

New MembersWorld December 2018



YOUR WEBSITE: MEMBERSWORLD

We want to put you in control of your health insurance.

That's why we give you access to MembersWorld, an exclusive and secure website where you can manage your health plan in an easier and faster way.

We want to make your experience as simple and stress free as possible, so you can spend your time on the things that matter to you.

In just a few clicks, it's easy to:

- check your benefits
- update your details and read documents
- pre-authorise in-patient and day-case treatment
- submit and track your claims*
- access a comprehensive library of health and wellbeing information
- access our 24-hour live webchat service
- request a second medical opinion at no extra cost
- specify a preferred address for claim reimbursements - useful if you have multiple addresses or are travelling.

There are many more benefits online; log in to see for yourself.

* MembersWorld may not be able to track claims in the U.S. as a third party is used here.

It's all there. Easy to find, simple and faster to use. Why not spend a few moments to sign up to MembersWorld and start taking control of your health plan today. Go to: tameen.ae/membersworld to find out more.



MembersWorld – Home



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Mr. XYZ

BI- 6000-xxxx-xxxx

Scroll down to see the latest news, along with the status of any recent claims or pre-authorisations.



Your claim has been paid.

We've paid AED 4046.00 of your AED 4046.00 claim for CL171227409293. Please allow up to 5 working days for electronic transfers.

View claim

Membership and
benefits



View

Overall Annual Maximum
USD 10,999,999

View Benefits



Arrange
consultations or
treatment

Our Facilities Finder directory shows you the medical practitioners that we have direct settlement agreements with, meaning you won't have to pay up front when you see them.

Arrange an
appointment


Visit Facilities Finder



Visiting the U.S.?
Read this important
information

Please read this information, as strict rules apply to emergency cover in the U.S.

MembersWorld – Pre - Authorisation



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Request Pre-authorisation

Step 1 Patient information

**This is a required field*

About the patient
More information

Mr. XYZ

Preferred email address*
More information


Home Work

Home Email*

XYZ - XYZ @yahoo.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?*

 United Kingdom

Have you booked the appointment or procedure? If so, please provide the date.
More information

25 04 2018

Will the patient be admitted to a hospital or medical facility?*

More information

Yes No

Cancel Continue

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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

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

Personal information
Edit these details

Patient name
Contact email address o.com XYZ_XYZ @yaho

Country of treatment  United Kingdom

Treatment start date 25 April 2018

Patient status Non-hospital stay

Pre-authorisation summary
Edit details

Symptom onset 12 March 2018

Symptoms / diagnosis xxxxxx

Proposed treatment / consultation xxxxxx

Treatment facility xxxxxx

Cancel Submit

MembersWorld - Online Claims



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Submit a claim now

If you have your invoice, details of the medical practitioner and payment information, it should only take a few minutes to submit your claim online. [See our claims FAQs.](#)



Start your claim

Already filled in a claim form?
[Upload completed form](#)

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Submit Claim

Step 1 About the patient

** Indicates required field*

Patient name

[More information](#)

Select the patient

Preferred mailing address *

[More information](#)

Select postal / mailing address

Preferred email address

[More information](#)

your-email@address.com

Preferred contact telephone number

[More information](#)

+ (99) 1234 5678

What was the reason for the appointment or procedure?*

[More information](#)

E.g. back pain, throat infection

0/500

Cancel

Continue

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Submit Claim

Step 2 Treatment / Consultation details

**This field is required*

Treatment / consultation date*

[More information](#)

Did the treatment require admission to a medical facility as an in-patient?*

[More information](#)

 Yes No

Is this claim for medical or dental treatment? *

[More information](#)

 Dental Medical

Where did the treatment take place?

[More information](#)

Who provided the treatment or consultation?*

[More information](#)

0/80

Cancel

Continue

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Submit Claim

Step 3 Payment details

** Indicates required field*

What is the currency of the invoice?*

[More information](#)

What is the total amount of your claim?*

[More information](#)

Should we pay the medical practitioner directly?*

[More information](#)

 Yes No

Would you like to be paid by electronic bank transfer?*

[More information](#)

 Yes No

Preferred currency for payment*

[More information](#)

Bank account details for:*

[More information](#)

▲ This field is required

Cancel

Continue

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Submit Claim

Upload your documents

Please upload your invoice and other claim documents.

