



How to book treatment at LDN PHYSIO through Bupa insurance

At LDN PHYSIO, we are a Bupa-accredited clinic (Bupa provider code: 80013877), and we are here to help guide you through the process of booking your physiotherapy treatment with us through your Bupa insurance.

1. Check Your Bupa Cover

- **Review Your Policy:** Before booking, ensure your Bupa policy includes cover for physiotherapy. Some policies may have limits on the number of sessions or require pre-approval. You can find these details in your Bupa policy documents or by contacting Bupa directly.
- **Excess and Co-payments:** Depending on your policy, you may be responsible for paying an excess or co-payment for each session.

2. Get a Referral (if required)

- **GP Referral:** Bupa may require a referral from your GP for physiotherapy treatment, particularly for musculoskeletal conditions. If needed, book an appointment with your GP to discuss your condition and obtain the necessary referral.
- **Direct Access:** In some cases, Bupa allows you to access physiotherapy directly without a GP referral. Check your policy or ask Bupa if this applies to your plan.

3. Contact Bupa for Pre-authorisation

- **Pre-authorisation:** To ensure your treatment is covered, you'll need to contact Bupa before your first session. You can do this by calling Bupa's customer service or logging into your online Bupa account.
- **Details to Provide:**
 - Your policy number
 - Our clinic details: LDN PHYSIO, provider code 80013877
 - The reason for your physiotherapy
- **Pre-authorisation Code:** Once approved, Bupa will either pre-authorise the treatment or give you a pre-authorisation code. Please have this ready for your first appointment with us.

4. Book Your Appointment at LDN PHYSIO

Once you've received pre-authorisation from Bupa, you can book your appointment directly with us. Simply mention that you are a Bupa member and provide your pre-authorisation code (if applicable) when making the booking.



5. Attend Your Physiotherapy Sessions

- **Direct Billing:** At LDN PHYSIO, we will bill Bupa directly for your treatment. If your plan includes an excess or co-payment, you will need to pay that amount to us directly.
- **Session Limits:** Please be aware that some Bupa policies have limits on the number of physiotherapy sessions covered. Keep track of your sessions to stay within your policy's limits.

6. Request Further Authorisation (if needed)

If your condition requires additional sessions beyond what Bupa has initially authorised, we can assist you in requesting further authorisation from Bupa.

Contact Us

If you have any questions or need assistance with booking, please don't hesitate to contact us at LDN PHYSIO:

- Phone: 0208 058 6062
- Email: hello@ldnphysio.co.uk
- WhatsApp: +44 7418 609355

We're here to help ensure your treatment is as smooth and straightforward as possible.