

# Bupa dental insurance. Employee journey.



Employer communicates to employees that Bupa dental insurance is available to them.



**Employee chooses the level of cover.**



Employee receives membership guide and membership certificate showing who is covered on the policy and the level of cover.



Employee can choose any dentist they like, NHS or private.



If an employee has a query, they can call our member helpline on **0800 237 777<sup>†</sup>** or email us on **DentalMemberServices@bupa.com**



**Three**  
flexible ways  
to claim



**1. Instant Claim<sup>^</sup>** available when using Bupa Dental Insurance Network



**2. My Bupa app**



**3. Claims form sent via post**



## Claims payment

If attending a non-Bupa dental centre, claims are paid by BACS

Employees have access to wider benefits such as health information, tools and calculators via their member portal.

<sup>†</sup>Lines are open Monday to Friday 8am to 8pm and Saturday 8am to 1pm. We may record or monitor our calls.

<sup>\*</sup>The employee must inform the dentist that they have Bupa dental insurance and provide their membership number prior to their appointment to benefit from this offer. 10% or 20% discounts are available depending on the practice and the dentist they are seeing. To find the selected Bupa-owned and approved centres where this offer is available see [finder.bupa.co.uk](https://finder.bupa.co.uk) and search the Bupa Dental Insurance Network. Discount excludes lab fees and specialist treatment and cannot be used against NHS and Bupa Dental Essentials services. Discount cannot be used in conjunction with any other discount.

<sup>^</sup>At selected practices within the Bupa Dental Insurance Network. Claims paid up to benefit allowances.

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