



# BUPA insured patients

## Important notice

As of **14<sup>th</sup> August 2023**, we will no longer be working with BUPA. They have refused to enter any discussion or negotiation relating to the increase of their fees in line with our increases unlike any other leading medical insurance providers. Our standard fees have remained the same for a significant period of time, despite this, BUPA allows for no leeway in their payment.

After taking professional and legal advice and following discussions with our staff, we have decided to terminate our relationship with BUPA therefore will no longer be accepting BUPA referrals.

Our decision will therefore affect any clients using BUPA insurance who fund their physiotherapy healthcare with us in the following way:

- New patient referrals – No new BUPA authorisations will be given after 14<sup>th</sup> August 2023 for new referrals or requests for additional treatments.
- Patients under current care will have until 14<sup>th</sup> August 2023 to complete their physiotherapy care under BUPA insurance.

### Your options:

- Current patients:
  - you can continue your treatment with us after 14<sup>th</sup> August 2023 but will need to self-fund any further sessions at the clinic's standard fees.
  - OR if you wish to continue to use your BUPA insurance for treatment you will need to transfer to a clinic that has chosen to remain in BUPA's provider network. We will of course help facilitate this for you.

- New patients – The clinic will no longer accept BUPA insurance for any future care after 14<sup>th</sup> August 2023 and will either request patients self-pay or they will be directed back to BUPA for advice or given options of other clinics who remain within BUPA's network.

Our reasons for terminating our relationship with BUPA:

- BUPA's refusal to enter into discussions and their inflexible terms, conditions, and fees.
- BUPA's condition that average number of treatments per patient are kept below 5.5 treatments, undermining professional autonomy and patient care.
- BUPA's increased demand on administration and data collection for clinics without reward.

Please note that this is **OUR decision, NOT Bupa's**. We are proud of the quality, professionalism, and standards of service at the clinic, and these are not in question.

It is the lack of autonomy, uncompetitive fees and negative impact on patient care and choice that have effectively priced and positioned BUPA insurance out of the upper tier of physiotherapy care.

After 10 years as a BUPA provider clinic, I offer you sincere apologies if our decision impacts or affects your decision with regards to your future healthcare choices. We urge anyone with BUPA to contact them to complain in the hopes that they may begin to listen. BUPA clients will be getting less choice as to where they go.

If you have any comments or questions, please do not hesitate to contact us.

Kind regards,

Katrina Wade  
Clinic Director  
Bodyworks Physiotherapy Clinic