

Bupa Select Health Insurance.



**Here's to  
a brilliant  
year.**

## **Make next year the year of the brilliant.**

We hope your team has enjoyed this one in great health. Looking to the future, we'd love to be at your side as you grow and develop. That's why we've enhanced our services to help you go from strength to strength.

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# Digital GP in partnership with Babylon.

## Make short work of seeing a GP.



Not being able to see a GP can cause stress for your team. And those who can get an appointment often worry about taking time off. A GP consultation via the Digital GP app makes it quick and easy for your employees to get health advice – 24/7. Helping to minimise disruption and maximise productivity.

### Present

Employees don't need to visit a surgery to see a GP. They can find a private space at work or at home and have a consultation.

### Productive

Because Digital GP is so convenient, employees are more likely to check out any worries sooner rather than later. This can help maintain good health.

### Engaged

Having a health worry on your mind can be a distraction. Digital GP can provide fast answers, allowing your employees to get back to what they do best.

### How can Digital GP make life easier?

- Call or video call a GP 24/7. The next appointment is normally within two hours – often sooner.
- Check symptoms and get an instant response.
- Whilst click and collect services or delivery is free, the cost of the prescription is paid for by the individual as this is a private prescription.
- Click and collect private prescriptions (subject to availability) can usually be picked up within 60 minutes from your chosen pharmacy, Monday to Friday within the opening hours of your chosen pharmacy.
- You can collect on weekends at selected pharmacies.
- Prescription delivery is available seven days a week in Greater London and Monday to Saturday in the rest of the UK.
- Prescription delivery is available seven days a week in Greater London and Monday to Saturday in the rest of the UK. The cost of the prescription is paid for by the individual as this is a private prescription
- Get a referral to a specialist as part of your health insurance. Please note, members must call us to pre-authorise treatment.

### Speak to your account manager about Digital GP.

A man in a blue suit, white shirt, and yellow tie is walking. He is wearing glasses and has a beard. He is carrying a baby in a white hat with two small ears. He is looking at a smartphone in his right hand. He has a brown messenger bag slung over his shoulder.

**79%**

of employees feel that not being able to get a GP appointment causes unnecessary stress.

Bupa research provided by Opinium, January 2019.

**Almost 2/3**

of business owners feel that not being able to get a GP appointment negatively affects business performance and productivity.

Bupa research provided by Opinium, January 2019.

## **Family Mental HealthLine. We're listening.**

Your people are more than employees. They're parents and carers. Bupa Family Mental HealthLine is a new service that provides advice, guidance and support if they're worried about the emotional wellbeing of any child they look after.

### **Good call for your people**

A trained adviser or mental health nurse will listen to what they're experiencing, then give clear advice on what to do next. Even if the child isn't covered under their policy. It's a good call to give them extra reassurance and support when they need it most.



**Speak to your account manager  
about Family Mental HealthLine.**



**1 in 8**  
**children**

**in England has a mental health disorder.**

NHS, Mental Health of Children and Young People in England, 2017

**32%**

**almost a third of parents of children between the ages of four and 17 said their child had been affected by a mental health issue in the last year.**

Children's Society, Finding Help report, June 2019

## Bupa Dental. Better for business.

If you don't have our dental insurance already, it's another way to keep your team smiling and business performing. Not only is it a truly valued benefit, but we have Bupa dental centres on high streets all over the UK where claims can be settled in minutes, making dental care easier than ever before.

### Easy to see the value

Everyone needs dental care. Employees can use their dental plan at least twice a year – and feel good about it – thanks to you supporting their health and wellbeing. Partners and/or children can be added to the policy too.

### Easy to access care

We operate over 450 Bupa-owned practices nationwide, so there's likely to be a practice close to home or work. This takes less time out of their working day.

### Up to 20% discount\* on general dental treatment costs

All your employees need to do to get this discount is use a participating dentist in the Bupa Dental Insurance Network, tell the dentist they're insured with us and provide their membership number. They can visit [finder.bupa.co.uk](https://finder.bupa.co.uk) to locate their nearest practice.

### What makes our cover different?

When your team use a participating Bupa practice within the Bupa Dental Insurance Network, they can benefit from:

- No forms, no fuss claiming<sup>†</sup> – we don't expect your employees to pay up front and then claim back the cost of their treatment. Instead, we take care of the claim there and then.
- Preventative Care Promise<sup>^</sup> – your team won't face any unexpected bills when having preventative treatment with Levels 3 and 4 of Bupa Dental Plan.
- Cover for the bigger things – we offer comprehensive worldwide dental injury and emergency dental cover. After six months, there are no financial or time limits on our oral cancer cover.

\*10% or 20% discounts are available depending on the practice. 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. Your team must inform the dentist they have Bupa dental insurance and provide their membership number before their appointment to benefit from this offer.

