



Enterprise Flexible Benefits

A Guide to Your Group Scheme

Effective from 1 September 2020

Cancellation Rights – If **you** change **your** mind

We are sure that **you** will be happy with **your Group Scheme** membership and the **benefits** that it provides. However, if **you** change **your** mind and wish to cancel **your Group Scheme** membership **you** must contact the **Group Scheme Holder**.

Cancelling Existing Insurance

Please thoroughly check all WPA documentation before cancelling any other health insurance product or policy **you** may already have. It is important that **you** understand what the **Group Scheme** provides for, that it has the **benefits you** require and that the WPA **Group Scheme** meets **your** needs.

Information Provided

You have been accepted to join WPA based on the information provided; if **your** circumstances have changed it is important that **you** contact **us** to let **us** know. **We** reserve the right to end and/or amend **your Group Scheme** membership at any time should it transpire that **you** have not disclosed to **us** information and/or informed **us** of a change of circumstance that **you** ought to have done.

Very Important Information

As with all types of insurance there are exclusions which are applicable generally and apply to every **benefit** within this **Guide**. **Our** general exclusions can be found in Section 6 (What is Not Covered).

When using this **Guide** there are a number of things to remember:

- **You** must refer to **your Benefit Schedule** and **Certificate of Registration** for **your** level of **benefit** and **your Optional Extras**. This **Guide** contains the details of **benefits** which may not be included under **your Group Scheme**.
 - When **we** refer to “pay for” or “provide **benefit**” this is always to a level **we** consider to be a **customary and reasonable cost**.
 - When **we** refer to **Specialist** or **Therapist** **we** mean a **Specialist** or **Therapist** **we** recognise.
 - When **we** refer to **hospital** **we** mean a **hospital** on **our** list of recognised **hospitals**.
 - **Your** proposed **treatment** must be in accordance with what **we** recognise as current medical practice and **we** call this **established treatment**.
 - This **Guide** is applicable for **Group Schemes** in both the **UK** and the **Channel Islands**. **Benefits** listed may be dependent upon the services available where **you** are resident.
 - Any direct or indirect reference to a European body or provision may be superseded by a relevant **UK** body or provision.
-

Your Guide to your Health Insurance

Thank **you** for choosing health insurance from WPA

References in this **Guide** to "**you**" or "**your**" are references to both **you** as the **Group Scheme Member** and any **Family Member(s)** insured under **your Group Scheme** membership, and included on **your Certificate of Registration**. References to "**us**", "**we**" or "**our**" are to WPA. All words and phrases with a defined meaning are shown in bold and italics, **we** suggest that **you** take a moment to review Section 8 (Definitions) of this **Guide**.

This **Guide** is important. It should be read in conjunction with **your Benefit Schedule** and **your Certificate of Registration** which, along with this **Guide**, explains **your** and **our** respective rights and obligations and sets out the terms and conditions of **your** health insurance. **Your Certificate of Registration** is personal to **you** and details the **benefit** limits chosen and any **personal exclusions** applicable. If **your Certificate of Registration** contains anything unusual or unexpected please contact **us** as soon as possible.

Please keep this **Guide**, **your Benefit Schedule** and **your Certificate of Registration** safe, **you** may need to refer to them should **you** need to make a **claim**. If **you** need a replacement document or have any other questions at all about **your Group Scheme** please do not hesitate to contact **us**.

Contacting **Us**

Telephone:

01823 625270 where **our** staff will be happy to assist (**you** can check **our** real time call waiting at wpa.org.uk/contact). This is the number **you** need to call to make a **claim**.

Our calls are recorded for training and monitoring purposes and to ensure an accurate record of discussions.

Email:

ebd@wpa.org.uk

Website:

wpa.org.uk/secure where **you** may register to view the details of **your Group Scheme** and **claims**.

Post:

Enterprise Business Division, WPA, Rivergate House, Blackbrook Park, Taunton, TA1 2PE.

If **you** would like this **Guide**, **your Benefit Schedule**, **your Certificate of Registration** or any other document issued by WPA in an alternative format, please contact **us** and **we** will be happy to assist.

Contents

Section 1	<i>Your Group Scheme</i>	1
1.1	Purpose of <i>your Group Scheme</i>	1
1.2	How <i>your Group Scheme</i> Works	1
1.3	How to use this <i>Guide</i>	1
1.4	Level of <i>Benefit</i>	1
1.5	Shared Responsibility® (co-payment)	1
1.6	Employment	2
Section 2	<i>Types of Care and Treatment</i>	3
2.1	<i>NHS</i> and Private <i>Treatment</i>	3
2.2	<i>NICE</i>	3
2.3	Primary Care	3
2.4	Secondary and <i>Hospital</i> Care	3
2.5	<i>Critical Care</i>	3
2.6	Emergency <i>Treatment</i>	4
Section 3	<i>Claims</i>	5
3.1	How to make a <i>Claim</i> for Private <i>Treatment</i>	5
3.2	How to make a <i>Claim</i> for a Cash <i>Benefit</i>	5
3.3	Additional <i>Claims</i> Information	6
3.4	<i>Your Treatment</i> Provider's Fees	6
3.5	Shared Responsibility® (co-payment)	6
3.6	<i>Claims</i> Administration and Reimbursement	7
Section 4	<i>Essential Cover</i>	8
4.1	<i>In-patient</i> and <i>Day-patient Treatment</i>	8
4.2	<i>Cancer</i> Care	11
4.3	<i>NHS Hospital</i> Cash <i>Benefit</i>	14
4.4	<i>Out-patient Treatment</i>	15
4.5	Further <i>Benefits</i>	16
4.6	Employee Assistance Programme (EAP)	17
4.7	Remote <i>GP</i> Services	17

Section 5	<i>Optional Extras</i>	18
5.1	Therapy	18
5.2	Overseas Emergency Treatment	20
5.3	Face to Face Counselling	23
5.4	GP Services	23
5.5	Cash Extras	23
5.6	Dental Care	25
5.7	Company Islander	27
Section 6	What is Not Covered	28
Section 7	Important Information	33
7.1	What is required of you	33
7.2	Residential Status	34
7.3	Premium and Renewal	34
7.4	Underwriting Terms	35
7.5	Your Medical Information	36
7.6	What you need to know about WPA	37
7.7	What you should do if you are unhappy and want to complain	37
7.8	Enforcing your Group Scheme membership	38
7.9	What to do if you have insurance with another provider	38
7.10	What to do if you have a Personal Injury or Clinical Negligence Claim	38
7.11	Financial Services Compensation Scheme (FSCS)	39
7.12	Personal Information, Financial Crime and Fraud	39
7.13	Terminating or Cancelling your Group Scheme membership	41
7.14	Material changes to Group Scheme membership	42
Section 8	Definitions	43
8.1	Group Scheme Definitions	43

1. Your Group Scheme

! The insured event is *your eligible treatment*, not *your condition*.

1.1 Purpose of *your Group Scheme*

The purpose of *your Group Scheme* is to indemnify *you* for the *customary and reasonable cost* of elective, short-term, *eligible treatment* for *acute conditions*. *Your eligible treatment* must be *established treatment* and provided with *curative intent*.

Your Group Scheme only covers *treatment* in the *UK* except where the Overseas Emergency *Treatment Optional Extra* has been included – see Section 5.2 (Overseas Emergency *Treatment*).

Your Group Scheme does not cover the long-term monitoring, management or *treatment* of incurable, prolonged or lifelong conditions.

Your Group Scheme covers *eligible treatment* as it occurs and only whilst *your Group Scheme* membership remains in force.

Your Group Scheme may include cash *benefits* which provide reimbursement towards everyday healthcare costs including time spent in an *NHS hospital*. Cash *benefits* are provided in accordance with *your* prevailing *benefits* and reimbursement amount at the time of *your eligible treatment*.

It is important to understand that health insurance is not designed to be a replacement for the *NHS*, but rather to complement it.

1.2 How *your Group Scheme* Works

Your Group Scheme is an annual contract of insurance. When *you* receive private medical *treatment*, a contract is formed between *you* as the patient and *your treatment* provider, be that the *Specialist, Therapist* or *hospital*.

A contract does not exist between *us* and *your treatment* provider. If payment is made directly to *your treatment* provider, it is made on *your* behalf.

1.3 How to use this *Guide*

This *Guide* details what is and is not covered by *your Group Scheme*. The *benefits* are illustrated as follows:

✓ This *benefit* is eligible subject to the terms and conditions of *your Group Scheme*.

