



COMPARING BUSINESS HEALTH PLANS

A COLLABORATION BETWEEN TWO OF THE MOST RESPECTED NAMES IN GLOBAL HEALTHCARE

BUPA GLOBAL IS THE SOLE INSURER OF THESE PLANS

This is intended as a summary comparison of the available benefits. Full details of the benefits, limitations and exclusions for each health plan can be found in the Business Health Plans membership guide. Please contact us for a copy.

From 1 April 2022

WELCOME TO THE NEXT CHAPTER OF GLOBAL HEALTHCARE

We have never wanted to be the same as the rest. That's why more than 3,000 globally minded people were asked to help create our range of global health plans.

The simple tiered range brings the same expected great service, but offers more than just insurance. We also focus on our customers' all-round health and wellbeing through a number of wellness services.

Additionally, through the collaboration between Bupa Global and Blue Cross Blue Shield Global, our customers can now enjoy even bigger benefits in the U.S. Our business health plans include cover for unforeseen treatment in the U.S. for 28 days (cover starts from the date of arrival) and the option to extend cover to include U.S cover for all eligible treatment.

This guide provides a summary of our plans to help you understand the high-level differences between them. For full details on the benefits, limitations, exclusions and how to use the plans, please visit bupaglobal.com to view the relevant health plan guides.

Two of the biggest, most trusted names in global healthcare

Bupa Global and Blue Cross Blue Shield Global have teamed up to deliver high-quality healthcare products and services. This combined strength, scale and expertise means customers can be confident in knowing that they have access to quality healthcare when and where they need it.

Customers will have access to healthcare providers worldwide, utilising both the Blue Cross Blue Shield networks in the U.S. and Bupa's networks outside the U.S.

BUPA GLOBAL IS THE SOLE INSURER OF THESE PLANS.

Bupa Global is a trade name of Bupa, the international health and care company. Bupa is an independent licensee of Blue Cross and Blue Shield Association. Bupa Global is not licensed by Blue Cross and Blue Shield Association to sell Bupa Global/Blue Cross Blue Shield Global co-branded products in Argentina, Canada, Costa Rica, Panama, Uruguay and US Virgin Islands. In Hong Kong, Bupa Global is only licensed to use the Blue Shield marks. Please consult your policy terms and conditions for coverage availability. Blue Cross and Blue Shield Association is a national federation of 36 independent, community-based and locally operated Blue Cross and Blue Shield companies. Blue Cross Blue Shield Global is a brand owned by Blue Cross and Blue Shield Association. For more information about Bupa Global, visit bupaglobalaccess.com, and for more information about Blue Cross and Blue Shield Association, visit www.BCBS.com.

BUILT FOR BUSINESS, DESIGNED FOR INDIVIDUALS

Our health plans are designed for those wanting the highest level of cover available within the Bupa Group, including access to healthcare facilities anywhere in the world, at home or away.

As a business, your people are your greatest asset, so it makes sense to invest in both their physical and mental health and wellbeing, to help protect them wherever business takes them. Our benefits are designed to cover the mind as well as the body and can go a long way towards helping promote a healthy workforce and making a positive difference to your business.

Offering global healthcare to your employees can also have a wider positive impact on your business, including:

- help you recruit the right talent to take your business forward
- help increase wellbeing, motivation and positivity of your employees
- help improve sickness and absenteeism rates

Our plans are designed with a range of employees in mind:

