



**Get easy access to your  
cover and benefits online**

**Introducing Bupa Touch**

# Bupa Touch, making it simple to manage and use your health cover

We've gathered all your benefits into Bupa Touch to help you make the most of your cover. You can see everything you have access to and start using services in just a few clicks.

It's easy to get mental health support, find a doctor or clinic, or chat to our nurses 24/7.

You can request treatment through Bupa Touch too - you don't always need to see a GP first.\* And you'll find phone numbers that connect you to the right team faster.

## It's easy to get going.



### Step 1

#### Email invite

Click the link in your Bupa invite to register



### Step 2

#### Create an account

Register using your details as they appear on your cover documents.



### Step 3

#### One Bupa online account for Bupa services

Go through multi-factor authentication, keeping you and your information safe.



### Step 4

#### You're all set to view and use your health benefits

Once registered, access all your cover and benefits in one place.

\* Direct Access telephone services are available as long as the symptoms are covered under your policy or health trust. If your cover excludes conditions you had before your policy or health trust started, we'll ask you to provide evidence from a GP that your symptoms are not pre-existing for a period of up to two years after your policy start date or up to five years in the case of mental health. For rolling moratorium underwritten policies or health trusts we will ask for evidence each time you claim for a condition not claimed for before. Always call us first to check your eligibility.



## Convenient

All your documents and reports in one place for when you need them.



## Sustainable

Reduce the amount of paper you use by choosing digital documentation.



## Safe and secure

Multi-factor authentication, keeping you and your information safe.

# A host of benefits at your fingertips



## Request treatment at any time

You can use Bupa Touch to ask for help or to see a consultant. There's no need to phone and you don't always need to see a GP first.\*



## Chat to a nurse 24 hours a day

If you're worried about your health, or about a sick child in the middle of the night, you can speak to our nurses anytime, 365 days a year.



## Mental wellbeing with SilverCloud

You've got access to SilverCloud online mental wellbeing programmes. Get help to sleep better, manage stress and build resilience.



## Check your claims history

We've added claims history to Bupa Touch to give you easy access to your past claims. You can see all your documents and claim details.

