

Becoming a Bupa provider of out-patient diagnostic tests

Thank you for your interest in becoming a Bupa provider of out-patient diagnostic tests.

We are entering into Healthcare Services Agreements with providers who perform out-patient diagnostic tests for our members.

A Healthcare Services Agreement gives members certainty that providers of out-patient diagnostic tests agree to specific quality requirements, operational standards, and out-patient diagnostic tariffs for tests including interpretation.

In return Bupa offers providers with a Healthcare Services Agreement:

- confirmed out-patient diagnostic test fees;
- quick invoice payment when you submit accounts online, and 24/7 access to payment updates through Providers Online; and
- dedicated support and access to online services which will reduce your administration.

What it means to become a Bupa provider of out-patient diagnostic tests

Our agreement covers three key areas of your relationship with Bupa and our members: professional, customer service, and administrative. Providers who enter into a Healthcare Services Agreement with Bupa commit to:

Provide high quality care

Providers with a Healthcare Services Agreement agree to deliver high quality care through:

- practising in accordance with clinical best practice in line with published evidence-based guidance (where relevant); and
- seeking feedback from Bupa members about the care they provide; and providing information which is accurate and complete, for example a description and coding that accurately reflect the member's medical condition.

Deliver service excellence

People buying Bupa health insurance expect to receive high quality healthcare, excellent service and value for money. Providers who enter into a Healthcare Services Agreement with Bupa commit to ensuring that:

- Bupa members are seen for tests quickly;
- hospital admission/delivery of treatment is arranged at the patient's convenience; and
- Bupa members test results are reviewed personally by their consultant.

Deliver efficient administration

Providers who enter into a Healthcare Services Agreement with Bupa commit to:

- bill Bupa directly for care delivered to Bupa members based on Bupa's agreed fee structure; and

- submit their accounts to Bupa through Providers Online.

Completing the consultant questionnaire

Please complete the short questionnaire about your practice. It is designed to make it easy for you to provide us with the information we need to enter into a Healthcare Services Agreement with you. It is secure, and can be accessed from any computer's internet browser. The software does not reside on personal computers.

The questionnaire should take no more than 30 minutes to complete depending upon on the complexity of your practice. It will be quicker and easier for you if you have the following information handy when completing it:

- details of any out-patient diagnostic tests that you provide to our members; and
- Bupa's letter confirming the price that can be charged for tests.

If you are unable to complete the questionnaire in one session, you can return to it later, but please be sure to use the same computer and log on details to avoid having to restart the questionnaire from the beginning

Please [click here \(https://bupa.efmfeedback.com/se.ashx?s=7FDA9EEA51F514E\)](https://bupa.efmfeedback.com/se.ashx?s=7FDA9EEA51F514E) to complete the questionnaire.

Please note, we ask that any information we share with you remains confidential. We would like to assure you that any information you share with us will be treated as confidential.

Once you have completed your questionnaire, please press the submit button and a member of the Bupa Provider Management Team will contact you to discuss your application within 10 working days.

Please note, if we do not receive an electronic submission of your application we will be unable to progress with your application to become a recognised facility.

Next steps

- **Complete the application form**

[Click here \(https://bupa.efmfeedback.com/se.ashx?s=7FDA9EEA51F514E9\)](https://bupa.efmfeedback.com/se.ashx?s=7FDA9EEA51F514E9) to complete the application form

- **Call us**

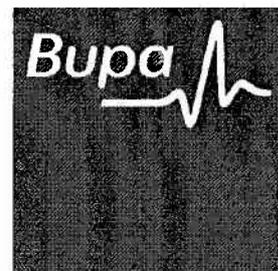
Call our Provider Management Team on **08456 00 54 22***

- **Email us**

Email us at [ProvMgtConsultants@bupa.com \(mailto:ProvMgtConsultants@bupa.com\)](mailto:ProvMgtConsultants@bupa.com)

*Lines are open 9am to 5pm, Monday to Friday. Calls may be recorded and may be monitored. Calls are charged at local rates. At busy times, you may prefer to send us an email asking us to call you back at a convenient time.

Q&A



Becoming a Bupa provider of out-patient diagnostic tests

Q. Why does Bupa have want providers of out-patient diagnostic tests to have a Healthcare Services Agreement?

A. We believe that Healthcare Services Agreement gives clarity about what you can expect from Bupa, and what our members can expect from you. It gives our members certainty that providers of out-patient diagnostic tests agree to specific quality requirements and operational standards, and out-patient diagnostic tariffs for tests including interpretation.