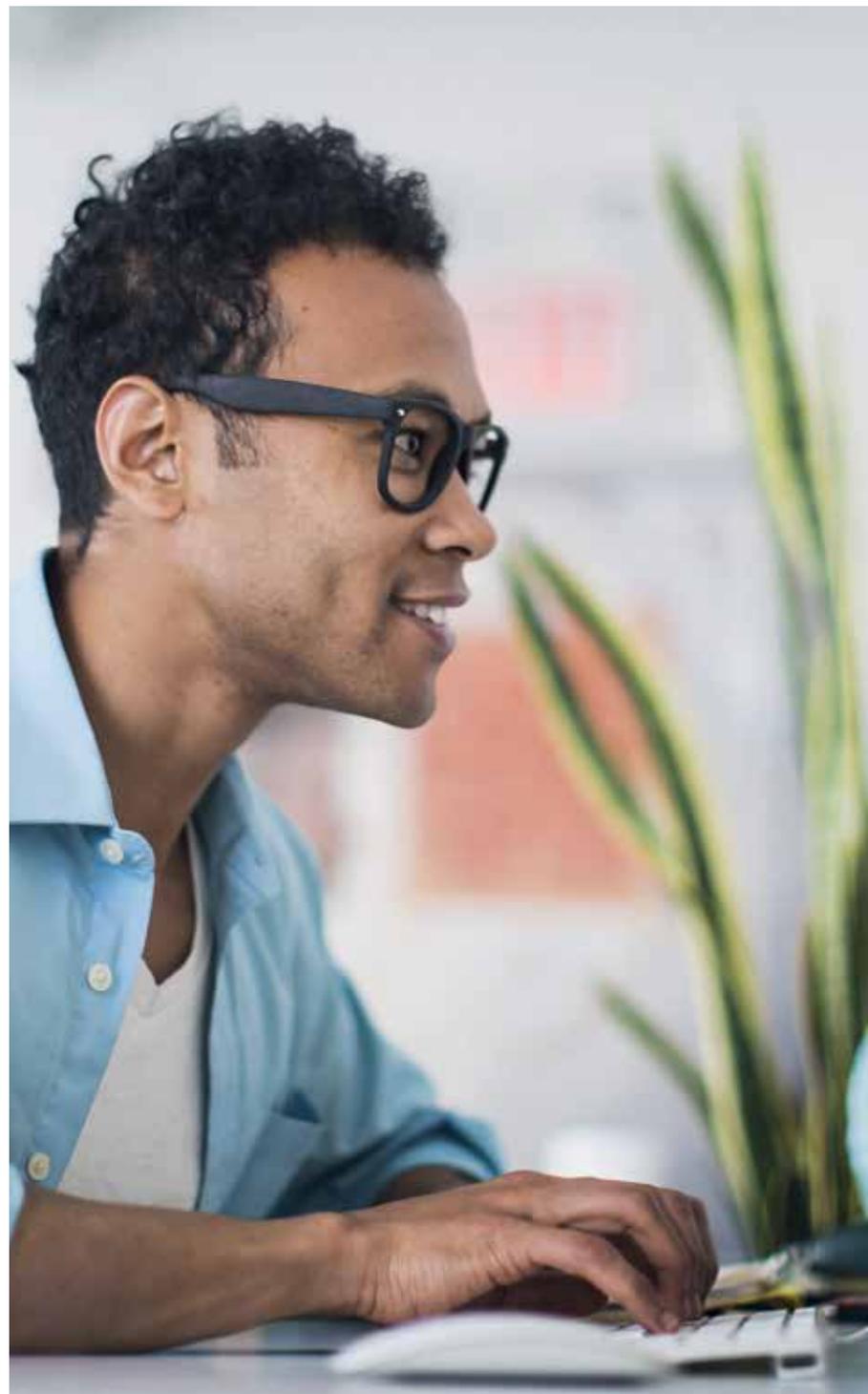
Businesses with employees who travel: Our plans offer coverage for employees who travel on business and provide freedom of choice from the most prestigious hospitals and clinics around the world, wherever employees are located, within our area of coverage.

Expat employees: Our plans provide medical cover for employees and their families who are assigned to work abroad. The level of cover is designed to augment local state cover or employer provided coverage and to meet local visa requirements for people working or living overseas.

Executive cover: Every business has a few key people whose skills, knowledge, experience or leadership are important to a business' continued financial success. The absence of these employees can create a significant impact. Bupa provides the richness of healthcare cover needed for these key people.

Helping to improve the world's wellbeing:

Better health is at the heart of our organisation. Not only do we care for the health and wellbeing of your employees, we also want to help improve general health around the globe. To maintain this focus, we continue to remain free of shareholders, re-investing profits back into our business. It fuels our drive to improve our services and offer access to cutting-edge care. We also partner with non-profit organisations and local communities to help improve the world's health, and create a positive environmental impact.



WORLD CLASS BUSINESS HEALTH PLANS

With our tiered Business Health Plans, we are offering more than just health insurance. In addition to benefits with high limits to help ensure your employees are protected, we also look out for their all-round health with a number of wellness services available.

