



# Personalised Health Intermediary FAQs

## What is a Medication Check?

Medication Check uses DNA testing to help identify the right medicine at the right dose for an individual, based on how their body is likely to respond. It's a simple, at-home test that your clients complete and return to Bupa's partner laboratory.

## Which medicines are tested?

Over 100 wide-ranging medicines are tested, including those used to treat conditions like cancer, cardiovascular disease, mental health, neurological conditions and many more.

The full list can be found here: [bupa.co.uk/medication-check-list](https://bupa.co.uk/medication-check-list)

## Who is eligible for a Medication Check?

It's available for new and renewing consumer and SME customers from 8 June 2026. This doesn't include Bupa's Unit and Standard scheme, or third party branded products for Saga and Benenden. It's also optional for corporate customers.

To be eligible, customers must be UK residents, aged 18 and over and taking regular medication prescribed by a GP on an ongoing or repeat basis (typically 6 months or more).

## Is there a contribution cost to the customer when they order a Medication Check?

No, there is no contribution cost to the customer.

## Who isn't a Medication Check suitable for?

It's not suitable for customers who have had a blood transfusion in the past 4 weeks, or customers who have ever had a bone marrow, stem cell, kidney or liver transplant.

## Does the Medication Check benefit apply to SME customers on a 2-year fixed deal?

Yes, the new benefit will apply to all SME and consumer customers at their renewal from 8 June 2026.

## How do customers claim for this benefit?

From 8 June 2026 your clients will be able to request a Medication Check through a new digital journey available in the My Bupa app and web.

Customers can also use our webchat service or call us if they prefer. Here's an overview of the process:

1. Request the test in My Bupa so we can check if the test is available to them
2. If they meet the eligibility criteria, we'll arrange for a test kit to be posted out.
3. Your client will complete the test at home and return it using our prepaid packaging.
4. They'll receive their report in My Bupa, including a clear summary of their results, which we recommend they share with their GP. If they'd like to talk through their results, an optional digital GP appointment is included.

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