

# BUPA insured clients

## Important notice

As of **May 18<sup>th</sup> 2021** BUPA are changing their terms and conditions with all Physiotherapy providers. They have invited The Physio Clinic Bristol Ltd to re-join the BUPA provider network on the understanding that we agree to their new terms and conditions and fees imposed. BUPA have refused to enter any discussion or negotiation relating to terms and conditions unlike other leading Medical Insurance providers.

After taking professional and legal advice and following discussions with all our staff, the Clinic Directors have chosen to REFUSE BUPA's new terms and we have rejected their invitation to re-join the BUPA Provider Network.

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 18<sup>th</sup> May 2021 for new referrals or requests for additional treatments.
- Requests for additional treatment sessions - No new authorisations will be given for requests for additional treatments after 18<sup>th</sup> May 2021.
- Patients under current care will have until July 17<sup>th</sup> 2021 to complete their Physiotherapy care under BUPA insurance.

### Your options:

- Current patients:
  - You can continue with treatment after the 17<sup>th</sup> July 2021 but will need to self-fund any further sessions at the clinics standard fees.
  - 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/conditions after 18<sup>th</sup> May 2021 - The clinic will no longer accept BUPA insurance for any future care after 18<sup>th</sup> May 2021 and will either request clients 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 choosing not to renew include:

- BUPA's refusal to enter into discussions and their imposed, unilateral changes to terms, conditions and fees.
- BUPA's new 'evergreen' contract with no mechanism for future contract negotiations and total control over terms and conditions.
- BUPA's condition that average number of treatments per client are kept below 5.5 treatments, undermining professional autonomy and patient care.
- BUPA's enforced reduction in future fees for remote video consultations.
- 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 18 years as a BUPA provider clinic, I offer you our sincere apologies if our decision impacts or affects your decision with regards to your future healthcare choices. If you have any comments or questions, please ask to talk to Pete Tang, Director and clinical lead, who will be happy to discuss things further.

The Physio Clinic Bristol Ltd

