

This is
health



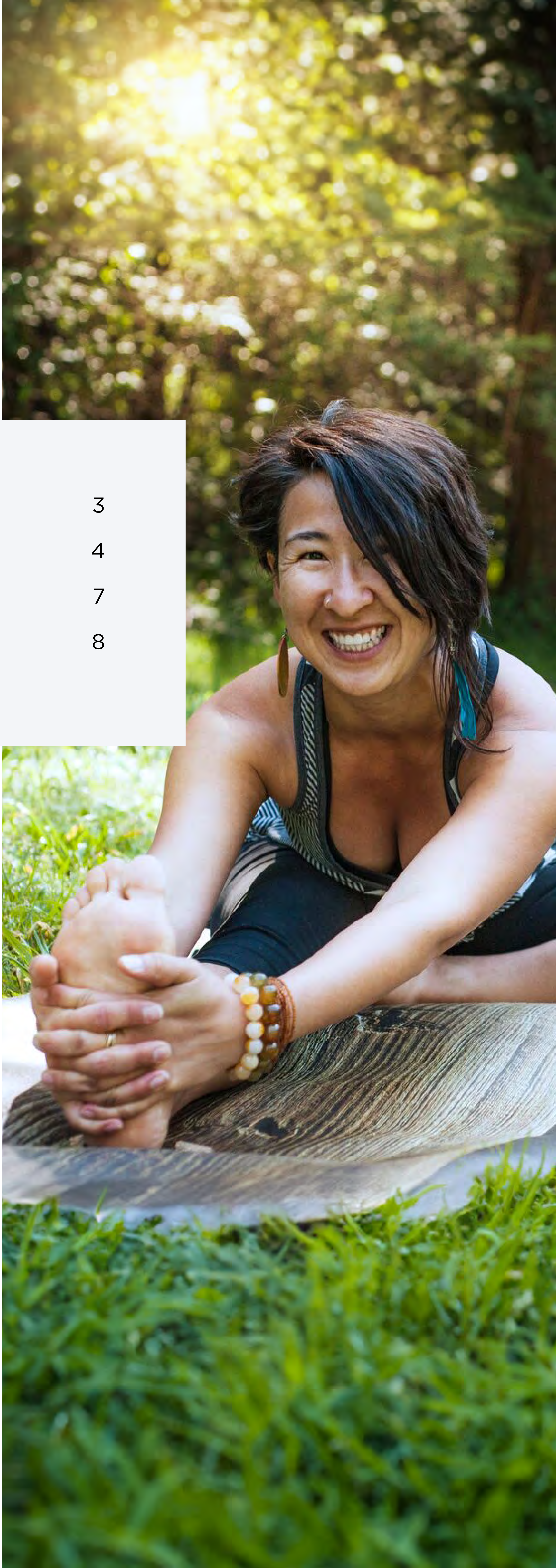
Your **Bupa Well+** **Silver** Subscription