Our global Business Health Plans are tiered by clear trade-up benefits and geographical cover making it easy for you to find the right health plan for your employees.



Our difference

A global team of advisers and health experts who, between them, speak multiple languages. With support available on the telephone 24/7 you can be sure that whenever you or your employees need us, you will be understood.



Putting you in control

Once you have decided on the level of cover, you can adapt your plan to suit your specific needs, circumstances and budget. Whenever you need to enrol an employee; you can do it securely online in minutes.



Healthline

Our telephone Healthline staff are on-hand 24/7 to provide seamless access to medical providers (such as a pharmacy, dentist or doctor) wherever you are, and could arrange an appointment on your behalf. They could also advise you on how to manage an existing condition whilst you're travelling, advise on appropriate vaccinations and have the expertise to challenge local medical decisions.



Secure online access

Your employees can access our exclusive and secure website and mobile app MembersWorld, whenever they need to. With their MembersWorld account they can submit and track the progress of claims, submit pre-authorisation requests, get access to their membership card and insurance documents and chat to us anytime with our in-app messaging service. They have the options to securely log in using their passcode, fingerprint or Face ID.



A choice of preventive benefits

To help your employees stay in the peak of health they have a choice of preventive benefits including mental health, physiotherapy, acupuncture and chiropractic cover.



Direct settlement with a worldwide network

When your employees need us most, we'll be there with a smooth claims service. We settle directly with a network of providers so you don't have to pay upfront for your treatment. For plans including U.S. cover this gives your employees access to over 1.6 million providers (and over 43,000 without U.S. cover).



Manage your groups and plans online

Whether you manage a group of three or 3000 members, with CorporateWorld you can add or remove members, update member details, order membership cards, view your account summary, view and download your invoices and change your group details.

OUR WELLBEING SOLUTIONS

To support both the physical and mental wellbeing of your employees and their families, we provide as standard a range of wellbeing benefits and programmes.

Supporting mental health

At Bupa Global we believe that mental health and wellbeing are just as important as physical health. To support this, both annual and monetary limits across our plans for in-patient and day-patient mental health treatment are the same as for physical health treatment.

Bupa Lifeworks

Our global Employee Support Programme provides counselling and/or referral support to deal with personal or work issues that may adversely impact your employees' work performance and their health and wellbeing. The programme can help your employees with a broad range of issues including handling stress and anxiety, surviving the loss of a loved one, managing life changes and workplace pressure. All with the aim of helping you to support healthy and happy employees.

Second Medical Opinion

Sometimes your employees need a little extra reassurance. That's why we give them access to the Second Medical Opinion service from leading international specialists. Available to all customers looking for reassurance and confidence in their medical diagnosis.

Global access in your hands

The Global Virtual Care app provides your employees with access to a global network of doctors, offering medical guidance and consultations, plus same day virtual appointments - available 24/7.

Help before you go

Before your employees start a new role away from home, our Assignment Support Programme can provide them with personalised, comprehensive guidance on the host country such as local medical facilities and the healthcare system, fulfilling existing prescriptions, and much more.

OUR BUSINESS HEALTH PLANS

Our business health plans are tiered by clear trade-up benefits, making it easy for businesses to find the right health plan for their employees and if required, their dependants.

For these world-class business health plans, we deliver the exceptional high level of service for which we are renowned, and we provide cover for:

- o Mental Health conditions (no limits for in-patient and day patient treatment with no waiting periods - including cover for addiction, ADHD and self-inflicted injury)
- o In-hospital care
- o Evacuation and repatriation - if emergency treatment isn't available locally, we'll get your employee to where it is (accompanied by a relative or partner when medically necessary)
- o Treatment for cancer and other serious illnesses, for as long as needed whilst they are a customer
- o Hereditary, congenital and chronic conditions
- o Transplants and rehabilitation
- o Bupa Lifeworks, your Global Employee Support Programme

Mandatory cover

One of the following options must be selected.

Select	This tier concentrates on hospital treatment, in-patient or day-care patients and it also covers preventative treatments such as wellness benefits and a full health screening. Optional U.S. cover and Dental/Optical cover is available in this tier.
Premier	This tier extends the Select benefits to include higher out-patient treatments and maternity cover. Optional U.S. cover and Dental/Optical cover is available in this tier. Co-insurance is also available.
Elite	This tier extends the premier benefits to include Infertility treatment. Optional U.S. cover and Dental/Optical cover is available in this tier. Co-insurance is also available.

