

## Covid-19 and your Bupa Private Medical Plan

**With the unprecedented events of the last few weeks, we are all having to make big changes to how we live and the way we do business. Your Private Medical Plan includes a range of benefits that can provide help for you, your employees and dependants covered by the plan (“Members”) in these challenging times.**

**Babylon Digital GP:** Members have fast access to expert advice through the Babylon digital GP service. The AI-driven symptom checker can be used for a full range of conditions – this has been updated to include COVID-19. To access the symptom checker and digital GP services, simply download the Babylon app and apply the code **ECISPMI**. The Babylon user guide is available on the Canopy system under Forms and Guides.

### **Employee Assistance Programme (EAP):**

We understand that the current situation could adversely impact mental wellbeing as a consequence of people feeling isolated and detached from friends and family. The Bupa Employee Assistance Programme is a free, completely confidential helpline which Members can access 24 hours a day, 7 days a week. The helpline can assist with a range of issues including stress, anxiety, depression and financial concerns. If Members would like to speak to someone to get support, the number to call is **0800 269 616**.

**Remote Consultations:** Where medically appropriate, Bupa will fund telephone and video consultations with all Bupa recognised consultants. This service includes remote consultations with an accredited physiotherapist for muscle, bone and joint conditions. To get pre-authorisation, Members should call Bupa on **0345 606 0802**.

**Direct Access Services:** Bupa’s Direct Access Services are available for concerns about musculoskeletal problems or cancer. Members can access these by calling the Bupa claims line on **0345 606 0802**.

**Bupa online Mental Health Support:** For help and support for you, your family or your employees visit <https://www.bupa.co.uk/mental-health>.

**For the latest Bupa guidance on Covid-19, please visit [www.bupa.co.uk/coronavirus/health-insurance](http://www.bupa.co.uk/coronavirus/health-insurance)**

**You can access all of these benefits using your phone or other mobile device. If you need any more information or wish to speak with Bupa about any other concern, please call them directly on 0345 606 0802.**



**We are here to help and as the situation develops, we’ll keep you updated with any changes.**

**Stay safe and take care.**

EC Insurance Services Limited (ECIS) is authorised and regulated by the Financial Conduct Authority FRN: 312803

Registered office: ECA Court, 24–26 South Park, Sevenoaks, Kent TN13 1DU  
Company number 01534505