

# Maternity Cash Benefit. Claim form.



## Before you begin

**Please complete this form using BLOCK CAPITALS and BLACK INK.**

Complete this form if you're claiming for Maternity Cash Benefit. This form should be completed for all treatment related to the Maternity Cash Benefit and can be submitted as and when treatment occurs or consolidated for all treatment.

**Please read the following carefully before completing the form.**

- You should complete sections A, B, C, D and E of the claim form.
- A separate claim form is needed for each member.
- Payment of benefits claimed is subject to the rules of the scheme.
- All benefits are paid in £ Sterling.
- **Important note:** under the terms of the Apple scheme, you're required to use a Midwife who is NMC registered and a Doula who is Doula UK registered otherwise your claim may not be eligible. It is your responsibility to ensure that you check the qualifications and insurances continue to be valid and appropriate throughout the duration of treatment. Apple and Bupa won't be held responsible for any complications which may arise from the use of a Midwife or Doula.
- An invoice or receipt is required for all treatment detailing:
  - what the treatment was
  - who completed the treatment
  - the cost of the treatment
  - the date the service was provided.

## We're here to help

If you need to make a claim just follow the steps below.

For help advice or any queries about your treatment, simply call your helpline number which is detailed on your membership certificate.

For those with hearing or speech difficulties you can use the Relay UK service on your smartphone or textphone. For further information visit [www.relayuk.bt.com](http://www.relayuk.bt.com). We also offer documents in Braille, large print or audio.

### Where to send your completed form

By email: [apple@bupa.com](mailto:apple@bupa.com)

If you need to send us sensitive information you can email us securely using Egress. For more information and to sign up for a free Egress account, go to <https://switch.egress.com>. You'll not be charged for sending secure emails to a Bupa email address using the Egress service.

Or by post: **Bupa Select, Bupa Place, 102 The Quays, Salford, M50 3SP**

Before you send the form to us, please make sure all the relevant sections have been completed – this will help us deal with your claim as quickly as possible.

## A. Your details

### 1. Your membership details

Please tell us about yourself here.

Your Bupa membership number

### 2. Your personal details

Please tell us about yourself here (to see how we use your information, please read our privacy notice at the end of this document).

Title (please tick or list title if other) Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other ☐

First name(s)

Surname

Address

Postcode

Date of birth

#### Membership status

Are you the employee/main policy holder?

Yes ☐ No ☐

If you're not the main policy holder what is your relation to the main policy holder?

Partner ☐ Child/dependant ☐

## B. Payment details

You can receive payments for claim settlement direct to your chosen bank or building society account, helping to make settling your claim safer and more timely. This simply means that instead of posting a cheque to you we can automatically pay your claim by BACS (Bank Automated Clearing System). BACS normally enables a cleared payment to reach your Bank account three working days after Bupa has processed the claim for payment.

Payments into a Building Society account may take a day longer. Written advice of payment will be posted to you.

To benefit from BACS please fill in the below details. If you don't fill in your details correctly it may delay your payment.

Account holder name

Bank/building society name

Sort code  -  -

Account number

Please provide your phone number so we can contact you if there are any problems.

Contact phone number

If you would like to receive a cheque payment on this occasion, please tick this box ☐

## C. Treatment details

Please complete this claim form after referring to your policy guide for the full terms and conditions of your cover. Please tick the appropriate box for the benefit that you're claiming for below.

| Benefit                         | Treatment date           | Amount of claim |
|---------------------------------|--------------------------|-----------------|
| Routine pre-natal care          | <input type="checkbox"/> |                 |
| Routine post-natal care         | <input type="checkbox"/> |                 |
| Midwife                         | <input type="checkbox"/> |                 |
| Doula                           | <input type="checkbox"/> |                 |
| Private room at an NHS facility | <input type="checkbox"/> |                 |

## D. Provider details

### 1. Claims for Private Midwife services

Eligible Midwives for this benefit must be recognised on <https://www.nmc.org.uk/registration/search-the-register/>  
It's your responsibility to ensure that you check the qualifications and insurances continue to be valid throughout the duration of treatment. Apple and Bupa won't be held responsible for any complications which may arise from the use of a Midwife.

|                        |          |
|------------------------|----------|
| Name of Midwife        |          |
| Address                |          |
|                        | Postcode |
| NMC recognition status |          |
| Name of Midwife        |          |
| Address                |          |
|                        | Postcode |
| NMC recognition status |          |
| Name of Midwife        |          |
| Address                |          |
|                        | Postcode |
| NMC recognition status |          |

## 2. Claims for Private Doula services

Eligible Doulas for this benefit must be recognised on <https://doula.org.uk/find-a-doula/>

It's your responsibility to ensure that you check the qualifications and insurances continue to be valid throughout the duration of treatment. Apple and Bupa won't be held responsible for any complications which may arise from the use of a Doula.

Name of Doula

Address

Postcode

Doula UK recognition status

Name of Doula

Address

Postcode

Doula UK recognition status

Name of Doula

Address

Postcode

Doula UK recognition status

## E. Patient declaration

Please read the following carefully before signing the declaration. Prior to returning the claim form please study the policy wording and read the terms and conditions as they relate to your claim.

Please note that Bupa are not responsible for the costs of obtaining documentation in support of the claim.

The information on this form will be used by Bupa to deal with your claim.

### Declaration

I declare that the information contained within this claim is true and correct to the best of my knowledge and belief.

I haven't withheld any information from Bupa within my knowledge connected with this claim.