What you need to know

blua Digital health
by Bupa

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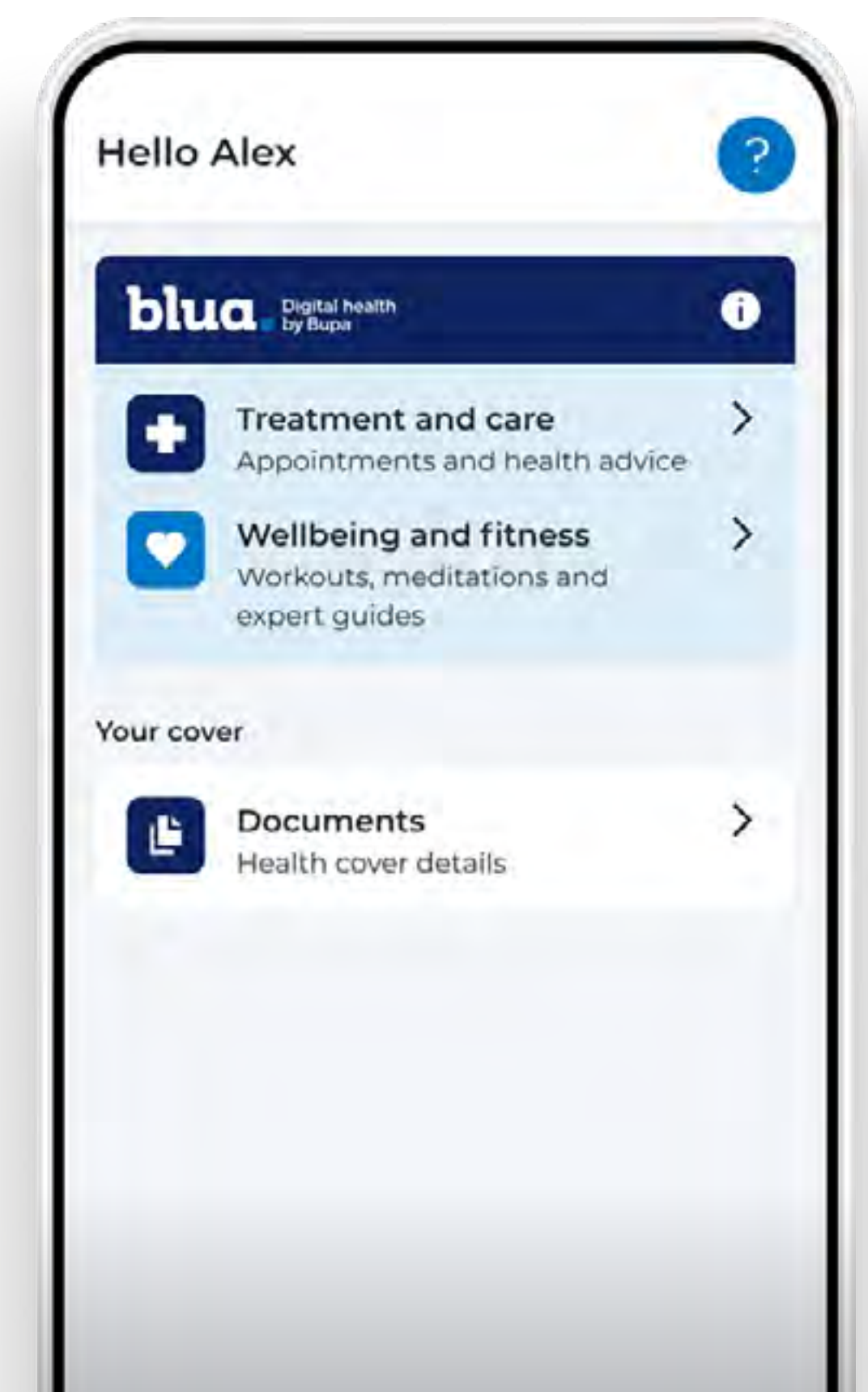
Introduction

What is Bupa Well+ Silver?



Bupa Well+ Silver is a subscription that provides health and wellbeing services.

It gives you access to these services through Blua, digital healthcare from Bupa. You'll find it in the My Bupa app.



This is a summary of the Bupa Well+ Silver subscription.

All services are provided remotely via the My Bupa app and can only be accessed and used through a smartphone.

You'll need a smartphone which is compatible with the My Bupa app to access and use the Bupa Well+ Silver subscription services (Android: is available from Version 12 (Snow Cone) onwards. iOS: Versions from 15.x onwards).

If you don't have a compatible smartphone, the Bupa Well+ Silver subscription isn't suitable for you.

If you think that you need to see a healthcare professional in person to explain your medical needs then the Bupa Well+ Silver subscription is not suitable for you. This is because all services are provided remotely via the app.

The services can only be used in the UK and are subject to availability.

All information is provided in English.



What's included?

Your Bupa Well+ Silver subscription gives you access to Blua, digital healthcare from Bupa, all delivered by Bupa’s healthcare experts.

The services described below are available for each person included on the Bupa Well+ Silver subscription, each year.

All services are subject to availability and are offered remotely to individuals in the UK only.

Digital GP appointments

Service	Availability
Appointments Speak to a GP or nurse in a 10 minute appointment by video or audio call. Clinicians may offer diagnosis, treatment or a referral letter for your own GP. Specialist consultations, tests and scans themselves are not included as part of the service.	10 minute appointment by video or audio call 6am - 10pm weekdays 8am - 8pm weekends Available all year round
Private prescriptions Choose to collect from your local pharmacy or home delivery the same or next day if available. Costs apply.	Delivery of prescriptions is subject to availability based on your location and time of consultation. Bupa is not responsible for the actions of the chosen pharmacy.