Optional cover

U.S. cover	This option adds U.S. to the geographical cover making cover worldwide. Cover is offered at 100% when using a network hospital otherwise the cover is offered at 80%.
Dental & Optical cover	Dental & Optical cover is an optional benefit. The dental covers a number of treatments including preventative, routine and restorative or orthodontic treatments. Each tier progressively offers more coverage and higher limits. Optical covers treatments including eye test, frames and lenses. The limits are level across all tiers.

Once you have decided on the level of cover, you can adapt your plan to suit your specific needs, circumstances and budget. For example, you might want to:

- o Include dependants
- o Choose to cover pre-existing health issues
- o Add co-insurance options for out-patient care - to always stay in control of cost
- o Add preventive, routine and restorative dental and optical care

We understand you're busy. So we've designed our range of health plans to make giving each of your employees the right level of cover as easy as it can be.

BUSINESS HEALTH PLANS COMPARISON TABLE

Benefit limits are set out in three currencies: GBP / EUR / USD. The currency in which you pay your premium is the currency that will apply to your health plan for the purposes of benefit limits. Benefit limits apply per person.

Please note: This table provides a high-level summary only about the types of cover provided. Full details of the benefits, limitations and exclusions can be found on bupaglobal.com or in the health plan guide. Cover for pre-existing conditions is subject to underwriting. Please ask your sales adviser for further information.

Benefit	Business Select Health Plan	Business Premier Health Plan	Business Elite Health Plan
Overall annual maximum All benefits in this table, even those paid in full, will contribute to the overall annual policy maximum limit.	GBP 2,000,000 / USD 3,100,000 / EUR 2,600,000 each membership year	GBP 3,000,000 / USD 4,700,000 / EUR 3,900,000 each membership year	GBP 6,000,000 / USD 9,300,000 / EUR 7,800,000 each membership year
Geographical area of cover	Worldwide excluding U.S.	Worldwide excluding U.S.	Worldwide excluding U.S.
U.S. cover	Optional cover, if purchased	Optional cover, if purchased	Optional cover, if purchased
Mandatory pre-authorisation	Mandatory pre-authorisation for: <ul style="list-style-type: none"> ○ all in-patient stays over 5 days ○ prophylactic surgery ○ reconstructive surgery ○ obesity surgery ○ transportation (including evacuation and repatriation) ○ rehabilitation 	Mandatory pre-authorisation for: <ul style="list-style-type: none"> ○ all in-patient stays over 5 days ○ prophylactic surgery ○ reconstructive surgery ○ obesity surgery ○ transportation (including evacuation and repatriation) ○ complications of maternity and childbirth ○ rehabilitation 	Mandatory pre-authorisation for: <ul style="list-style-type: none"> ○ all in-patient stays over 5 days ○ prophylactic surgery ○ reconstructive surgery ○ obesity surgery ○ transportation (including evacuation and repatriation) ○ complications of maternity and childbirth ○ rehabilitation
General benefits and rules			
Medical History Disregarded, subject to our agreement (minimum number of employees applies)	Yes	Yes	Yes
Covered for chronic conditions if diagnosed after enrolment (not applicable when medical history has been disregarded)	Yes	Yes	Yes
Cover for congenital & hereditary conditions if diagnosed after enrolment (not applicable when medical history has been disregarded)	Yes	Yes	Yes
No cancellation of policy based on claims pattern / history	Yes	Yes	Yes
Automatic renewal	Yes	Yes	Yes
General waiting period from start of cover	No general waiting period. Please note waiting periods can apply to specific benefits as detailed in this document, unless we have agreed to waive them.		
Age limit for joining	No upper age limit		

