

# REQUEST FOR ELIGIBILITY

Patient  
booked  
in for  
treatment

Please contact Bupa International  
3 days prior to admission/  
treatment date where possible.  
*Note: Requests for authorisation within  
24 hours of admission or emergency  
requests should be made by telephone*

**CONTACT DETAILS**  
Tel: **+44 1273 333911**  
Email: **pre-authorisation@bupa-intl.com**  
Fax: **+44 1273 866301**

Bupa International review  
eligibility of requests against  
plan benefit

**EXPECTED RESPONSE TIMES**  
**Telephone:** Immediate response  
**Email/Fax:** 24 Hour response

Send through the detailed  
treatment cost estimate and  
include a breakdown of consultant/  
surgeons fees separately

Providing costs in advance will ensure that  
Bupa International can provide the most  
accurate guarantee of costs available. It will  
also expedite the claim payment process

If treatment is for a condition such as cancer,  
or in relation to a transplant or extensive  
rehabilitation: Then the case may be referred  
to our Case management team for review

This may add a slight time delay before we can  
respond with an answer. However you will be  
contacted by our case management team

Bupa International  
will provide a  
Pre-authorisation  
statement to you  
and the patient

Please submit  
invoices with a  
signed copy of the  
pre-authorisation  
statement

Bupa International will  
assess the claim against the  
pre-authorisation statement  
you submitted. A review of  
costs will be completed

The claim is directly settled.  
The claim is assessed  
within 10 days of receiving  
all documentation at  
Bupa International