years.¹ But if the worst does happen, and treatment is no longer an option, we'll continue to be there for your employee and their family.

We'll closely manage their condition and coordinate healthcare providers, always respecting their care preferences and choices, to reassure your employee.

4 Minutes

Every four minutes someone in the UK dies from cancer.¹



¹ <https://www.cancerresearchuk.org/health-professional/cancer-statistics/survival>

² <https://www.cancerresearchuk.org/health-professional/cancer-statistics-for-the-uk>

There for your employees at every step

If your employees experience cancer, it's our promise to be there for them with individual care at every step. We'll do everything we can to help them get back to feeling like themselves again.

- **Fast diagnosis, without waiting to see a GP***
your employees can call us first about any symptom of cancer.
- **Access to breakthrough cancer drugs and treatment^**
your employees will have access to eligible cancer drugs in the UK that are evidence-based for their condition, even if they're not NICE approved or available on the NHS.
- **Caring how cancer affects people personally**
our specialist Oncology Support Team and counsellors are on hand to give your employees the vital support that they need.

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^Applies to eligible cancer drugs and treatments covered by their scheme.

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