Benefit	Business Select Health Plan	Business Premier Health Plan	Business Elite Health Plan
Co-insurance	No co-insurance	Co-insurance Applies to out-patient care only	Co-insurance Applies to out-patient care only
		Optional 0%	Optional 0%
		Optional 15%	Optional 15%
		Optional 25%	Optional 25%
Out-patient treatment			
Out-patient surgical operations	Paid in full	Paid in full	Paid in full
Wellness checks – specific screenings for breast, cervical, prostate and colorectal cancer	We pay up to GBP 100 / USD 150 / EUR 125 each membership year	We pay up to GBP 800 / USD 1,400 / EUR 1,000 each membership year	We pay up to GBP 1,000 / USD 1,600 / EUR 1,300 each membership year
Full Health Screen – various routine tests such as cholesterol, blood pressure, diabetes, anaemia and lung function, liver and kidney function and cardiac risk assessment			
Consultants' fees for consultations Pathology, x-ray and diagnostic tests	We pay up to GBP 500 / USD 775 / EUR 650 each membership year	We pay up to GBP 6,400 / USD 9,900 / EUR 8,300 each membership year	Paid in full
Consultants' fees, psychologists' and psychotherapists' fees for mental health treatment	Paid in full	Paid in full	
Costs for treatment by therapists, complementary medicine practitioners and qualified nurses	Paid in full up to 5 visits each membership year	Paid in full up to 35 visits each membership year	Paid in full up to 70 visits each membership year
Vaccinations	We pay up to GBP 239 / USD 372 / EUR 310 each membership year	We pay up to GBP 250 / USD 390 / EUR 325 each membership year	Paid in full
Costs for treatment by family doctor	Paid in full up to 6 visits each membership year	Paid in full up to 12 visits each membership year	Paid in full
Prescribed drugs and dressings	We pay up to GBP 500 USD 875 EUR 625 each membership year	We pay up to GBP 3,000 / USD 4,500 / EUR 4,600 each membership year	Paid in full
Accident-related dental treatment	Paid in full	Paid in full	Paid in full
In-patient and day-case treatment			
Hospital accommodation	Paid in full - Standard private room	Paid in full - Standard private room	Paid in full - Standard private room
Surgical operations, including pre- and post-operative care	Paid in full	Paid in full	Paid in full
Nursing care, drugs and surgical dressings	Paid in full	Paid in full	Paid in full

Benefit	Business Select Health Plan	Business Premier Health Plan	Business Elite Health Plan
Physicians' fees	Paid in full	Paid in full	Paid in full
Theatre charges	Paid in full	Paid in full	Paid in full
Intensive Care, intensive therapy, coronary care and high-dependency unit	Paid in full	Paid in full	Paid in full
Pathology, X-rays, diagnostic tests and physiotherapy	Paid in full	Paid in full	Paid in full
Prosthetic implants and appliances	Paid in full	Paid in full	Paid in full
Parent accommodation	Paid in full	Paid in full	Paid in full
Mental health treatment	Paid in full	Paid in full	Paid in full
Prophylactic surgery	Paid in full	Paid in full	Paid in full
Reconstructive surgery	Paid in full	Paid in full	Paid in full
Obesity surgery (after two years' membership)	Paid in full	Paid in full	Paid in full
Further benefits			
Advanced imaging	Paid in full	Paid in full	Paid in full
Cancer treatment	Paid in full	Paid in full	Paid in full
Congenital and hereditary conditions	Paid in full	Paid in full	Paid in full
Bupa Lifeworks, your Global Employee Support Programme	We pay in full for up to 5 counselling sessions, per issue, each membership year	We pay in full for up to 5 counselling sessions, per issue, each membership year	We pay in full for up to 5 counselling sessions, per issue, each membership year
Genetic cancer screening	Paid in full	Paid in full	Paid in full
Healthline services	Included	Included	Included
HIV / AIDS drug therapy including ART	Paid in full	Paid in full	Paid in full
Home nursing after in-patient treatment	We pay up to a maximum of 30 days each membership year	We pay up to a maximum of 196 days each membership year	We pay up to a maximum of 196 days each membership year
Hospice and palliative care	We pay up to GBP 24,000 / USD 37,200 / EUR 31,200 maximum benefit for the whole of your lifetime	We pay up to GBP 24,000 / USD 37,200 / EUR 31,200 maximum benefit for the whole of your lifetime	We pay up to GBP 24,000 / USD 37,200 / EUR 31,200 maximum benefit for the whole of your lifetime
In-patient cash benefit	We pay up to GBP 90 / USD 150 / EUR 100 per night up to 20 nights each membership year	We pay up to GBP 90 / USD 150 / EUR 100 per night up to 20 nights each membership year	We pay up to GBP 90 / USD 150 / EUR 100 per night up to 20 nights each membership year
Kidney Dialysis	Paid in full	Paid in full	Paid in full