[How do I do this?](#)



Drag your file here

or

Upload a file

You can also print or save your claim form with the information you've entered, to upload it when you have your documents ready.

Cancel

Next step

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Submit Claim

Step 5 Consents

**This is a required field*

Please read this section carefully, as it sets out your rights under the Access to Medical Reports Act 1988 and the Access to Personal Files and Medical Reports (NI) Order 1991.

Do you give Bupa consent to receive your medical reports, if required?*

[More information](#)

Yes


No

Cancel

Continue

CL171227409293

MembersWorld – Manage Your Plan



Manage Your Plan

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Claims and pre-authorisations

27 Dec 17
We've paid your claim CL171227409293 for AED 4046.00. Please allow up to 5 working days for electronic transfers

[Activity](#)

Your documents

[Certificate of Insurance](#) PDF 10kb

[View Documents](#)

AE Repatriation

Renewal date 30 Sep 18

Overall annual maximum	Amount of benefit used
USD 9,999,999.00	USD 0.00

[View plan benefits with specific limits](#)

Amounts shown may not be representative of your entire plan, and do not include pending claims or pre-authorisation requests. Only benefits with specific monetary or lifetime limits are shown here. Please note that some benefits can only be claimed after a specific length of time, so always view benefit details - including restrictions, waiting periods and limits - before using them. This information is found in your Membership Guide, which is saved in your documents folder.

[Plan documents](#)

To view these documents you'll need Adobe Reader.

[Certificate of Insurance](#) PDF 10kb

[Membership Guide](#) PDF 580kb

Bupa Private and Confidential

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Profile

Overview **Dependants**

Member details

Name

Nationality

Date of birth

[Update details](#)



Work contact information

These details are useful to have so we can contact you easily

[Add work details](#)

Home contact information

Telephone

Mobile / cellphone

Email

[Update details](#)

Member details

Country of residence

Dubai
United Arab Emirates

It is very important to contact us if your country of residence changes. [Contact us](#)

[Update address](#)

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Your notifications 

Receive documents via
Not set

Notify me via
Not set

Update



Terms and Conditions

You are up to date with the current terms and conditions.

View T&Cs

About our regulator



Change your password

It's a good idea to change your password regularly, to keep your account safe.

Update it now



Change your username

You can change your username at any time. It must be a valid email address.

Change it now

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Manage your plan

Treatment

Claims

Second opinion service



Get a second opinion when it really matters

Get the answers you need from our second medical opinion service:

- What does my diagnosis mean?
- Is my diagnosis right?
- Do I have any alternative treatment options?
- Are there any new treatments or drugs that would benefit me?

This valuable service is at no cost to you and can make all the difference.

[Get a second opinion](#)



Prefer to chat online?

We try to be here during peak hours to help with your questions. Contact us via web chat.



Call us

24-hour general enquiries
+44 (0) 1273 323 563

For US treatment
+1 (0) 844 369 3797

MembersWorld – Contact Us



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Send us a message

Please complete this to continue

What would you like to contact us about?*

Please choose

Your message subject*

Please type your message subject

Your message*

Please type your message. Please include your name, email address and policy number (e.g. BI-0000-0000-0000)

0/500

Files can be up to 5MB. Please make sure they're clear to read. You can upload up to 7 attachments in the following formats: .bmp, .doc, .gif, .jpg, .jpeg, .txt or .pdf.



Drop your file here

or

Choose a file

Preferred email address*

More information

Home Work

Home Email*

pascale_mezher@yahoo.com



Chat to us online

Contact us via web chat for quick assistance. Please note that we can't help with username or password resets, for your own security.



Give us a call

24-hour general enquiries
+44 (0) 1273 323 563

Medical centre
+44 (0) 1273 333 911



By post

Bupa Global Victory
House Trafalgar Place
Brighton East Sussex BN1
4FY UK

Why not follow us to stay up to date?



Twitter



Facebook



YouTube

A large white heart outline is centered on a solid blue background. A white rectangular box is positioned in the lower-left quadrant of the heart, partially overlapping its outline. Inside the box, the word "QUESTIONS?" is written in a blue, sans-serif font.

QUESTIONS?