<sup>†</sup>Claims are forwarded by selected practices in the Bupa Dental Insurance Network as agent of Bupa Insurance Limited. Any claims for orthodontic, dental emergency, dental injury treatment and oral cancer cannot be processed by the dental centre and a claim form must be submitted. Also, all claims for NHS treatment in Scotland and Northern Ireland must be submitted using a claim form which can be found on [Bupa.co.uk](https://Bupa.co.uk). For a claim form go to [Bupa.co.uk](https://Bupa.co.uk) or call us.

<sup>^</sup>With our Preventative Care Promise we guarantee that there will be no unexpected costs for you to pay on your covered preventative dental treatment. Preventative treatments we cover, are up to two routine examinations per year, up to two appointments for a 30 minute scale and polish, and unlimited small X-rays up to your policy's annual benefit limits. Our Preventative Care Promise only applies to treatment provided in participating centres in the Bupa Dental Insurance Network. Please visit [finder.bupa.co.uk](https://finder.bupa.co.uk)

# 415,000

estimated working days are  
lost each year due to oral  
health problems.

The British Society of Dental Hygiene and Therapy,  
February 2016.



## Because you have health insurance with us

### Discounted dental cover

You could benefit from a discount on our dental insurance. Please speak to your account manager for more information.

### One account manager

You want administering your health benefits to be simple. That's why, no matter how many products you have with us, you'll have just one dedicated account manager looking after everything.

**Speak to your account manager  
about our dental insurance.**

## Workplace wellbeing. Starts here.

Wellbeing means different things to different people – from health and happiness to quality of life. In simple terms, it's about how we're doing as individuals. At Bupa, we believe having a workforce that's healthy, resilient, engaged and motivated helps businesses to thrive. Our workplace wellbeing hub is home to practical advice and valuable insights from the experts. And it's updated monthly, so check back for the latest information.



### Blogs

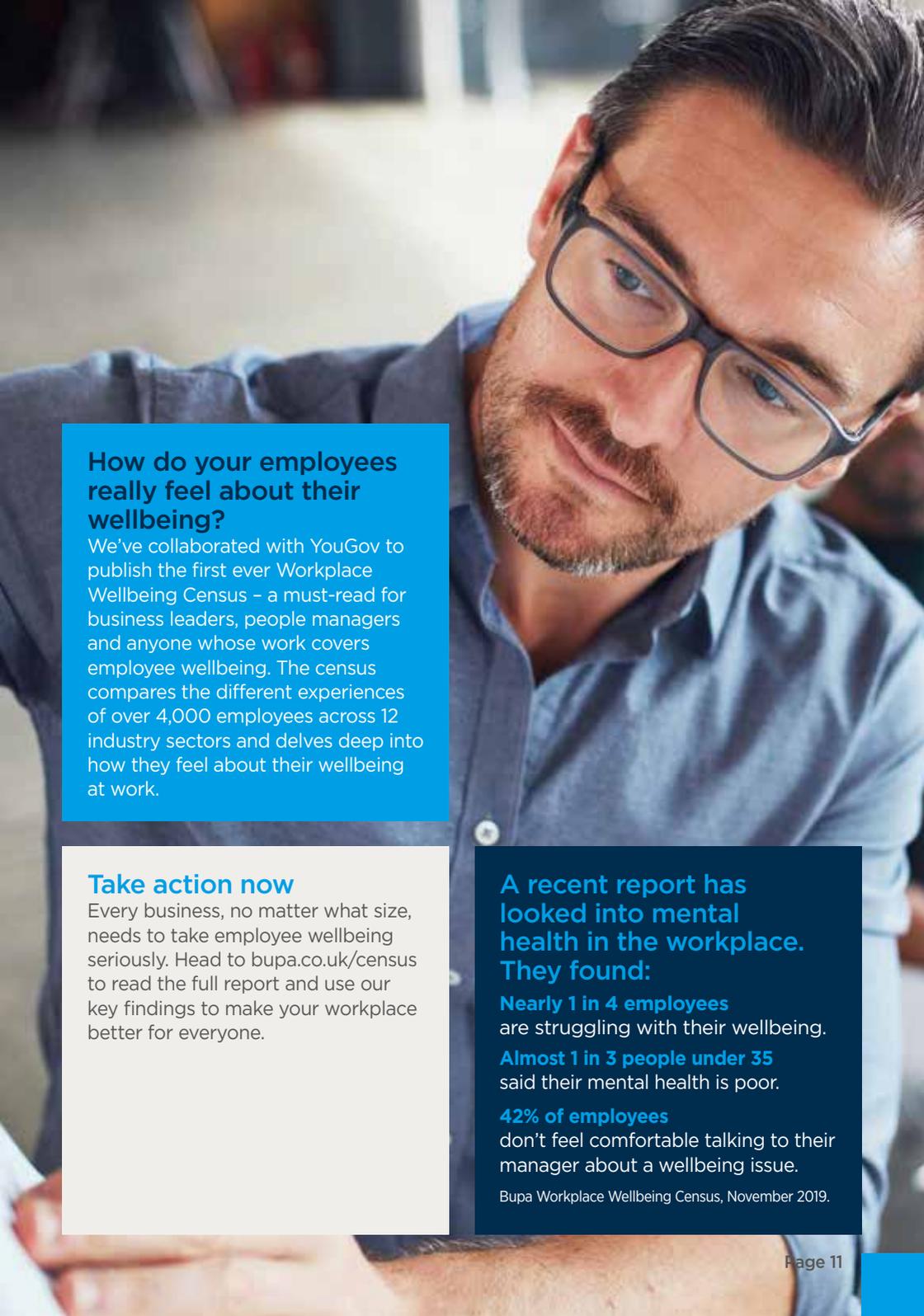
We cover topics on everything that can affect the wellbeing of your team in the workplace, from diet and lifestyle to physical and mental health.