Mental health services

Service	Availability
Remote personal lifestyle coaching Mental health coaches provide up to two hours of remote support to help you increase your motivation and commitment to lifestyle changes.	Up to two hours of remote support 8am - 8pm weekdays 8am - 5pm weekends 8am - 5pm bank holidays
Mental health triage Book a 20 minute call with our specialist mental health team first for advice about which service is best for you.	20 minute call All day every day
Self-management programmes Up to ten online sessions. Use these whenever it suits you, to help stop small worries turning into more serious issues. Sessions are provided by our partner, Silvercloud. You'll be asked to accept their terms and conditions before accessing the programmes on the Silvercloud website.	Up to ten online sessions All day every day
Cognitive Behavioural Therapy (CBT) Up to eight, 60 minute CBT sessions. CBT aims to improve your mental health by changing negative thoughts and beliefs that can affect how you feel and behave.	Up to eight, 60 minute sessions 8am - 8pm every day
Counselling Up to six, 60 minute counselling sessions. These sessions help address personal concerns and improve your wellbeing.	Up to six, 60 minute counselling sessions 8am - 8pm every day
Concierge For more complex mental health issues, you can have up to two hours of personalised support with a clinician who can refer you to the right service for you.	Up to two hours of personalised support 8am - 8pm every day

Musculoskeletal (MSK) services

Service	Availability
MSK triage Book a 20 minute video or phone call with a clinician, who will assess your symptoms and recommend the course of treatment.	20 minute video or phone call 8am - 8pm every day
Self-managed treatment programmes Access self-managed, physio-led treatment programmes from our partner, Physitrack. To use the Physitrack app, you will be asked to accept the Physitrack terms of use.	All day every day
Remote physiotherapy sessions Book up to six, 20 minute sessions with a physiotherapist over the phone or via video.	Up to six, 20 minute sessions 8am - 8pm every day

Wellbeing services

Service	Availability
Fitness centre Access to online fitness classes, training programmes and exercise plans in the app. Suitable for all abilities and fitness levels.	All day every day
Wellbeing resources Access expert advice, tips and tools for healthy living, such as guided meditation, provided through the app.	All day every day

What's not included?

The services under the Bupa Well+ Silver subscription do not include:

- ⊗ NHS prescriptions
- ⊗ prescribing certain medications including controlled drugs
- ⊗ physical examinations and reports which require access to full medical records
- ⊗ antenatal or maternity care
- ⊗ drug and alcohol rehabilitation services
- ⊗ immunisations or vaccinations
- ⊗ any tests including but not limited to diagnostic or blood tests
- ⊗ the purchase of any equipment or other additional item

Other key information

What if I need to complain?

If you need to complain, visit **bupa.co.uk/complaints** and follow the instructions for Bupa Well+ Silver subscription services. Alternatively, call our Customer Relations team on **0345 606 6739** or email us at **customerrelations@bupa.com**. We may record or monitor calls.

If we can't resolve your complaint straight away, we'll email or write to you within five working days to explain the next steps.

For those with hearing or speech difficulties you can use the Relay UK service on your smartphone or textphone. For further information visit **relayuk.bt.com**.

We also offer documents in Braille, large print or audio.

How is my information used?

Bupa processes your information to manage your Bupa Well+ Silver subscription and provide the services you have subscribed to.

For more information about how Bupa uses your information, please see our Privacy Notice at **www.bupa.co.uk/privacy**.

Bupa Well+ Silver and the My Bupa App are provided by Bupa Insurance Services Limited which is authorised and regulated by the Financial Conduct Authority (FCA). Registered in England and Wales at 1 Angel Court, London, EC2R 7HJ. Its company number is 3829851. Its VAT registration number is 239731641. The Bupa Family GP and Wellbeing product and services are not regulated by the FCA.

The Digital GP, Mental Health and Musculoskeletal services are provided by Bupa Occupational Health Limited who work with American Well Corporation UK Limited (Trading as “Silvercloud”). Bupa Occupational Health Limited is registered in England and Wales at 1 Angel Court, London EC2R 7HJ. Its company number is 631336. American Well Corporation UK Limited is registered in England and Wales at 124 City Road, London, England, EC1V 2NX. Its company number is 10960422.

The Wellbeing Services are provided by Bupa and Spectrum Wellness UK Limited. Spectrum Wellness UK Limited is registered in England and Wales at Huckletree Ancoats, 9 Great Ancoats St, Manchester, M4 5AD. Its company number is 11815511.

Services are subject to availability.