



# REQUESTING TREATMENT PRE-AUTHORISATION USING MEMBERSWORLD

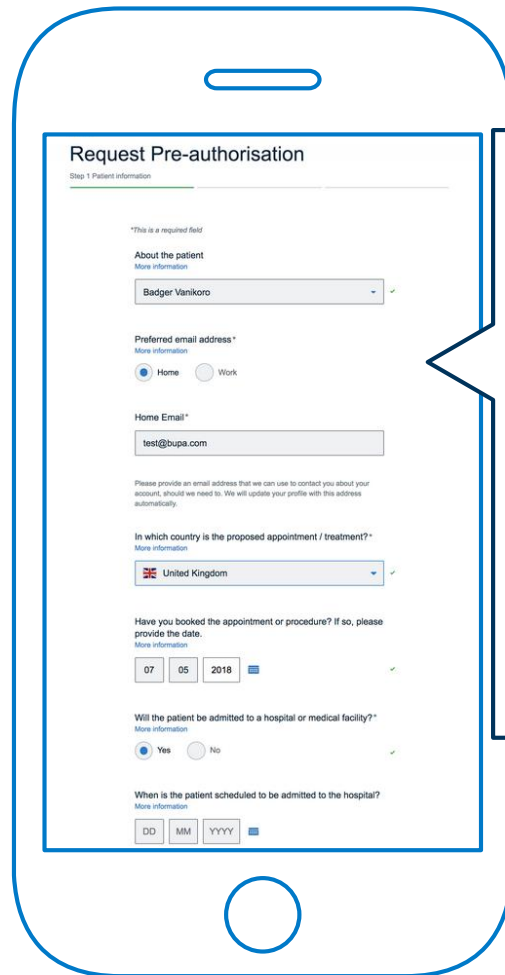
## REQUEST TREATMENT PRE-AUTHORISATION

# STEP 1: ADD PATIENT DETAILS

Through MembersWorld you can easily request pre-authorisation for a medical treatment or consultation to confirm that it is covered by your plan.

Please note that the policyholder must submit pre-authorisation applications for dependants under 16, or they can phone for approval.

**Pre-authorisations are valid for up to 31 days. If it expires, you can request another.**



The image shows a smartphone screen with a form titled "Request Pre-authorisation". The form is for "Step 1 Patient information" and includes the following fields and options:

- About the patient** (More information): A dropdown menu showing "Badger Vanikoro" with a green checkmark.
- Preferred email address\*** (More information): Radio buttons for "Home" (selected) and "Work".
- Home Email\***: A text input field containing "test@bupa.com".
- Please provide an email address that we can use to contact you about your account, should we need to. We will update your profile with this address automatically.**
- In which country is the proposed appointment / treatment?\*** (More information): A dropdown menu showing "United Kingdom" with a green checkmark.
- Have you booked the appointment or procedure? If so, please provide the date.** (More information): Date pickers for "07", "05", and "2018" with a green checkmark.
- Will the patient be admitted to a hospital or medical facility?\*** (More information): Radio buttons for "Yes" (selected) and "No" with a green checkmark.
- When is the patient scheduled to be admitted to the hospital?\*** (More information): Date pickers for "DD", "MM", and "YYYY" with a green checkmark.

Enter some details:

- Select **Patient name**
- Choose **country** where the treatment will take place
- Enter **date** of appointment if you know it
- Tick **Yes** if the patient will be admitted to hospital – you will be asked to enter the date of admission and discharge

## REQUEST PRE-AUTHORISATION

# STEP 2: ADD TREATMENT DETAILS

You should receive a response by email within 48 hours.

**Need a quicker response?  
Please call us.**

Request Pre-authorisation

Step 2 More information

\*This is a required field

When did the symptoms first appear?\*

More information

DD MM YYYY

Can you describe the symptoms in a bit of detail please?\*

More information

E.g. back pain; headache 0/500

What medical treatment would you like to have pre-authorised now? \*

More information

e.g. Examination, steroid injection 0/500

Have you scheduled the treatment or consultation? If so, please tell us who is providing the medical treatment.

More information

Dr Smith / General Hospital 0/500

Cancel Continue

We will need a few details about the treatment or consultation:

- Enter **date** when the symptoms started (Top tip: it's OK to estimate)
- Be **descriptive** about the issue or diagnosis
- Briefly describe any known proposed treatment or next steps
- Tell us who the appointment is booked with (the medical provider / facility)

## REQUEST PRE-AUTHORISATION

# STEP 3: CHECK DETAILS AND SUBMIT

1. Check your details and confirm they are correct
2. Click **Submit** to proceed

< Back

### Request Pre-authorisation

Step 3 Summary

Please check the summary to make sure the details are complete and correct.

**Personal information**  
Edit these details ✓

|                         |                 |
|-------------------------|-----------------|
| Patient name            | Badger Vanikoro |
| Contact email address   | test@bupa.com   |
| Country of treatment    | United Kingdom  |
| Treatment start date    | 07 May 2018     |
| Patient status          | In Patient      |
| Hospital admission date | 07 May 2018     |

**Pre-authorisation summary**  
Edit details ✓

|                                   |                             |
|-----------------------------------|-----------------------------|
| Symptom onset                     | 01 May 2018                 |
| Symptoms / diagnosis              | Pain in left knee           |
| Proposed treatment / consultation | Physiotherapy               |
| Treatment facility                | Mr Campbell at the Cromwell |

Cancel Submit

1

2

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