✗ This *benefit* is not eligible under *your Group Scheme*.

⊕ This *benefit* is an *Optional Extra* which may be included under *your Group Scheme* membership. Please check *your Certificate of Registration* to see if an *Optional Extra* is included.

! Very important information.

Benefits should not be read in isolation and are subject to the terms and conditions contained in this *Guide*, *your Certificate of Registration* and *your Benefit Schedule*.

1.4 Level of *Benefit*

Essential Cover is included as standard. The level of *benefit* available and *Optional Extras* included are detailed on *your Benefit Schedule* and *your Certificate of Registration* along with any applicable *personal exclusions*.

Only the *Group Scheme Holder* at renewal may add or remove *benefits* to tailor *your Group Scheme* membership. The *Group Scheme Holder* may choose different *benefit* options for each insured *family member*.

1.5 Shared Responsibility® (co-payment)

Your Group Scheme membership may have a level of Shared Responsibility applicable, please check *your Certificate of Registration*.

Shared Responsibility is a method of co-payment or deductible. All eligible *claims* are paid subject to *your* Shared Responsibility level.

Only the **Group Scheme Holder**, at the annual renewal of the **Group Scheme**, can amend the level of Shared Responsibility. A reduction to a lower Shared Responsibility level, from that which is in place immediately prior to the annual renewal, is only permitted to be made by one level at the annual renewal.

Family member(s) can have a different Shared Responsibility level to the **Group Scheme Member** but any **family member(s)** must have the same Shared Responsibility level as each other.



You are not permitted to insure **your** Shared Responsibility amount with another insurer.

For further details please see Section 3.5 (Shared Responsibility® (co-payment)).

1.6 Employment

We reserve the right to request satisfactory evidence of **your** employment status. **You** must notify **us** immediately if there is a change in **your** employment status as failure to do so will render **your Group Scheme** membership void.

2. Types of Care and *Treatment*

! **Your Group Scheme** only provides *benefit* for what we consider to be *established treatment*.

2.1 *NHS* and Private *Treatment*

Your Group Scheme works alongside available *NHS treatment* and does not replace it. In an emergency, the *NHS* is best equipped to provide *treatment*. Membership of **your Group Scheme** enables **you** to obtain private *eligible treatment* where **you** prefer. This is valuable where there is any delay receiving *NHS treatment*.

If **you** opt to have *NHS treatment* where no charge is made, **you** may be eligible to *claim* a cash *benefit*.

All providers of private healthcare in the United Kingdom are required by law to submit data to the Private Healthcare Information Network (PHIN) as do some *NHS hospitals*. To assist **you** to make informed decisions about *treatment* we encourage **you** to visit the PHIN website www.phin.org.uk

2.2 *NICE*

The National Institute for Health & Care Excellence (NICE) is a national advisory body established by the Health and Social Care Act 2012.

Its purpose is to publish guidelines for the use of health technologies such as new and existing medicines, *treatments*, *procedures* and the *treatment* and care of specific conditions.

It does so on the basis of robust evidence taken from the spectrum of health and social care to help ensure that medical technologies which are adopted are effective.

In common with the *NHS* and other health insurers WPA relies upon *NICE* as the definitive objective guide to patient efficacy and safety.

2.3 Primary Care

Primary care includes any tests or investigations that **your GP** needs to arrange in order to treat any condition or refer **you** to an appropriate *Specialist* or *Therapist* for secondary care.

2.4 Secondary and *Hospital* Care

2.4.1 *Hospital* Access

You have access to an extensive choice of *hospitals* throughout the *UK*.

! To search for a *hospital* in **your** area please visit wpa.org.uk/hospital

2.4.2 *Specialist* *Treatment*

Treatment given on the referral of **your GP** by a *Specialist*. This includes tests and investigations **your Specialist** needs to arrange to be able to make a diagnosis or determine **your treatment** plan.

2.4.3 *Therapist* *Treatment*

Treatment given on the referral of **your GP** or *Specialist* by a *Therapist*.

2.5 *Critical* *Care*

2.5.1 Level 2 – High Dependency *Treatment*

Patients requiring more detailed observation (than in an ordinary *hospital* bed) or intervention including support for a single failing organ system or post-operative care, and those stepping down from higher levels of care.

2.5.2 Level 3 – Intensive *Care* *Treatment*

Patients requiring advanced respiratory support alone or monitoring and support for two or more organ systems. This level includes all complex patients requiring support for multi-organ failure.

2.6 Emergency *Treatment*

Unforeseen and unplanned ***treatment*** that is due to a sudden ***acute condition*** that for medical reasons cannot be delayed. In an emergency the ***NHS*** is best equipped to provide this ***treatment***.

⚠ Once the ***acute condition*** is stabilised, typically after 24 hours, ***you*** may wish to transfer (to a private ***hospital*** or private unit of an ***NHS hospital***) to receive private ***eligible treatment*** which must be arranged by a ***Specialist*** and be at ***your*** own request. ***We*** must authorise the transfer in advance otherwise no ***benefit*** will be available. ***You*** will only be eligible to receive private ***treatment*** with effect from the date ***you*** sign the private ***hospital's*** authorisation form or undertaking to pay form.

✗ ***We will not pay for:***

- An emergency or unplanned admission into a private ***hospital***.

3. Claims

3.1 How to make a **Claim** for Private **Treatment**

This is how to make a **claim** for private **in-patient**, **day-patient** and **out-patient treatment**. **Your Group Scheme** indemnifies **you** for the **customary and reasonable cost** of **eligible treatment**. **Your Group Scheme** only covers **treatment** in the **UK** except where the Overseas Emergency **Treatment Optional Extra** has been included – see Section 5.2 (Overseas Emergency **Treatment**).

- ⚠ **All claims must be pre-authorised – contact us by phone or through the website. If your claim has not been authorised by us in advance we will not pay it.**

Step 1

Visit **your GP**. **Your GP** must always be consulted first to provide primary care. In an emergency, seek **NHS treatment**.

Step 2

If **your GP** refers **you** to a **Specialist** or **Therapist** **you** must contact **us** for pre-authorisation before **you** see them.

- ⚠ **When you contact us, please ensure that you have the name and address of the Specialist or Therapist that you need to see otherwise we will be unable to pre-authorise your claim.**

Step 3

We will advise **you** of the **benefits** available and send the requisite documentation to be completed by **you** and **your Specialist** or **Therapist** and returned to **us**. Based on this information, **we** will let **you** know in writing what is covered and authorised.

Step 4

If **your Specialist** or **Therapist** recommends **treatment** outside of what has been authorised, or referral to another **Specialist** or **Therapist**, please contact **us** for pre-authorisation.

3.2 How to make a **Claim** for a Cash **Benefit**

This is how to make a **claim** for **NHS Hospital Cash Benefit** and any other cash **benefit** included under **your Group Scheme**.

- ⚠ **All claims must be submitted within six months of the eligible treatment date.**

Step 1

Log in to **your** secure area at wpa.org.uk/secure to download or complete a **Claim Form** or contact **us** and **we** will send **you** a **Claim Form**.

Step 2

Complete and return the **Claim Form** to **us**.

- To **claim NHS Hospital Cash Benefit** for **in-patient** and/or **day-patient treatment** **we** will require a copy of **your** discharge summary.
- To **claim NHS Hospital Cash Benefit** for Complex Diagnostic Scans and/or **Out-patient Procedures** **we** need a copy of **your** appointment letter.
- For all other cash **benefit claims** **you** must include original invoices or proof of payment where applicable.
- See Section 3.5 (Shared Responsibility® (co-payment)) and Section 3.6 (**Claims** Administration and Reimbursement) for further information.

- ! The information in Sections 3.3-3.4 relates to **claims** for private **treatment**.

3.3 Additional **Claims** Information

At each stage **you** seek pre-authorisation **we** will check:

- That **your Specialist** or **Therapist** is recognised by **us** and that the **hospital** is on **our** list of recognised **hospitals**;
- Whether **your** proposed **treatment** is eligible under **your Group Scheme** and advise **you** of the **benefits** available.

You must:

- Provide any information **we** require of **you**.

If **your Specialist** recommends **treatment** or referral to a **Therapist** ask for the associated **CCSD Code** for the **procedure** and the likely charge – see Section 3.4 (**Your Treatment Provider's Fees**).