I agree to provide any further information or documentation as may be reasonably required.

Signature of the claimant

Date

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|---|---|---|---|---|---|---|---|

# Privacy notice – in brief

We're committed to protecting your privacy when dealing with your personal information. This privacy notice provides an overview of the information we collect about you, how we use it and how we protect it. It also provides information about your rights. The information we process about you, and our reasons for processing it, depends on the products and services you use. You can find more details in our full privacy notice available at [bupa.co.uk/privacy](https://bupa.co.uk/privacy). If you don't have access to the internet and would like a paper copy, please write to **Bupa Data Protection, Willow House, 4 Pine Trees, Chertsey Lane, Staines-upon-Thames, Middlesex TW18 3DZ**. If you have any questions about how we handle your information, please contact us at [dataprotection@bupa.com](mailto:dataprotection@bupa.com)

## Information about us

In this privacy notice, references to 'we', 'us' or 'our' are to Bupa. Bupa is registered with the Information Commissioner's Office, registration number Z6831692. Bupa is made up of a number of trading companies, many of which also have their own data-protection registrations. For company contact details, visit [bupa.co.uk/legal-notice](https://bupa.co.uk/legal-notice)

### 1. Scope of our privacy notice

This privacy notice applies to anyone who interacts with us about our products and services ('you', 'your'), in any way (for example, email, website, phone, app and so on).

### 2. How we collect personal information

We collect personal information from you and from certain other organisations (those acting on your behalf, for example, brokers, health-care providers and so on). If you give us information about other people, you must make sure that they have seen a copy of this privacy notice and are comfortable with you giving us their information.

### 3. Categories of personal information

We process the following categories of personal information about you and, if it applies, your dependants. This is standard personal information (for example, information we use to contact you, identify you or manage our relationship with you), special categories of information (for example, health information, information about race, ethnic origin and religion that allows us to tailor your care), and information about any criminal convictions and offences (we may get this information when carrying out anti-fraud or anti-money-laundering checks, or other background screening activity).

### 4. Purposes and legal grounds for processing personal information

We process your personal information for the purposes set out in our full privacy notice, including to deal with our relationship with you (including for claims and handling complaints), for research and analysis, to monitor our expectations of performance (including of health providers relevant to you) and to protect our rights, property, or safety, or that of our customers, or others. The legal reason we process personal information depends on what category of personal information we process. We normally process standard personal information on the basis that it's necessary so we can perform a contract, for our or others' legitimate interests or it's needed or allowed by law. We process special categories of information because it is necessary for an insurance purpose, because we have your permission or as described in our full privacy notice. We may process information about your criminal convictions and offences (if any) if this is necessary to prevent or detect a crime.

### 5. Marketing and preferences

We may use your personal information to send you marketing by post, phone, social media, email and text. We only use your personal information to send you marketing if we have either your permission or a legitimate interest. If you don't want to receive personalised marketing about similar products and services that we think are relevant to you, please contact us at [optmeout@bupa.com](mailto:optmeout@bupa.com) or write to **Bupa Data Protection, Willow House, 4 Pine Trees, Chertsey Lane, Staines-upon-Thames, Middlesex TW18 3DZ**

### 6. Processing for profiling and automated decision-making

Like many businesses, we sometimes use automation to provide you with a quicker, better, more consistent and fair service, as well as with marketing information we think will interest you (including discounts on our products and services). This may involve evaluating information about you and, in limited cases, using technology to provide you with automatic responses or decisions. You can read more about this in our full privacy notice. You have the right to object to direct marketing and profiling relating to direct marketing. You may also have rights to object to other types of profiling and automated decision-making.

### 7. Sharing your information

We share your information within the Bupa group of companies, with relevant policyholders (including your employer if you're covered under a group scheme), with funders who arrange services on your behalf, those acting on your behalf (for example, brokers and other intermediaries) and with others who help us provide services to you (for example, health-care providers) or who we need information from to handle or check claims or entitlements (for example, professional associations). We also share your information in line with the law. You can read more about what information may be shared in what circumstances in our full privacy notice.

### 8. International transfers

We work with companies that we partner with, or that provide services to us (such as health-care providers, other Bupa companies and IT providers) that are located in, or run their services from, countries across the world. As a result, we transfer your personal information to different countries including transfers from within the UK to outside the UK, and from within the EEA (the EU member states plus Norway, Liechtenstein and Iceland) to outside the EEA, for the purposes set out in this privacy notice. We take steps to make sure that when we transfer your personal information to another country, appropriate protection is in place, in line with global data-protection laws.

### 9. How long we keep your personal information

We keep your personal information in line with periods we work out using the criteria shown in the full privacy notice available on our website.

### 10. Your rights

You have rights to have access to your information and to ask us to correct, erase and restrict use of your information. You also have rights to object to your information being used; to ask us to transfer information you've made available to us; to withdraw your permission for us to use your information; and to ask us not to make automated decisions which produce legal effects concerning you or significantly affect you. Please contact us if you would like to exercise any of your rights.

### 11. Data-protection contacts

If you have any questions, comments, complaints or suggestions about this notice, or any other concerns about the way in which we process information about you, please contact us at [dataprotection@bupa.com](mailto:dataprotection@bupa.com). You can also use this address to contact our Data Protection Officer.

You also have a right to make a complaint to your local privacy supervisory authority. Our main office is in the UK, where the local supervisory authority is the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, United Kingdom.

Phone: 0303 123 1113 (local rate).