

The Practice Centre Private Medical Insurance Policy

The Practice deals directly with BUPA U.K and this means that we will bill your insurer for your physiotherapy sessions. However, this does not affect your liability as being responsible for the payment of our fees in full.

Please be aware that BUPA do not pay for appointments that are cancelled without 24 hours-notice and you may be liable for these fees.

Do note that with regards to all other insurance companies we do not bill them directly on your behalf but will furnish you with an invoice that you are able to present to your insurance provider for direct settlement.

In this case our contract to provide services is with yourself and your contract with regards to reimbursement is with your insurance provider.

We do not see patients who are covered by AXA PPP as their fee structure does not meet the criteria set by the Practice.

All private medical insurance clients need to provide us with an insurance membership number and a pre-authorisation code. We will also require details as to how many sessions your provider as authorised

Your insurance company may not cover all of our fees and expenses. Certain treatments and items may not be covered by your insurer. We require that you pay any balance if your insurer does not cover the full cost of treatment within 30 days of that appointment.

If we receive a notice from your insurer that there is an excess on your policy, your funds have been exhausted or they refuse to pay any outstanding fees in full for any reason these outstanding fees will be your responsibility.

If your insurer has not paid your bill in full within 30 days we will require payment directly from yourself.

If you have any queries please do not hesitate to contact the reception staff who will be able to assist you with any questions you may have.