- ! **We** reserve the right at any time in **our** sole discretion to withdraw or amend **our** list of recognised **treatment** providers (this includes **hospitals**, **Specialists** and **Therapists**) and what **we** recognise as **established treatment**.

3.4 **Your Treatment Provider's Fees**

When **you** receive **treatment**, the contract is formed between **you** and the provider, be that a **hospital**, **Specialist** or a **Therapist**. A contract does not exist between **us** and **your treatment** provider.

Most **procedures** are classified using **CCSD Codes**. **We** list all **CCSD Codes** in a schedule which details the maximum amount **we** will pay towards the fee **your Specialist** and Anaesthetist will charge for the **procedure**. If **your Specialist** tells **you** that **you** need a **procedure** ask them to let **you** know which code they will use and what their fee will be. **You** must contact **us** in advance to let **us** know the **CCSD Code** and the amount **your Specialist** intends to charge.

We have cost and fee agreements with almost every **hospital**, and **we** publish **our** schedule of fees for **Specialists** – these may be viewed at any time at wpa.org.uk/guideline

Fee reimbursement levels are set by **us** at a level of **customary and reasonable cost** by means of **our** continuing dialogue with the medical profession. For the vast majority of cases this results in **your treatment** provider's fees being reimbursed in full.

Very occasionally a **Specialist** may charge **you** more than **we** consider to be the **customary and reasonable cost** and if **you** decide to proceed then it is **your** responsibility to settle the difference. **We** refer to this as a shortfall.

- ! If **you** are admitted to **hospital** please ask to see the **hospital** invoice when **you** leave. Whilst **you** may not understand every detail, some information is easily checked.

- ! The information in Sections 3.5-3.6 relates to all **claims** for private **treatment** and cash **benefits**.

3.5 Shared Responsibility® (co-payment)

If chosen, Shared Responsibility applies per person per **Group Scheme Year**.

- ! If **you** have Shared Responsibility, it applies to all **claims** except:

- **NHS Hospital Cash Benefit**;
- Out of Pocket Expenses;
- Hospice Donation;
- **GP Services Optional Extra**;
- Cash Extras **Optional Extra**; and
- Dental Care **Optional Extra** – General Dental **Treatment** and Dental Emergencies.

You will pay 25% of **claims** for **eligible treatment** up to **your** applicable level of Shared Responsibility. **We** will pay the other 75% of **claims** for **eligible treatment**.

Once **you** have paid **your** applicable Shared Responsibility level **we** will pay 100% thereafter of all **claims** for **eligible treatment** within **your benefit** limits for the remainder of the **Group Scheme Year**.

Payment of all **eligible treatment** costs within **your** Shared Responsibility level must be sent directly to **your treatment** provider.

It is a term of **your Group Scheme** that Shared Responsibility is paid by **you** to **your treatment** provider(s).

3.6 Claims Administration and Reimbursement

For cash **benefit claims**, or if **you** have received and paid for any part of **your** private **eligible treatment** and wish **us** to repay **you**, then **you** must send **us** the original invoice and proof of payment such as a valid, original credit card receipt (these will not be returned to **you**).

⚠ Handwritten receipts will not be accepted.

Please ensure all original invoices are sent to **us** no more than six months from the date of the **eligible treatment**, unless they have already been sent to **us** directly by **your treatment** provider within the same maximum time period.

For cash **benefit claims** submitted online **you** must keep the associated invoice for at least six months, as **you** may be called upon to provide the invoice to **us**.

⚠ The fact that **we** have paid for a particular **treatment** in the past does not mean that **we** will continue to pay for it in the future.

We pay invoices in line with the terms and conditions of **your Group Scheme** which are in force on the date of **your treatment**, not on the date that **your** condition was first noticed or diagnosed.

If **your treatment** takes place after **your Group Scheme** membership ceases, no **benefit** will be available even if the condition for which **you** are receiving **treatment** arose whilst **you** were a **Group Scheme Member**.

Any **claim** for a cash **benefit** by a **family member** may only be submitted with the **Group Scheme Member's** consent.

Where **we** reimburse via direct credit **we** will only pay in to a valid **UK** bank account held in the **Group Scheme Member's** name. Reimbursement for any **family member(s)** will be paid direct to the **Group Scheme Member**.

⊗ **Your Group Scheme will not pay for any treatment:**

- Given by a **treatment** provider who is related to **you** or recommended by a **GP** who is a member of **your** family;
- Carried out by a co-worker or that takes place at a facility in which **you** have a financial interest;
- Carried out solely at **your** request and/or as a result of any inducement, financial or otherwise;
- Received outside of the **UK** (unless the Overseas Emergency **Treatment Optional Extra** has been included);
- Paid in part or in full using vouchers or reward points.

⚠ If **we** pay a **claim** in error, **we** will explain this to **you** and **we** reserve the right to recover all or part of the amount of the payment from **you**. This may include offsetting the amount of the payment made in error against any amount payable for future **claims**.

4. Essential Cover *Benefits*

! The Essential Cover **benefits** within Section 4 are included as standard under **your Group Scheme** membership. Please check **your Benefit Schedule** for details of the **benefit** limits and **your Certificate of Registration** to confirm which **benefit** level **you** have.

! To **claim** any of these **benefits** please see Section 3.1 (How to make a **Claim** for **Private Treatment**).

4.1 *In-patient and Day-patient Treatment*

In-patient – A patient who is admitted to a **hospital** and who occupies a bed overnight or longer for medical reasons.

Day-patient – A patient who is admitted to a **hospital** or **day-patient** unit for medical reasons and because they need a period of medically supervised recovery but do not occupy a bed overnight.

! These **benefits** are available for **eligible treatment** when **you** are referred by **your GP** to a **Specialist** **we** recognise. If **you** receive any of these **benefits** on the **NHS** please see Section 4.3 (**NHS Hospital Cash Benefit**). For **cancer** please see Section 4.2 (**Cancer Care**).

In-patient and Day-patient Treatment Benefit

✓ **Hospital Treatment**

Accommodation charges and operating theatre fees. **You** may choose from over 600 **hospitals** nationwide.

✓ **Critical Care Levels 2 and 3**

Treatment received in a dedicated private **Critical Care** Unit following a planned admission as a private patient to a private **hospital** or the private unit of an **NHS hospital** for **eligible treatment** that requires anticipated pre-planned **critical care**. See Section 2.5 (**Critical Care**).

✗ **We will not pay for:**

- **Treatment** in a unit or facility which is not a dedicated private **Critical Care** Unit or any **Critical Care** Unit of an **NHS hospital** following transfer from a private **hospital**;
- Admission as a private patient to an **NHS Critical Care** Unit or into a private **hospital Critical Care** Unit following an emergency or unplanned admission.

✓ **Drugs**

Drugs and dressings.

✓ **Specialists' Fees**

Such as surgeons', physicians' and anaesthetists' fees provided **we** recognise the **Specialist** and the charges are a **customary and reasonable cost**.

✓ **Diagnostic Tests**

Requested by **your Specialist**, such as blood tests, ultrasounds and x-rays to help find the cause of **your** symptoms.

✓ **Complex Diagnostic Scans**

We will provide **benefit** for MRI, CT and PET scans when referred by **your Specialist**.

✓ **Mental Health Treatment**

Pre-authorisation of any **in-patient** or **day-patient** mental health **treatment** is required.

- A maximum of 28 days/nights in five **Group Scheme Years** for either private or **NHS treatment**.
-

In-patient and Day-patient Treatment Benefit continued

✓ ***In-patient and Day-patient Therapy***

Requested by ***your Specialist*** and relating to ***your*** authorised ***claim*** for ***eligible treatment***:

- Dietary Services when treated by a dietitian on the Register of Dieticians of the ***HCPC***;
- Occupational Therapy when treated by a ***Therapist*** on the Register of Occupational Therapists of the ***HCPC***;
- Physiotherapy when treated by a ***Therapist*** on the Register of Physiotherapists of the ***HCPC***; and
- Speech and Language Therapy when treated by a ***Therapist*** on the Register of Speech and Language Therapists of the ***HCPC***.

✓ ***Post-operative Consultation and Tests***

One follow-up consultation with ***your Specialist*** and associated tests carried out on the day of that consultation, including drugs and dressings. The consultation must take place within 90 days following a ***procedure*** which ***you*** had as an ***in-patient*** or ***day-patient*** and which constituted ***eligible treatment***.

✓ ***Prostheses***

Prostheses may be passive or active and must be medically necessary as an integral part of ***your procedure*** and constitute ***eligible treatment***.

