

DATE 2021
TOPIC Insurance Information

Private Health Insurance Information

Important information for those wanting to use their private medical insurance to cover the cost of their treatment(s).

We are recognised by all major private health insurers. We can bill AXA Health, AXA Global Health, BUPA, BUPA Global, CIGNA, CIGNA International, AVIVA, WPA, Healix and Health Partners Europe directly on your behalf.

If you are covered by any other private health insurance company, you will need to settle your account with us directly after each appointment and claim the costs back from your insurance company.

Please be aware that if we are billing an insurance company on your behalf, the policy is yours and Pure Sports Medicine will not be responsible for any costs incurred. You will need to know your personal policy limitations such as: a restricted number of appointments, excess, or a maximum benefit allowance. Any rejected payments, excesses or shortfalls on your policy will need to be paid by you in full to Pure Sports Medicine.

Owing to the large number of claims processed by AXA Health, AXA Global Health, BUPA, BUPA Global, CIGNA, CIGNA International, AVIVA, WPA, Healix and Health Partners Europe, it can take time for a claim to be processed. On some occasions, it may be several months before the Insurance Company notifies us that a claim is not going to be paid in full. We will notify you of this as soon as we receive the information, but please be aware that this may be after your treatment has been completed.

In order to bill AXA Health, AXA Global Health, BUPA, BUPA Global, CIGNA, CIGNA International, AVIVA, WPA, Healix and Health Partners Europe on your behalf, we will need the following details before your appointment:

- **Your current Membership Number**
- **A Pre-Authorisation Code or ‘claim number’**

To get this you will need a referral from your GP to Pure Sports Medicine, then you will need to call your insurance company for approval.

We cannot process any insurance appointments without the above, and you cannot provide this after your appointment has happened.

Most commonly, insurance companies will cover the following appointments:

- Consultations with a Sport, Exercise & Musculoskeletal Medicine
 - inc. Ultrasound Scans and some Injections
- Physiotherapy
- Osteopathy

A limited number of insurance companies will pay for the following appointments:

- Dietitian
- Podiatry (please see our Podiatry page for more information)

Under certain conditions, some policies will cover the following appointments:

- Soft Tissue Therapy
- Strength & Conditioning
- Nutritional Therapy

We cannot bill the following items to your insurance company under any circumstance:

- Classes
- Stock Items (e.g. foam rollers /orthotics / heel raises / tape)
- Late cancellations and missed appointments

This information is intended as a guide; the terms and conditions of each individual's policy can be completely different, so it is important to establish exactly what you are covered for before you book an appointment with us.