## Other things you can do...



Manage your online account



Search 100's of health information articles



Access Family Mental HealthLine



Reach our team quickly through Live Chat



See all your cover details and documents

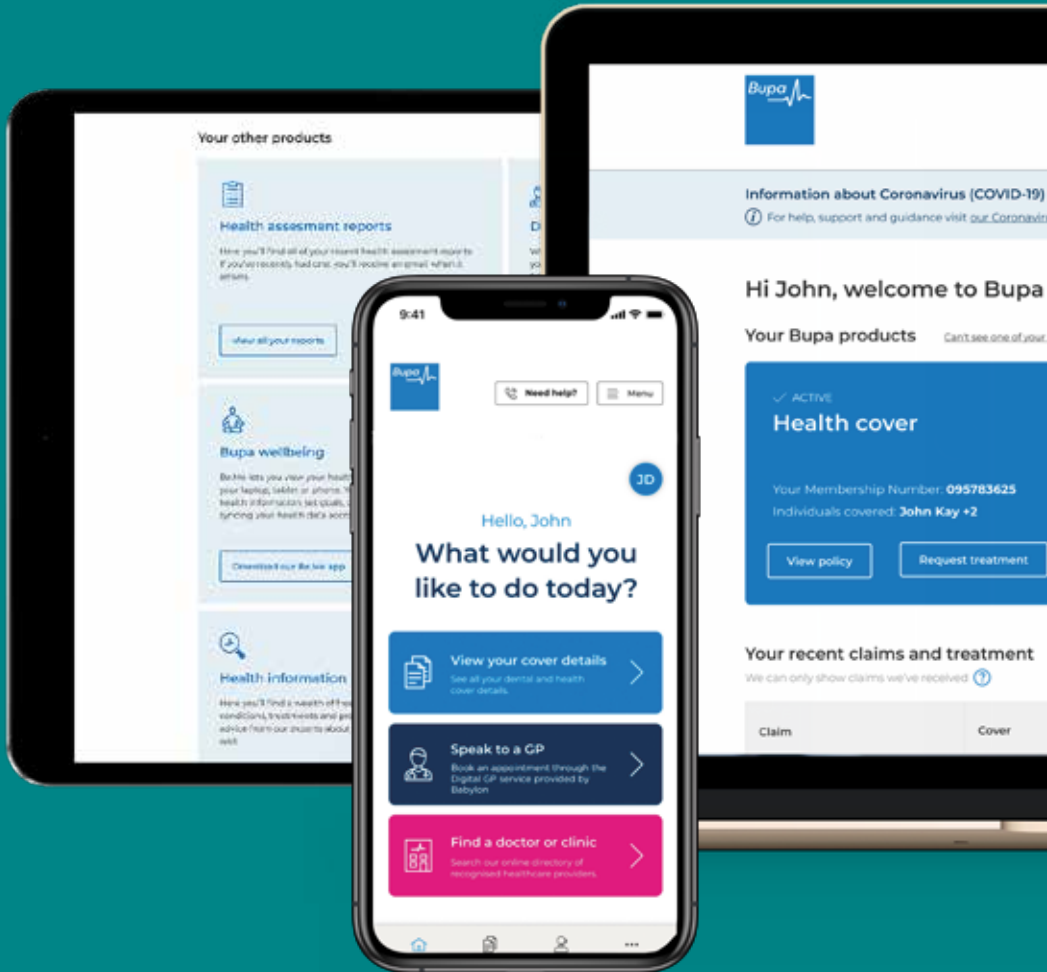


Find a Bupa recognised doctor or clinic

\* Direct Access telephone services are available as long as the symptoms are covered under your policy or health trust. If your cover excludes conditions you had before your policy or health trust started, we'll ask you to provide evidence from a GP that your symptoms are not pre-existing for a period of up to two years after your policy start date or up to five years in the case of mental health. For rolling moratorium underwritten policies or health trusts we will ask for evidence each time you claim for a condition not claimed for before. Always call us first to check your eligibility.

# Bupa Touch

Available 24/7 for a time that suits you.



Accessible via desktop, mobile or tablet.

# What else can I access with Bupa Touch?



## Digital GP

With Digital GP service provided by Babylon you can book a video consultation with a GP within hours. This service is usually available within 24 hours.



## Be.Me

Supporting you to stay fit and healthy.

The app helps you assess your wellbeing needs, build a tailored plan, and through a virtual coach, tracks your progress and empowers you along the way - helping you stay on track with your goals.



# Bupa Touch Healthcare made easy.

Bupa Touch, Bupa health trusts, Anytime HealthLine, Family Mental Healthline, Digital GP and Bupa Health and Wellbeing Plans are not regulated by the Financial Conduct Authority or the Prudential Regulation Authority.

Bupa Touch is provided by Bupa Insurance Services Limited. Registered in England and Wales No. 382985. Registered office: 1 Angel Court, London EC2R 7HJ.

Bupa Occupational Health Limited provides Online Mental Wellbeing Programmes by working together with SilverCloud Health Limited. Registered address: 1 Stephen Street Upper, Saint Peter's, Dublin 8, Ireland D08 DR9P. Bupa Occupational Health Limited will be the controller of your information for these purposes.

Bupa private GP services and Anytime HealthLine are provided by Bupa Occupational Health Limited. Registered in England and Wales No. 631336. Registered office: 1 Angel Court, London EC2R 7HJ.

Digital GP services are provided by Babylon Healthcare Services Limited. Registered in England and Wales No. 09229684. Registered office: 60 Sloane Avenue, London, SW3 3DD.

Bupa health trusts are administered by Bupa Insurance Services Limited. Registered in England and Wales No. 3829851. Registered office: 1 Angel Court, London EC2R 7HJ.

Bupa health insurance is provided by Bupa Insurance Limited. Registered in England and Wales No. 3956433. Bupa Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Arranged and administered by Bupa Insurance Services Limited, which is authorised and regulated by the Financial Conduct Authority. Registered in England and Wales No. 3829851. Registered office: 1 Angel Court, London EC2R 7HJ