- ⚠ ***Your Specialist*** must provide full details of ***your*** proposed ***treatment*** to ***our*** medical advisers for their authorisation in advance. ***Your*** proposed ***treatment*** must be ***established treatment***.

✓ ***Passive Prostheses***

These are inert replacements of joints, blood vessels or other organs, e.g. hip or knee replacements or an aortic graft.

We will pay for:

- The ***customary and reasonable cost*** of the passive prosthesis.

For lens replacements:

- To consider cataract surgery for those age 65 or less, ***we*** will require retro-illuminate photographs from ***your Specialist*** for ***our*** medical advisers to review;
- ***We*** will pay for the cost of monofocal lenses only, but will allow ***you*** to pay the difference where toric or multifocal lenses are considered clinically appropriate.

For hip or knee replacements:

- After a hip or knee joint replacement operation, ***benefit*** will be available for routine follow-up and problems relating directly to the operation itself for a period of two years from the conclusion of the initial surgery provided that ***your Group Scheme*** membership remains in force.

✗ ***We will not pay for:***

- Artificial limbs;
 - Prostheses that are experimental or not, in the sole opinion of ***our*** medical advisers, in established use in the ***UK***;
 - Complications which arise specifically from the insertion of a toric or multifocal lens.
-



Active Prostheses

These are electronic implantable medical devices which are usually implanted permanently within the body to correct or modify an abnormal bodily function caused by an **acute condition**, e.g. pacemakers or defibrillators.

We will pay for:

- The **customary and reasonable cost** of the initial supply and fitting of such a device only to prevent the risk of potentially fatal organ failure, e.g. cardiac pacemakers or defibrillators.
- ⚠ **We will only provide *benefit* for one electronic implantable medical device in the lifetime of each person to treat any condition/pathology of any kind in any single organ system, e.g. one device only for any condition of the heart.**



We will not pay for:

- Any complication, regardless of the cause, including:
 - Any subsequent maintenance of the device;
 - Battery replacement or replacement because of ageing or technological advance;
 - Any failure in the device due to manufacturing, broken, malfunctioning, misplaced and/or displaced leads becoming evident more than 30 days after placement;
 - Internal or external muscle or nerve stimulators, cochlear implants or intracranial/cranial devices for neurological conditions such as epilepsy.
-

4.2 Cancer Care

- ! We recommend that **you** take the time to read this **Cancer** Care Section carefully. If **you** require any further information please contact **us** on 01823 625260 or email: clinicalteam@wpa.org.uk

All **claims** for private **treatment** must be authorised by **us** in advance. **We** will work with **your Specialist** to request a **treatment** plan but **we** will only pay for **established treatment** within **customary and reasonable cost** levels.

Your Cancer Care

This **Cancer** Care Section sets out what **you** need to do in the unfortunate event that **cancer** is diagnosed and details what **benefits** are available. **Our** Oncology Team within **our** Centre for Clinical Excellence are there to support **you** and will work with **your Specialist** to assist with the **claims** process.

- ✓ Subject to the rules of this **Cancer** Care Section **we** will pay for surgery, radiotherapy, chemotherapy and **Targeted Cancer Therapies** which are intended to remove or kill **cancerous** cells, for primary and secondary **cancers**, whether a new **cancer** or a recurrence.
- ! Any **cancer treatment** must be endorsed by **your Specialist's** Multi-Disciplinary Team in accordance with **best practice guidelines** from **NHS** England or equivalent in the devolved nations.
- ! Please read all of this Section to see how **we** cover **cancer treatment**. Additionally, case studies which demonstrate how this **Cancer** Care **benefit** works in practice are available at: wpa.org.uk/cancercare

NHS Treatment – Cancer Cash Benefit

- ✓ This is available if **you** receive **NHS treatment** for **cancer** which would be **eligible treatment** under the terms and conditions of **your Group Scheme**. This **benefit** is also available if **you** receive the following as an **NHS** patient:
 - Bone marrow/stem cell transplant (one complete **procedure** per person per lifetime).
- ! Please read the rest of this **Cancer** Care Section and see Section 4.3 (**NHS Hospital Cash Benefit**) for further information.

Cancer Rules – Terminology

When **we** refer to **cancer**, **we** use distinct terminology. **We** suggest that **you** take a moment to review Section 8 (Definitions) of this **Guide**.

- ! In this Section when **we** refer to **Specialist**, where appropriate, this also includes **Oncologist**.

Restorative Treatment as a direct result of Oral Cancer

- ✓ This is available if **you** receive restorative dental **treatment** required as a direct result of **Oral Cancer**. **Benefit** includes a maximum of two dental implants per **Group Scheme Year**.
- ! To confirm the diagnosis of **cancer** **we** will require a letter from **your Specialist** along with a histology (microscopic study) report.
- ! **Treatment** must only be performed by a **Specialist** **we** recognise in **hospital**. No **benefit** is available for **treatment** carried out by a **Dentist** unless this is part of the follow-up and this has been agreed in advance by **us** in writing.
- ! Please see Section 5.6 (Dental Care **Optional Extra**) for details of the applicable terms and conditions.

Cancer Care Benefit



Diagnosis

Consultations with **your Specialist** including second opinions, **diagnostic tests**, scans and biopsies.



We will not pay for any tests, **treatment** or screening to determine **your** risk of developing **cancer** in the future.



Genetic Tests

Used to identify the most appropriate **cancer treatment** including **Targeted Cancer Therapies** to be used within a **licensed indication** for **your** particular **cancer**.



We will not pay for referral to a Genetic Counsellor or Genetic Counselling.



Radiotherapy Sessions

That is **established treatment** used within a **licensed indication** for **your** particular type of **cancer** including radiotherapy for pain relief.



Proton Beam Therapy is only available from a provider **we** recognise for **indications** limited to certain paediatric **cancers** and some ocular, skull and spinal tumours in adults. A fully detailed **treatment** plan and pre-authorisation request from **your Specialist** endorsed by **your Specialist's** Multi-Disciplinary Team will be required in order to consider funding.



Reconstructive Surgery

Reconstructive surgery is provided as a **benefit** and:



Must take place within five years of **your** primary surgery provided that **your Group Scheme** membership remains in force. In addition, **we** will cover any complications of the pre-authorised surgical **procedure** within six months of the **procedure** date.



Following breast **cancer**, one form of breast reconstruction after a complete or partial removal of one or both breast(s) as part of the **treatment** for breast **cancer**. This may be carried out in up to five **procedures** including one surgical **procedure** to restore symmetry in the other breast if required.



Non-surgical Implants

As an alternative to reconstructive surgery, following the complete or partial removal of one or both breast(s) **we** will cover one (or two if both breasts have been removed) prosthetic breast implant(s) once per person per lifetime.



Bone Marrow/Stem Cell Transplants

One complete **procedure** per person per lifetime if the bone marrow or stem cell transplant is not readily available to **you** on the **NHS**.



We will not pay for:

- Costs relating to the donor, e.g. harvesting of bone marrow/stem cells;
- Drugs that can be prescribed by **your GP**.



Wigs

Up to £500 per person per lifetime towards the cost of a wig when hair loss has occurred due to **treatment** for **cancer**. **You** will need to provide a receipted invoice and proof of payment.



Maintenance and Palliative Treatment

For **active treatment** of **cancer**.



We will not pay for the maintenance of **remission of cancer**.



Follow-up after Active Treatment

Consultations, blood tests and scans to check that **your cancer** has not returned.



End of Life Care

We will not pay for **treatment** or care for **cancer** which is described by **your Specialist** as **end of life care**, whether carried out in a **hospital**, at home or in a hospice.



End of Life Hospice Donation – If **you** are admitted to a hospice or if **you** choose to have **end of life care** at home provided by a registered charity, **we** will consider a contribution to the hospice or the charity if **you** ask **us** to do so.

Cancer Care Benefit – Drugs



All drug **treatment** must be **active treatment** designed to remove or destroy **cancer** cells.



We consider those drugs on the **NHS Cancer Drugs Fund** to be readily available on the **NHS**.



Chemotherapy Drugs

Established types of standard chemotherapy prescribed by **your Specialist** for **your** particular type of **cancer**.



Bone strengthening Drugs

Treatment with these drugs if **your Specialist** confirms **you** have bone metastases, or in the early stages of breast **cancer** for post-menopausal women.