Benefit	Business Select Health Plan	Business Premier Health Plan	Business Elite Health Plan
Newborn care	Paid in full for all treatment received within the first 90 days following birth	Paid in full for all treatment received within the first 90 days following birth	Paid in full for all treatment received within the first 90 days following birth
Prosthetic devices	We pay a maximum benefit of GBP 2,400 / USD 3,700 / EUR 3,100 for each device	We pay a maximum benefit of GBP 3,000 / USD 4,700 / EUR 3,900 for each device	We pay a maximum benefit of GBP 4,000 / USD 6,200 / EUR 5,200 for each device
Rehabilitation	We pay in full for up to 120 days of treatment (which may be inpatient treatment or day-case treatment) each membership year	We pay in full for up to 120 days of treatment (which may be inpatient treatment or day-case treatment) each membership year	We pay in full for up to 120 days of treatment (which may be inpatient treatment or day-case treatment) each membership year
Rehabilitation in a health resort	Not covered	Not covered	Not covered
Transplant services	Paid in full	Paid in full	Paid in full
Treatment for or related to gender dysphoria	Female to Male (FtM) – pursued by transgender men and AFAB (assigned female at birth) non-binary people Paid in full Male to Female (MtF) – pursued by transgender women and AMAB (assigned male at birth) non-binary people Paid in full	Female to Male (FtM) – pursued by transgender men and AFAB (assigned female at birth) non-binary people Paid in full Male to Female (MtF) – pursued by transgender women and AMAB (assigned male at birth) non-binary people Paid in full	Female to Male (FtM) – pursued by transgender men and AFAB (assigned female at birth) non-binary people Paid in full Male to Female (MtF) – pursued by transgender women and AMAB (assigned male at birth) non-binary people Paid in full
Maternity and childbirth cover			
Normal delivery maternity and childbirth	We pay up to GBP 6,200 / USD 9,750 / EUR 8,200 each membership year	We pay up to GBP 12,600 / USD 19,500 / EUR 16,400 each membership year	Paid in full
Childbirth at home	We pay up to GBP 390 / USD 600 / EUR 500 each membership year	We pay up to GBP 780 / USD 1,200 / EUR 1,000 each membership year	Paid in full
Medically essential Caesarean section	We pay up to GBP 6,200 / USD 9,750 / EUR 8,200 each membership year	We pay up to GBP 12,600 / USD 19,500 / EUR 16,400 each membership year	Paid in full
Maternity complication	Paid in full	Paid in full	Paid in full
Infertility treatment	Not covered	50% up to GBP 8,000 / EUR 10,000 / USD 13,400 each policy year	50% up to GBP 8,000 / EUR 10,000 / USD 13,400 each policy year
Children born into policy without underwriting	Yes	Yes	Yes
Transportation / Travel			
Medical evacuation	Paid in full	Paid in full	Paid in full
Medical repatriation	Paid in full	Paid in full	Paid in full
Non-medical evacuation in case of conflicts and natural disasters	Not covered	Not covered	Not covered
Local air ambulance	We pay up to GBP 5,900 / USD 9,100 / EUR 7,700 each membership year	We pay up to GBP 5,900 / USD 9,100 / EUR 7,700 each membership year	We pay up to GBP 5,900 / USD 9,100 / EUR 7,700 each membership year

