

QUESTION AND ANSWERS FOR CHANGES FOR BUPA PATIENTS

What is changing?

The way Marylebone Physiotherapy and Sports Medicine (Health Consultants Inc) provide services to Bupa patients including invoicing.

Why are these changes being brought in?

Following Bupa's request for all Physiotherapy clinics to tender for a contract to continue billing Bupa, those clinics that have been approved now have to instigate the changes laid out in Bupa's contract.

How will these changes affect me?

Initial Consultations for Bupa patients will now be fixed at 45 minutes long and Follow Up sessions will be 30 minutes long for each condition treated.

What will these sessions cost?

The Initial Consultation will be £75 and the Follow Up will be £55 for each condition treated.

How many sessions will be covered by Bupa?

Individual policies with Bupa vary so you must check your policy limitations with Bupa.

Do I still need to seek approval prior to starting physiotherapy?

Yes. It is important you talk to Bupa prior to starting physiotherapy.

Will they still give me a pre-authorization code?

Yes. If treatment is approved you will be given a unique pre-authorization code for each condition being treated. The clinic can not invoice without this / these codes. If you have problems with multiple body parts e.g. knee and shoulder, you will need two authorization codes.

What information will they need?

Our clinic provider number: 80008572, our company name is under Marylebone Physiotherapy and Sports Medicine (Health Consultants Inc.) and we are at No. 8 Dorset Square, London NW1 6PU.

Can I see any therapist?

Yes. All our physiotherapists are chartered and registered with the HPC and CSP. Our clinic number (above) encompasses all the physiotherapists at Marylebone Physiotherapy and Sports Medicine. You do not need to give the name of the therapist treating you.

I have more than one condition, or body part being treated. Can these be treated within the same session?

Bupa assign one pre-authorization code per condition. If you have more than one approved condition (sessions) they can be booked consecutively.

I've previously been having longer sessions than 30 minutes. Does this mean I now can only have 30 minutes?

Yes you will be able to continue longer treatment sessions. However under the new Bupa contract the clinic will only be able to invoice one 30 minute session for each condition. Please speak to your therapist and Reception regarding booking longer treatment sessions and any implications that may apply.

I see that you have additional services. Can I experience these and have you invoice Bupa?

No. Bupa only pay for physiotherapy services as outlined in your policy. Within the review of your treatment plan your physiotherapist may recommend additional services that you would benefit from. These are invoiced separately and must be paid for on the day. Please speak to reception regarding these services

Your clinic charges are increasing from January 2010?

Yes. Clinic charges as of 1st January 2010 will be tiered to reflect the qualifications and experience of each practitioner.

Some of the rates are greater than the Bupa charges?

The clinic has agreed rates for the Initial and Follow Up sessions so we will only bill these rates for Bupa patients.

What if I reach maximum benefit or have an excess to pay?

All charges uncovered by Bupa are payable by the patient on the day of treatment. It is your responsibility to know your limitations and when and what you need to pay directly.

If I have something to pay do I pay Bupa rates or private rates?

Bupa rates are negotiated rates. If any of your treatment is uncovered in full or in part the clinic will bill at normal private rates.

Bupa tell me to have the treating clinic invoice them directly regardless of if I have cover. Why do I need to pay on the day of treatment?

Within our contract with Bupa we offer an invoicing service / credit system for Bupa covered treatment. Only self-paying treatment therefore needs to be paid on the day of treatment.

I have more questions, who can I speak to?

Bupa can answer all policy related questions. Marylebone Physiotherapy can only answer invoicing, accounts, medical information and additional services enquiries. Please call the clinic on: 0845 370 8222.