Targeted Cancer Therapies (TCTs)

Targeted Cancer Therapies that are not readily available to **you** on the **NHS**. Their use must be within their **licensed indication** for the stage of the condition being treated. This may be either single or stipulated combination(s). In addition:

- For haematological (blood borne) **cancers** it can be difficult to find objective evidence of active **cancer**. **We** will therefore provide **benefit** for up to 12 consecutive months of **treatment** with **Targeted Cancer Therapies** and this **treatment** may be extended if **your Oncologist** confirms that there is continuing objective evidence of disease;
- Adjuvant Therapy is sometimes given in order to clear any **cancer** cells not removed by the initial surgery or radiotherapy. **We** will pay for **treatment** for **Targeted Cancer Therapies** when given as Adjuvant Therapy in line with current guidelines – for a period up to 12 months.



We will not pay for **Targeted Cancer Therapies**:

- To maintain **remission of cancer**;
 - If readily available to **you** on the **NHS**;
 - For use outside of their **licensed indication** for the stage of the condition being treated; or
 - For **non-established treatment** or **experimental treatment**.
-

4.3 NHS Hospital Cash Benefit

- ⚠ If **you** have the Company Insider **Optional Extra** this includes **treatment** as an **in-patient, day-patient** or **out-patient** in a state **hospital**.

If **you** choose to receive: **in-patient treatment; day-patient treatment; out-patient** complex diagnostic scans; or **out-patient procedures** as an **NHS** patient instead of as a private patient, **you** may **claim** a cash **benefit**. **Treatment** must be **eligible treatment** under the terms and conditions of **your Group Scheme** and cover for this **benefit** is subject to the limits set out in **your Benefit Schedule**.

- ⚠ If **your NHS in-patient** stay is preceded by an **A&E** admission, **we** will count the first night in **A&E** towards **your NHS Hospital Cash Benefit** as the first night as an **NHS** patient.

- ⚠ If **your NHS treatment** takes place in one of the defined Central London **NHS hospitals** **we** will pay an uplift in addition to the amount stated in **your Benefit Schedule**, but subject to the same overall **benefit** limits. For a list of what **we** categorise as Central London **NHS hospitals** please visit wpa.org.uk/central

✗ **We will not pay for:**

- The following **out-patient treatment**:
 - Consultations with a **Specialist** and **diagnostic tests**;
 - **GP** referred **diagnostic tests**;
 - **GP** referred complex diagnostic scans;
 - Pre-admission tests;
 - Therapy; and
 - **GP** referred therapy.
- **Treatment** solely received in an **A&E** department.

NHS Hospital Cash Benefit

✓ **NHS Hospital Cash Benefit (non-cancer)**

We calculate payment as follows:

- Per night for each night spent as an **NHS in-patient**;
- Per day for each **NHS day-patient** admission;
- Per day for one or more **NHS out-patient** complex diagnostic scans (MRI, CT or PET) or **NHS out-patient procedure**.

To **claim** under this **benefit** please refer to Section 3.2 (How to make a **Claim** for a Cash **Benefit**).

✓ **NHS Hospital Cash Benefit (cancer)**

We calculate payment as follows:

- Per night for each night spent as an **NHS in-patient**;
- Per day for each **NHS day-patient** admission;
- Per day for one or more **NHS out-patient** complex diagnostic scans (MRI, CT or PET) or **NHS out-patient cancer treatment**: radiotherapy/chemotherapy **Targeted Cancer Therapies** or **NHS out-patient procedures**.

To **claim** under this **benefit** please refer to Section 3.2 (How to make a **Claim** for a Cash **Benefit**).

4.4 Out-patient Treatment

Out-patient – A patient who attends a **hospital**, consulting room, or **out-patient** clinic for medical reasons and is not admitted as an **in-patient** or **day-patient**.

- ✗ **We will not pay for:**
- Any **out-patient** drugs and dressings;
 - Any fees charged for cancelled or missed appointments;
 - Counselling **sessions**, however **we** do provide a 24 hour counselling helpline service and Remote **GP Services** **benefit**; please see Section 4.6 (Employee Assistance Programme) and Section 4.7 (Remote **GP Services**). A Face to Face Counselling **Optional Extra** is also available; please see Section 5.3 (Face to Face Counselling).

- ! For **cancer**, please see Section 4.2 (**Cancer Care**).

Out-patient Treatment Benefit

✓ **Complex Diagnostic Scans**

We will provide **benefit** for MRI, CT and PET scans when referred by **your Specialist**.

✓ **GP Referred Complex Diagnostic Scans**

We will provide **benefit** for an MRI or CT scan when referred by **your GP**.

✓ **Out-patient Procedures**

These are **procedures** which involve making an incision or using an instrument e.g. an endoscope to gain access to the inside of a patient's body; using an electromagnetic energy to treat a condition e.g. lithotripsy to treat kidney stones. **We** will provide **benefit** when carried out by a recognised **Specialist**, and in line with **customary and reasonable costs**.

✓ **Pre-admission Tests**

Tests carried out in **hospital** to check **your** fitness for **your** admission to **hospital** up to two weeks before **your** admission (such as blood tests, ECGs and chest x-rays).

Out-patient Consultations and Diagnostic Tests Benefit

- ! Please check **your Certificate of Registration** to see the level of **benefit** applicable under **your Group Scheme** membership for **Out-patient** Consultations and **Diagnostic Tests**. Available reimbursement amounts are detailed on the **Benefit Schedule**.
-

✓ **Consultations with a Specialist and Diagnostic Tests**

We will provide **benefit** for consultations with a **Specialist** including psychiatrists and tests such as x-rays, blood tests and ultrasound when referred by **your Specialist**.

- ! This is limited to a maximum period of six consecutive months for each new episode of mental health **treatment**.
-

✓ **GP Referred Diagnostic Tests**

We will provide **benefit** for **diagnostic tests** such as x-rays, blood tests and ultrasound when referred by **your GP**.

4.5 Further *Benefits*

Further *Benefits*

✓ **Nursing at Home**

Nursing at Home is available under **your Group Scheme** provided that:

- It is recommended by **your Specialist** for a medical reason to permit **you** to leave **hospital** early, following an admission that **we** have authorised;
- The nursing care is arranged by **your Specialist** who remains in charge of **your treatment** and it must be provided by a qualified **Nurse**; and
- The nursing care is provided in **your** home.

✗ **We will not pay for:**

- Assistance simply for help with mobility or personal care.

To **claim** under this **benefit** please refer to Section 3.1 (How to make a **claim** for Private **Treatment**).

✓ **Private Ambulance Transport**

There must be a medical reason for **you** to be medically supervised during the journey, for transport to, from or between **hospital(s)** for **treatment** which is **eligible treatment** under **your Group Scheme**.

To **claim** under this **benefit** please refer to Section 3.1 (How to make a **Claim** for Private **Treatment**).

✓ **Parent and Child**

Benefit for accommodation charges made by the **hospital** for one parent to accompany a child patient (who is also a member of the **Group Scheme**) when undergoing **eligible treatment** under the **Group Scheme** and recommended by the **Specialist**.

To **claim** under this **benefit** please refer to Section 3.1 (How to make a **Claim** for Private **Treatment**).

✓ **Out of Pocket Expenses**

To help with charges made by a private **hospital** for items such as telephone calls, newspapers and visitors' meals when **you** are a private **in-patient** or **day-patient**.

To **claim** under this **benefit** please refer to Section 3.2 (How to make a **Claim** for a Cash **Benefit**).

✓ **Hospice Donation**

When **you** are admitted to a hospice a contribution will be considered to the hospice on **your** behalf following notification of **your** stay from them.

4.6 Employee Assistance Programme (EAP)

- ⚠ The EAP **benefit** is provided by the **WPA EAP Provider** and is subject to their terms and conditions.

Employee Assistance Programme (EAP) **Benefit**

✓ **EAP Helplines**

Specialist 24/7 telephone support included with Essential Cover for **Group Scheme Members** and their **family member(s)**.

- Telephone counselling;
- Wellbeing and health information;
- Debt and money information and support;
- Legal information; and
- Manager support.

To use this **benefit** call the helpline on: 0800 915 8082.

- ⚠ Certain helpline services are not available to **family member(s)** under 16 years of age.
-

4.7 Remote **GP Services**

- ⚠ The Remote **GP Services benefit** is provided by the **WPA GP Service Provider** and is subject to their terms and conditions.