Benefit	Business Select Health Plan	Business Premier Health Plan	Business Elite Health Plan
Local road ambulance	Paid in full	Paid in full	Paid in full
Travel cost for an accompanying person	Paid in full	Paid in full	Paid in full
Travel cost for the transfer of children	Paid in full	Paid in full	Paid in full
Compassionate visit transport costs and compassionate visit living allowance	Not covered	Visit and return: We pay up to 5 trips maximum benefit for the whole of your lifetime, up to GBP 1,000 / USD 1,600 / EUR 1,300 per trip Visit living allowance: We pay up to GBP 100 / USD 160 / EUR 130 per day for a maximum of 10 days each trip	Visit and return: We pay up to 5 trips maximum benefit for the whole of your lifetime, up to GBP 1,000 / USD 1,600 / EUR 1,300 per trip Visit living allowance: We pay up to GBP 100 / USD 160 / EUR 130 per day for a maximum of 10 days each trip
Compassionate emergency repatriation	Not covered	Not covered	Not covered
Living allowance	Not covered	Not covered	We pay up to GBP 25 / USD 40 / EUR 30 per day for up to 10 days
Repatriation of mortal remains	Paid in full	Paid in full	Paid in full
Dental / Optical treatment*			
Dental treatment	Optional cover, if purchased We pay up to GBP 1,200 / USD 1,900 / EUR 1,600 each membership year	Optional cover, if purchased We pay up to GBP 2,500 / USD 3,900 / EUR 3,300 each membership year	Optional cover, if purchased We pay up to GBP 5,775 / USD 9,000 / EUR 7,500 each membership year
Optical treatment	Optional cover, if purchased We pay up to GBP 250 / USD 400 / EUR 350 each membership year	Optional cover, if purchased We pay up to GBP 250 / USD 400 / EUR 350 each membership year	Optional cover, if purchased We pay up to GBP 385 / USD 600 / EUR 500 each membership year
Refractive eye surgery	Not covered	Not covered	Not covered

* On Business Premier and Business Elite, the dental and optical benefits can only be purchased together as a single module.

BUSINESS HEALTH PLAN EXCLUSIONS

Applies across all Business Health Plans: Administration / registration fees; Artificial life maintenance; Birth control; Chinese medicine; Conflict and disaster; Convalescence, nursing home and admission for general care, or staying in hospital or other establishment; Cosmetic treatment; Deafness; Desensitisation and neutralisation; Developmental problems; Donor organs; Experimental or unproven treatment; Eyesight; Footcare; Genetic testing; Harmful or hazardous use of alcohol, drugs and / or medicines; Health hydros, nature cure clinics, etc.; Illegal activity; Mechanical or animal donor organs; Obesity; Persistent vegetative state (PVS) and neurological damage; Physical aids and devices; Pre-existing conditions; Reconstructive or remedial surgery; Sleep disorders; Speech disorders; Stem cells; Surrogacy; Temporomandibular joint (TMJ) disorders; Travel costs for treatment; Treatment for or related to gender dysphoria (unless eligibility criteria for the benefit 'Treatment for or related to gender dysphoria' has been met); Unrecognised medical practitioner, provider or facility. Additional exclusions for Business Elite Health Plan: Dental treatment/gum disease (unless optional module purchased); U.S. treatment (unless optional module purchased) Additional exclusions for Business Premier Health Plan: Dental treatment/gum disease (unless optional module purchased); U.S. treatment (unless optional module purchased) Additional exclusions for Business Select Health Plan: Infertility treatment; Dental treatment / gum disease; U.S. treatment (unless optional module purchased).

Additional exclusions for Business Elite Health Plan: Dental treatment / gum disease (unless optional module purchased); U.S. treatment (unless optional module purchased).

Additional exclusions for Business Premier Health Plan: Dental treatment / gum disease (unless optional module purchased); U.S. treatment (unless optional module purchased).

Additional exclusions for Business Select Health Plan: Dental treatment / gum disease; U.S. treatment (unless optional module purchased); Drugs and dressings (out-patient); Family doctor treatment; Maternity and childbirth.

*unless eligibility criteria for the benefit 'Treatment for or related to gender dysphoria' has been met

FIND OUT MORE

If you'd like more information
we're here to help.

Call us on +353 1 761 7340
or visit bupaglobal.com

General services:
+44 (0) 1273 323 563
Medical related enquiries:
+44 (0) 1273 333 911

Calls may be recorded or monitored.

Bupa Global DAC, trading as Bupa Global, is regulated by the Central Bank of Ireland.

Bupa Global Designated Activity Company (Bupa Global DAC), trading as Bupa Global, is a designated activity company limited by shares registered in Ireland under company number 623889 and having its registered office at Second Floor, 10 Pembroke Place, Ballsbridge, Dublin 4, DO4 V1W6.

Global Virtual Care, Second Medical Opinion and Bupa Lifeworks are provided by a third party, directly to you. Bupa Global assumes no liability and accepts no responsibility for information provided by this third party; or the performance of the services. Support and information provided through these services do not confirm that any related treatment or additional support is covered under your health plan. These services are not intended to be used for emergency or urgent medical treatment.

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