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An update on Bupa's relationship with BMI hospitals

I wrote to you recently to let you know that a BMI hospital that you had recently attended, or were due to attend was being removed from our recognised hospital lists from 1 January 2012. This was because our contract with BMI was due to expire and we had been unable to arrive at a mutually agreeable contract for treating Bupa members from that date.

I am pleased to let you know that we have now reached an agreement with BMI which includes a number of improvements to the way Bupa and BMI will work together in the future which we believe will improve the quality, effectiveness and efficiency of care delivered to Bupa members.

This means that we have returned your local BMI hospital to our recognised hospital lists. If you need to claim for treatment in future, please call Bupa after visiting your GP as usual so that we can confirm that your treatment will be covered.

If you are currently undergoing treatment at your local BMI hospital you can continue to do so.

If you have pre-authorized treatment since 1 January 2012 and were offered an alternative hospital, you can revert to your local BMI hospital if you wish. If you would like to find out more about this option, please call your normal Bupa helpline number and speak to one of our advisers who will be happy to help.

We regret any inconvenience that you may have experienced in recent weeks. We believe that these new arrangements will help us improve the long term affordability of your health insurance while maintaining the high standards of care expected by Bupa members.

Thank you for taking the time to read this letter, and for your patience and understanding.

Yours sincerely

Dr Natalie-Jane Macdonald
Managing Director, Bupa