Remote **GP Services**

✓ **Remote GP Services**

Benefit for consultations provided via the telephone or digital media only when provided by the **WPA GP Service Provider**. This **benefit** is included with Essential Cover for **Group Scheme Members** and their **family member(s)**.

- ✗ **We will not pay for:**
- Prescription charges unless the **GP Services Optional Extra** is included.

To **claim** under this **benefit** please call: 0333 014 4421.

5. Optional Extras

- ⚠ Please check **your Certificate of Registration** to see if an **Optional Extra** is included and the level of **benefit** applicable under **your Group Scheme** membership. Available reimbursement amounts are detailed on the **Benefit Schedule**.

+ 5.1 Therapy

- ⚠ **You** can **claim** for the cost of **eligible treatment** by a **Therapist** if **you** are referred to a **Therapist** by **your GP** or **Specialist**. In addition, there is a limited **benefit** on a self-referral basis. For **cancer**, please see Section 4.2 (**Cancer Care**).

✗ **We will not pay for:**

- Any fees charged for cancelled or missed appointments;
- Any **diagnostic tests** and scans undertaken when referred by **your Therapist**;
- Any drugs or remedies prescribed by **your Therapist** (e.g. medicines, lotions, supplements and herbs);
- Medical appliances such as insoles or orthoses;
- Group therapy **sessions**;
- Counselling **sessions**, however **we** do provide a 24 hour counselling helpline service and Remote **GP Services benefit**; please see Section 4.6 (Employee Assistance Programme) and Section 4.7 (Remote **GP Services**). A Face to Face Counselling **Optional Extra** is also available; please see Section 5.3 (Face to Face Counselling).

Therapy **Benefit**

✓ **Acupuncture**

When treated by an acupuncturist who is registered with the **GMC** and holds a current licence to practise and is an accredited member of the British Medical Acupuncture Society (BMAS).

✓ **Chiropody/Podiatry**

When treated by a **Therapist** on the Register of Chiropodists/Podiatrists of the **HCPC**.

With our written pre-authorisation we will pay for:

- Surgery to the forefoot by a Consultant Podiatric Surgeon who is a Fellow of the Surgical Faculty of the College of Podiatrists whose qualification is registered under the **HCPC** and who is employed as a consultant by the **NHS**;
- Removal of ingrowing toenails (total or partial nail avulsion) by a Chiropodist/Podiatrist.

✓ **Chiropractic**

When treated by a **Therapist** on the Register of the General Chiropractic Council (GCC).

✓ **Dietary Services**

When treated by a dietician on the Register of Dieticians of the **HCPC**.

✓ **Homeopathy**

Consultations with a homeopath who is an accredited member of the Faculty of Homeopathy (MFHom) or a Fellow of the Faculty of Homeopathy (FFHom).

✓ **Occupational Therapy**

When treated by a **Therapist** on the Register of Occupational Therapists of the **HCPC**.

✓ **Osteopathy**

When treated by a **Therapist** on the Register of the General Osteopathic Council (GOC).

✓ **Physiotherapy**

When treated by a **Therapist** on the Register of Physiotherapists of the **HCPC**.

Therapy *Benefit* continued



Mental Health Treatment – Psychotherapy/Psychology

Benefit for ***out-patient*** consultations with a psychiatric ***Specialist***.

- When treated by a psychologist on the Register of Psychologists of the ***HCPC*** and who is a chartered member of the British Psychological Society (BPS).
- When treated by a psychotherapist who is an accredited member of the British Association of Behavioural and Cognitive Psychotherapists (BABCP) or a full member of the Association of Child Psychotherapists (ACP).







Benefit is limited to a maximum period of six consecutive months for each episode of mental health illness.



Speech and Language Therapy


When treated by a ***Therapist*** on the Register of Speech and Language Therapists of the ***HCPC***.

5.2 Overseas Emergency *Treatment*

-  There are two **benefit** limits available under this Overseas Emergency **Treatment benefit**: WW35 and WW70. Please check **your Certificate of Registration**.
-  **Your Group Scheme** only covers **treatment** in the **UK** except where this Overseas Emergency **Treatment Optional Extra** applies.
-  This is not full travel insurance but an additional **benefit** offering restricted cover for Overseas Emergency **Treatment**.
-  **Group Scheme** membership will automatically cease if **you** leave the **UK** for more than six months of the year. Therefore, any trips **you** make outside of the **UK** must not exceed 180 days per **Group Scheme Year**, each trip must be no longer than 35 or 70 days (depending on the **Optional Extra benefit** limit included). Any trips to the USA must be no longer than 35 days. Trips outside of the EEA must be for business purposes.

We define Overseas Emergency **Treatment** as: unforeseen **treatment** that is due to a sudden, **acute condition** that, for medical reasons, cannot be delayed until **your** return to the **UK**.

The cost of Overseas Emergency **Treatment** will be paid in line with **your UK benefit** limits and is subject to any Shared Responsibility limit applicable to **your Group Scheme** membership. In addition to **your UK** cover, this **benefit** also includes: primary care **treatment** given by a **GP** or local equivalent and a **benefit** for evacuation or repatriation.

-  **We will not pay for:**
 - Any conditions for which, in the six months prior to travel (starting on the date of **your** outward journey) **you** have undergone **treatment**, or that have required **you** to visit any **treatment** provider including **treatment** for a condition that is terminal before **you** travel abroad;
 - Any **treatment** required, whilst overseas, for or related to an infectious disease, condition or virus which has been deemed an epidemic or pandemic by the World Health Organisation e.g. COVID-19; SARS or Zika virus;
 - Anything not covered by the terms and conditions of **your Group Scheme** as **eligible treatment** or **treatment** that is outside of the **benefit** limits under **your Group Scheme**;
 - Any **treatment** whilst overseas or on **your** return to the **UK** for any condition contracted or injury sustained whilst in a location to which **you** travelled contrary to advice issued by the Foreign and Commonwealth Office either as 'against all travel' or 'against all but essential travel';
 - Any **treatment** needed because **you** did not take the necessary precautions e.g. vaccinations as advised on the **NHS** website: www.fitfortravel.nhs.uk;
 - An accompanying adult or medical escort, once the person receiving the Overseas Emergency **Treatment** has been discharged from medical care, even if recommended;
 - **Out-patient** drugs and dressings;
 - Any **treatment** in the USA if the trip exceeds 35 days, regardless of the **Optional Extra benefit** limit included;
 - Any **treatment** arising as a result of participating in dangerous activities/circumstances such as taking part in winter sports of any kind or an accident or injury that occurs whilst on a winter sports holiday, or whilst staying in a winter sports resort, as outlined in Section 6 (What is Not Covered).

Overseas Emergency *Treatment Benefit*



Overseas Emergency *Treatment*

This **benefit** provides for eligible Overseas Emergency **Treatment** whilst **you** are on a trip outside of the **UK**. Overseas Emergency **Treatment** will continue until such time as medical advice indicates **you** are well enough to travel back to the **UK**, but no longer.

- WW35: Each trip must be no longer than 35 days starting on the date of **your** outward journey;
- WW70: Each trip must be no longer than 70 days (35 days for the USA) starting on the date of **your** outward journey.

Treatment must be given by a locally recognised provider or in a locally recognised **hospital**.

Locally recognised means recognised by the appropriate authority of the country outside the **UK** in which the **hospital** is situated or the **Specialist** or **Therapist** practices.



Any trips **you** make outside of the **UK** must not exceed 180 days per **Group Scheme Year**. Trips outside of the European Economic Area (EEA) must be for business purposes.

Before you travel:

- Contact the Department of Health or visit their website at www.doh.gov.uk to understand the reciprocal health agreements in place between the **UK** and other countries;
- **We** strongly recommend **you** have separate travel insurance for overseas travel.

If you are travelling in the EEA (and Switzerland):

- If **you** are entitled to a European Health Insurance Card (**EHIC**) **you must** get one before **you** travel and use it where it is accepted;
- Where **you** receive Overseas Emergency **Treatment** in a European state funded facility **we** will only pay for **eligible treatment** costs that are over and above those included within the **EHIC** or reciprocal health agreements that may apply at that time in the country where **treatment** occurs.

If you are travelling outside the EEA:

- If **you** undergo private Overseas Emergency **Treatment** where the **EHIC** is not valid or a reciprocal health agreement is not in place, **we** will pay the **claim** within the terms and conditions of **your Group Scheme**, subject to any other insurance **you** may have. Please refer to Section 7.9 (What to do if **you** have insurance with another provider);
- **Benefit** is only available on a business trip. **We** will require confirmation from the **Group Scheme Holder** of the purpose of the business trip together with a copy of **your** business visa.