Q. How will a Healthcare Services Agreement benefit me?

A Having a Healthcare Services Agreement means that you benefit from:

- confirmed out-patient diagnostic test recognition;
- quick invoice payment when you submit accounts online, and 24/7 access to payment updates through Providers Online; and
- dedicated support and access to online services which will reduce your administration.

Q. Why is Bupa asking for information about my out-patient practice?

A: Our members tell us that they want certainty about fees for the treatment that they receive from their consultant. We want to be able to tell members the likely cost of any out-patient diagnostic tests when they call to pre-authorise their care. This is very important to our members because they do not expect to pay anything more than the cost of their health insurance, for example shortfalls on out-patient fees. We will agree out-patient test fees with you.

Q. What if I do not want to apply for a Healthcare Services Agreement?

A. Our benefit rules specify that we only authorise out-patient diagnostic tests at a recognised facility. We appreciate that you may not wish to apply for a Healthcare Services Agreement. If this is the case, regrettably, we will no longer be able to reimburse you for diagnostic tests invoiced by you or your facility after the date communicated.

After this date we will no longer approve pre-authorisations for out-patient diagnostic tests, and we will advise our members that you are not recognised to provide diagnostic tests. We will continue to reimburse pre-authorisations approved before this date. Please ensure that you inform Bupa members of any charges they are likely to incur if their tests are not conducted at a facility with a Healthcare Services Agreement.

Q. Will I be de-recognised by Bupa if I choose not to apply for a Healthcare Services Agreement?

A. No, you will continue to be a Bupa recognised consultant subject to your existing terms. However we will no longer be able to reimburse you for diagnostic tests invoiced by you or your facility.

Q. Why do I have to bill online?

A. We ask consultants to submit their accounts online because it is a quick, safe and convenient way to send information to us, and we can pay your accounts promptly. We also encourage you to use Bupa Providers Online because it offers you more support in managing your practice, for example you can view pre-authorisations and use them to pre-populate invoice details, track the progress of your accounts and see when they will be paid.

Q. I currently bill for the interpretation of tests and do not complete the tests myself, do I need to have an agreement for this?

A. Those facilities who are recognised with Bupa to perform out-patient diagnostic tests have a fully inclusive contract that includes all interpretation and reporting of results. We do not pay separate fees received for the interpretation and reporting of results for out-patient diagnostic tests. If you interpret results for a provider, these charges should be discussed with them directly. If you do not conduct the diagnostic tests you report, you do not need a facilities agreement.

Completing the questionnaire

Q. How do you intend to use the information I submit on the questionnaire?

A. We will use the information to update our records and support our ongoing relationship with you. We will treat this information as confidential.

Q. What information will you share with members?

A. We will share the following information with Bupa members: your status as a recognised provider of out-patient diagnostic testing, prices you charge, your name and qualifications, your specialty/sub-specialty, and your contact details. We will check with you before sharing any other information about you with our members.

Quality and service

Q. Does this agreement impact my consultant recognition or consultant contracts?

A. No. This is a separate agreement that relates to the delivery of out-patient diagnostic tests, which you choose to deliver and enables you to do so as a recognised facility.

Q. Why does Bupa want consultants to agree to its terms?

A. We are responding to feedback from our members, who tell us that they want greater clarity on charges for their out-patient diagnostic tests. We also have a responsibility to our members to ensure that they receive high standards of care, customer service and value for money. The terms in our agreement will help us do this, and also ensure that the relationship is clear for both consultants and Bupa.

Q. What is Bupa's approach to clinical guidelines?

A. Bupa believes in evidence-based practice. We use published evidence-based guidelines and systematic reviews developed by recognised organisations, such as NICE, the Royal Colleges and the Cochrane Collaboration Institute, to inform our approach to care pathways. Where there is a lack of evidence and/or a lack of clarity about the most appropriate care, we consult the relevant Royal College or independent experts for their views. We also commission independent reviews of the evidence from agencies such as Bazian, who are specialists in evidence-based medicine. For instance, we commissioned Bazian to review the evidence on the efficacy of knee arthroscopy as a diagnostic test and on the appropriateness of administering chemotherapy in the home setting.

Contacting Bupa

Q. I have more questions, how can I get in touch?

A. If you do not find answers to your questions on our website at <http://www.bupa.co.uk/provider-application-out-patient-diagnostic-tests>, you can:

email: ProvMgtConsultants@bupa.com or

call our Provider Management Team on **08456 00 54 22***.

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