### Manager guides

For a closer look at important topics from gut health to office layout and suicidal thoughts, why not download one of our guides? They're written by experts in wellbeing.

**Start your wellbeing strategy today**  
**[bupa.co.uk/wellbeing](https://bupa.co.uk/wellbeing)**



## How do your employees really feel about their wellbeing?

We've collaborated with YouGov to publish the first ever Workplace Wellbeing Census – a must-read for business leaders, people managers and anyone whose work covers employee wellbeing. The census compares the different experiences of over 4,000 employees across 12 industry sectors and delves deep into how they feel about their wellbeing at work.

## Take action now

Every business, no matter what size, needs to take employee wellbeing seriously. Head to [bupa.co.uk/census](https://bupa.co.uk/census) to read the full report and use our key findings to make your workplace better for everyone.

## A recent report has looked into mental health in the workplace. They found:

**Nearly 1 in 4 employees** are struggling with their wellbeing.

**Almost 1 in 3 people under 35** said their mental health is poor.

**42% of employees** don't feel comfortable talking to their manager about a wellbeing issue.

Bupa Workplace Wellbeing Census, November 2019.

## **Bupa Rewards. Give your team extra.**

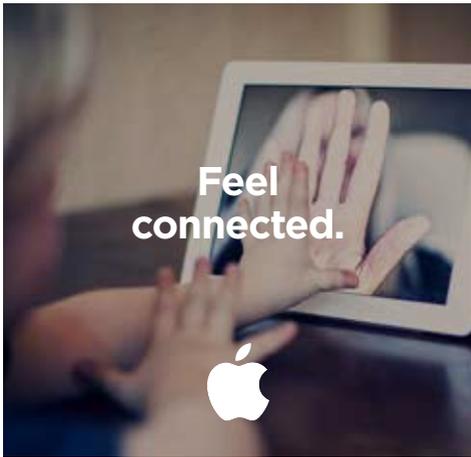
With Bupa Rewards, you and your team can snap up deals from some of the biggest brands in health and wellbeing, leisure and retail. All year round.

**[bupa.co.uk/business-bupa-rewards](https://bupa.co.uk/business-bupa-rewards)**



### **Simple sign-up.**

It's free to sign up and available to all your employees - even if they're not a member of your company's policy.



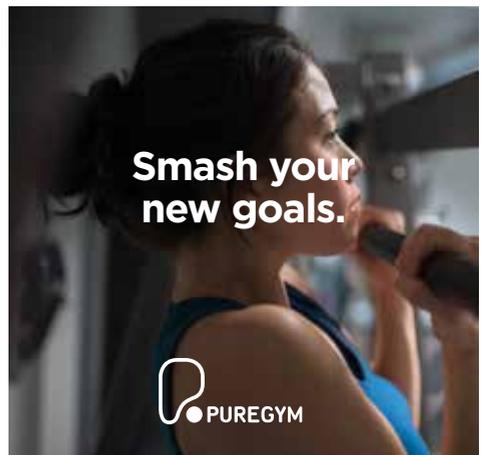
**Feel  
connected.**



**Fill up on  
your greens.**

**M&S**  
EST. 1884

Speak to your account manager  
about Bupa Rewards



## Data protection.

### We keep your information safe.

We take data security seriously, which is why we want to share some useful tips on how to protect yourself and your business.

By being vigilant and following a few simple steps, you can make it much harder for fraudsters to get their hands on your personal information.

#### 1. Be suspicious

If anyone asks for your bank or credit card details, think twice.



#### 2. Double check email addresses

This means looking beyond the sender name, by checking the address of the email account.



#### 3. Stay in control

Have the confidence to say no to an unusual request for information.



#### 4. Dodgy downloads

Don't download software or let anyone log on to your computer or device remotely as a result of an unsolicited call, even if they claim to be calling from a company you know.



### 5. Be in the know

Before disclosing personal information online, make sure you know who you're dealing with.



### 6. Don't be rushed

A genuine organisation won't mind waiting to give you time to stop and think.



### 7. If in doubt

Don't open emails or attachments.



Digital GP and Bupa Rewards are not regulated by the Financial Conduct Authority or the Prudential Regulation Authority.

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