Medical Evacuation/Repatriation

If **you** are outside the **UK** and need eligible Overseas Emergency **Treatment** that in **our** opinion is not available in the country **you** are in, **we** will, through the **WPA Worldwide Coordination Centre**, evacuate **you** to the nearest suitable medical facility where the **treatment you** need is available.

- **We** may, in extreme circumstances, repatriate **you** to the **UK** for **treatment** where this is medically necessary and the Overseas Emergency **Treatment** cannot be obtained locally;
- **You** must accept **our** decision concerning the most suitable, practicable and reasonable medical facility as **we** will not agree a transfer on **your** personal preference;
- In the event of the death of someone covered by the **Group Scheme** the **WPA Worldwide Coordination Centre** will make arrangements (including the completion of any documentation) and pay for the return of the deceased to the **UK**.



No **benefit** is available for funeral expenses.



Family Assistance

In the event of medical evacuation or repatriation **we** will pay for the cost of immediate **family member(s)** who are overseas with the patient at the time of the illness or injury, and who are also insured under **your Group Scheme** membership to travel with the patient or return to the **UK** by the most appropriate means and by economy class.



How to Make a *Claim*

- ! **Your treatment** must be pre-authorised by the **WPA Worldwide Coordination Centre**. The **WPA Worldwide Coordination Centre** is a 24 hour service offering all major languages and they will be able to give **you** valuable help and advice. **You** must always contact the **WPA Worldwide Coordination Centre** straight away or as soon as **you** are able to do so. **Call the WPA Worldwide Coordination Centre on (+44) 20 8680 3800.**

Payment for your treatment:

- Payment will be coordinated by **us** or the **WPA Worldwide Coordination Centre**;
 - Invoices totalling over £300 will only be paid to the **treatment** provider – not to **you** or to any representative on **your** behalf.
- ! Do not make payment for **your treatment** if the total payment is over £300 because **we** will not be able to refund **you**. If the payment is under £300, please send to **us** the original invoice and a receipt demonstrating proof of payment.
- ! In the event of a **claim** **we** will need details of any other insurance policy providing any **benefit** for Overseas Emergency **Treatment** that **you** may have. **You** must agree to **our** contacting any other insurer to ensure that **we** and they only pay a rateable proportion of the **claim**. Please refer to Section 7.9 (What to do if **you** have insurance with another provider).
-

5.3 Face to Face Counselling

-  This **benefit** is provided by the **WPA EAP Provider** and is subject to their terms and conditions.
-  Counselling will only be available if the **WPA EAP Provider**, in their sole discretion, consider it clinically appropriate and is not available to anyone under 16 years of age.


Face to Face Counselling *Benefit*

Face to Face Counselling

Where clinically appropriate, the **WPA EAP Provider** will arrange onward referral to a face to face counselling service. The counselling that is available through the **WPA EAP Provider** is short-term, solution-focused counselling which is a brief therapy model and within the confines of an allotted number of **sessions**.

To use this **benefit you** must seek pre-authorisation from the **WPA EAP Provider** helpline on 0800 915 8082.

5.4 GP Services

-  There are three levels of cover available for the **GP Services *Optional Extra***. Please check **your Certificate of Registration**.

GP Services *Benefits*

GP Services

Benefit towards the cost of charges made by **your GP** for consultations, inoculations, x-rays, signing **claim forms**, other tests and medical reports.


Prescription Charges

Benefit towards the cost of charges by **your GP** for **NHS** or private prescription charges.

We will not pay for:

- Prescription charges for **out-patient** drugs related to mental health conditions.
-

5.5 Cash Extras

-  There are three levels of cover available for the **Cash Extras *Optional Extra***. Please check **your Certificate of Registration**.

-  To **claim** any of these **benefits** please see Section 3.2 (How to make a **Claim** for a Cash **Benefit**).


Cash Extras *Benefit*

Optical Treatment

Benefit for sight tests, prescribed glasses, adding new prescribed lenses to existing frames, contact lenses and prescription safety spectacles.

We will not pay for:

- Any charges for missed appointments;
- Optical consumables i.e. spectacle or contact lens cases or cleaning materials;
- Non-prescription glasses;
- **Specialist** or Ophthalmologist consultation charges;
- Refractive eye surgery including any complications arising from refractive eye surgery;
- Postage costs associated with mail order glasses;
- Optical insurance premiums or lenses supplied under an optical insurance plan.

-  All frames, lenses and contact lenses must be purchased in the **UK**.
-

Cash Extras *Benefit*



New Baby

Benefit upon the birth or adoption of a baby.

To **claim** under this **benefit** **you** must send **us** a copy of **your** baby's birth or adoption certificate.



You must **claim** within six months. **We** will make one payment per baby.

A 10 month *qualifying period* applies before **you** can **claim** this **benefit**.



Health Screening

Benefit for health screens which are carried out by a medically qualified practitioner **we** approve in a **hospital** or clinic.

We cover full body health screens, well man, well woman, bone density screening, breast screening and heart disease screening.



We will not pay for:

- Health screens needed for legal, pension, insurance, emigration or employment reasons.
-



A&E Attendance

Benefit when **you** attend the **A&E** department of an **NHS hospital** for medical reasons.



We will not pay for:

- Both the **NHS Hospital Cash Benefit** and **A&E Attendance benefits** for the same day/night.



If **you** are subsequently admitted as an **NHS in-patient** or **NHS day-patient** the **NHS Hospital Cash Benefit** will apply.



Post Hospital Recovery Bonus

Benefit after 7 consecutive nights in an **NHS hospital** as an **NHS in-patient**.



NHS Car Parking

Non-cancer

Benefit towards **NHS** car parking charges incurred by **you** or a relative visiting **you** whilst **you** are receiving eligible **NHS in-patient, day-patient treatment** or **out-patient treatment**.

To **claim** under this **benefit** please submit **your NHS** car parking receipts.

Cancer

Benefit towards **NHS** car parking charges incurred whilst **you** are receiving **cancer treatment** as an **NHS in-patient, day-patient** or **out-patient**.


To **claim** under this **benefit** please submit **your NHS** car parking receipts.


5.6 Dental Care

We define a *Dentist* as: A *Dentist* who is registered to practice with the General Dental Council.


Dental Care is available in four different and distinct categories:

- General Dental **Treatment**;
- Dental Emergencies;
- Dental Injuries;
- Restorative **Treatment** as a direct result of *Oral Cancer*.

 **The following exclusions apply to each of the four different categories of Dental Care.**

 **We will not pay for:**

- Removal of wisdom teeth unless carried out in a general dental practice;
- Dental consumables i.e. toothpaste, toothbrushes, dental floss, interdental brushes or mouthwash and/or orthodontic **treatment** and appliances such as mouthguards;
- **Treatment** relating to periodontal disease;
- Any charges for completing the **Claim Form**;
- Cosmetic or aesthetic **treatment** i.e. veneers/bleaching unless needed as part of a **treatment** plan that **we** have pre-authorised;
- **Treatment** for dental injuries sustained whilst participating in any contact sport (e.g. American Football, Boxing, Hockey, Ice Hockey, Lacrosse, Martial Arts, Rugby) unless the appropriate mouth protection was worn at the time of injury;
 - **We** reserve the right to ask for evidence of a mouth protector being worn at the time the injury was sustained.
- Dental practice plan premiums and dental insurance;
- Dental prescription charges.

 Please note that **we** will only reimburse to the maximum amounts listed in **our** Dental Schedule which can be found on the **Claim Form** **we** will send to **you**, or online at: wpa.org.uk/dentalfees

Dental Care **Benefit**

General Dental **Treatment**

We define General Dental *Treatment* as: **treatment** of a condition which involves teeth, their roots and surrounding tissue attachments where this forms part of the dental **procedure**.

 **Treatment** must only be performed by a *Dentist* or *Dental Hygienist* in general dental practice.


Family member(s) under the age of 18 are entitled to 100% of the **benefit** for General Dental **Treatment**.


To **claim** under this **benefit** please refer to Section 3.2 (How to make a **Claim** for a Cash **Benefit**).

Dental Emergencies

A 14 day **qualifying period** from joining applies before you can **claim** this **benefit**

We define a Dental Emergency as: An incident of acute pain, swelling, or dental haemorrhage requiring an emergency dental appointment.

