

IMPORTANT INFORMATION FOR BUPA MEMBERS

Your Bupa fee explained

Your fee is comprised of a doctor's fee and a facility fee, based on agreements with Bupa. Very simply, the doctors fee is invoiced directly to Bupa by the doctor and the facility fee is invoiced directly to Bupa by eXroid. Where you have an excess on your policy, Bupa may offset this in full against either the doctor's fee or the facility (eXroid) fee, or it may be allocated in part against both fees. You should receive direct confirmation from Bupa after your appointment regarding amounts invoiced, how your excess has been applied, and any further amounts owed. Please note that any payment shortfall against the doctor's fee will be payable by yourself directly to the doctor (not eXroid).

POLICY EXCLUSION - GRADE 4 HAEMORRHOIDS

Bupa will only cover the eXroid consultation and treatment for haemorrhoids classified as grade 1 to 3. The consultation and treatment of grade 4 haemorrhoids is not covered by your policy, even if you have been provided with a pre-authorisation code by Bupa. The grade of haemorrhoid cannot be determined with accuracy until you have been examined at your appointment by the doctor. Where grade 4 haemorrhoids are diagnosed you will be liable for the full cost of the treatment should you still wish to proceed.

Pre-authorisation

Pre-authorisation is provided by Bupa based on the doctor and clinic selected and communicated by yourself, therefore if you wish to make any changes to your eXroid appointment which affects either of these then you will need to obtain a new pre-authorisation from Bupa and provide this to eXroid, otherwise you may be liable for the full cost of the appointment.

Outstanding fees

If you do not have sufficient cover or if there is excess on your policy, Bupa will advise you of the outstanding payment due, this must be settled in full by yourself.

Where Bupa notifies eXroid that a facility fee invoice will not be paid in full, we will also email to inform you of this, providing an online method for making payment, or alternatively you can make payment by calling our Patient Services Team on 0800 999 3 777. The outstanding balance will be due within 14 days of the email.

Any policy excess or shortfall applied to the doctor's fee will be payable by you directly to the doctor.

Please note that the total fee payable may vary to the price advertised by eXroid for self-paying patients, as eXroid and its doctors have specific agreements in place with the insurer. Bupa will be able to advise you of the specific fees agreed.