 **Treatment** must only be performed by a *Dentist* or *Specialist* in a general dental practice or **A&E** department; an episode or course of **treatment** starts from the date of the initial emergency appointment and continues up to the completion of **treatment** which must take place within 90 days.

 This **benefit** is available for **treatment** carried out in the **UK** and abroad and covers **treatment** not classed as a dental injury or restorative **treatment** as a direct result of **oral cancer**.

Family member(s) under the age of 18 are entitled to 100% of the **benefit** for Dental Emergencies.

To **claim** under this **benefit** please refer to Section 3.2 (How to make a **Claim** for a Cash **Benefit**).

Dental Care *Benefit* continued

- ! The following requirements apply to **claims** for Dental Injuries and Restorative **Treatment** as a direct result of **Oral Cancer**.

Specific information, along with *your* proposed **treatment** plan, is required from:

- **Your Dentist** or recognised **Specialist** in respect of **claims** for Dental Injuries (for restorative **Treatment** that cannot be undertaken at the initial emergency appointment); or
- **Your Specialist** in respect of Restorative **Treatment** as a direct result of **Oral Cancer claims**.

- ! **You must seek pre-authorisation of your treatment plan, which must include:**

- The type of **treatment** proposed;
- The date the **treatment** will start and the date the **treatment** will be completed;
- **Your treatment** provider's name and address;
- The costs involved;
- X-rays; and
- Photographic evidence of facial trauma associated with the Dental Injury for **claims** for Dental Injuries.

- ! **Claims** for Dental Injuries and Restorative **Treatment** as a direct result of **Oral Cancer** are subject to any Shared Responsibility limit applicable to **your Group Scheme** membership.

✓ **Dental Injuries**

A 14 day *qualifying period* from joining applies before you can **claim** this *benefit*

We define a Dental Injury as: An injury to the patient's teeth caused by an extra oral impact (an external blow to the teeth, face or jaws).

- ! **Treatment** must only be performed by a **Dentist** or **Specialist** in a general dental practice or **A&E** department. This *benefit* is available for **treatment** carried out in the **UK** and also includes a maximum of two dental implants per **Group Scheme Year**.
- ! **You** must inform **us** and **you** must have an emergency appointment within 72 hours of the injury. **We** must authorise any restorative **treatment** plan following a dental injury.
- ! **Family member(s)** are entitled to 50% of the *benefit* until the renewal following their 18th birthday. They will then receive 100% of the *benefits* for Dental Injuries.

To **claim** under this *benefit* please refer to Section 3.1 (How to make a **Claim** for Private **Treatment**).

✓ **Restorative Treatment as a direct result of Oral Cancer (included under the Cancer Care benefit)**

We define Restorative Treatment as a direct result of Oral Cancer as: Dental **treatment** to restore the teeth, their roots and surrounding tissue including a maximum of two dental implants per **Group Scheme Year**.

- ! To confirm the diagnosis of **cancer** we will require a letter from **your Specialist** along with a histology (microscopic study) report.
- ! **Treatment** must only be performed by a **Specialist** we recognise in **hospital**. No *benefit* is available for **treatment** carried out by a **Dentist** unless this is part of the follow-up and this has been agreed in advance by **us** in writing.

To **claim** under this *benefit* please refer to Section 3.1 (How to make a **Claim** for Private **Treatment**).

⊕ 5.7 Company Islander

- ⚠ This **benefit** is only available to companies based in the **Channel Islands** or Isle of Man.

Company Islander *Benefits*

✓ **UK Accommodation during Radiotherapy Out-patient Treatment**

We will provide **benefit** on a per night basis for accommodation and meal charges per cycle of radiotherapy on an **out-patient** basis.

✓ **Air Travel to the UK for Treatment**

Full refund for economy flights only for **you** and one companion where medically necessary. In addition, **your Specialist** must confirm that **your treatment** is not available in the **Channel Islands**.

6. What Is Not Covered

⚠ There is no **benefit** available to **you** or any **family member(s)** under **your Group Scheme** for **treatment** arising from or related to the exclusions in this Section. These exclusions apply to all the **benefits** in this **Guide** and on **your Benefit Schedule** in addition to any **personal exclusions**.

⊗ **Your Group Scheme does not cover:**

6.1 Any treatment which is not established treatment. In addition, this includes:

- **Treatment** that is not approved by **NICE** for routine use in the **NHS** without restriction;
- **Treatment** that involves the use of drugs outside of their **licensed indication** for the stage of the condition being treated. This may be either single or stipulated combination(s).

6.2 Any preventative procedure or treatment. This includes:

- Tests to determine if **you** have the existence of a condition including presence of a gene for which **you** do not have symptoms even if **you** have a family history of that condition;
- Removal of tissue for a condition for which **you** do not have symptoms even if **you** have a family history of that condition.

6.3 Any emergency treatment. This includes:

- Unforeseen and unplanned **treatment** that is due to a sudden, **acute condition** that for medical reasons cannot be delayed;
- Emergency **treatment** or emergency admissions into a private **hospital** including a private Accident & Emergency department:
 - **We** will not pay for emergency admissions into a private **hospital** unless pre-authorised and **you** have first had a consultation with a **Specialist** who has decided to admit **you**.
- Please see Section 2.6 (Emergency **Treatment**).

6.4 Allergic conditions

- Neutralising/desensitising diagnosed allergic and/or intolerance conditions;
- However **we** will cover the investigations to establish that an allergy and/or intolerance is the underlying cause of **your** symptoms.

6.5 Breast surgery

- Breast modification, including augmentation or reduction, whether for medical or psychological reasons in men or women, except following **cancer** surgery under the **Cancer Care benefit**.

6.6 Certain hospital treatment

- Private **in-patient treatment** following an **A&E** admission to a **hospital** unless the transfer to receive private **treatment** is arranged by the **Specialist** at the patient's own request.

⚠ **We** must authorise the transfer in advance otherwise no **benefit** will be available. Private **treatment** will only be eligible with effect from the date the patient signs the **hospital's** authorisation form;

- Private fees whilst being treated in **hospital** as an **NHS** patient;
- In a **hospital** overseas unless the Overseas Emergency **Treatment Optional Extra** applies.

6.7 Cosmetic/aesthetic treatment

- **Treatment** intended to improve the patient's appearance whether or not for psychological purposes;
- Breast reduction or enlargement;
- **Treatment** required directly or indirectly as a result of cosmetic **treatment** (examples include but are not limited to breast augmentation, liposuction, botox, dermal fillers) or for performance enhancing **treatment** (examples include but are not limited to anabolic steroids);
- Any form of cosmetic dentistry (e.g. bleaching, veneers or implants);
- However **we** will provide **benefit** for cosmetic/aesthetic surgery when needed as a direct result of an accident or injury.

6.8 Dangerous activities

Any condition contracted, injury sustained, or **treatment** required:

- Either overseas or on **your** return to the **UK**:
 - Whilst on a winter sports holiday or whilst staying in a winter sports resort.
- As a direct or indirect result of taking part or participating in a dangerous activity which includes:

- Winter sports of any kind; or
- Scuba diving; or
- Motor sports.

⚠ If **you** are unsure if an activity falls within this exclusion **you** should check with **us** beforehand.

6.9 Dangerous circumstances

Any condition contracted, injury sustained, or **treatment** required:

- Either overseas or on **your** return to the **UK**:
 - Whilst in a location to which **you** travelled against advice issued by the Foreign and Commonwealth Office (FCO) either as against all travel or against all but essential travel; or
 - War, invasion, riot, revolution, act of terrorism, act of piracy, nuclear, biological or chemical contamination or any similar event.

6.10 Deliberately self-inflicted injuries or attempted suicide

6.11 Dental treatment

- However **we** will pay for restorative dental **treatment** as a direct result of **oral cancer**;
- **Benefit** for other dental **treatment** is only available if **you** have the Dental Care **Optional Extra** included under **your Group Scheme** membership.

6.12 Developmental (physical or psychological), behavioural or educational problems (or speech problems arising from these)

- However **we** will pay for an initial consultation with a **Specialist** to diagnose the cause of the symptoms. Full psychological or educational assessments are not covered, even when carried out on the day of the initial consultation.

6.13 Dialysis

- **We** will however provide **benefit** for a maximum of 28 days haemofiltration within the **benefits** for **Critical Care**: Level 3, or 28 days for haemodialysis, because of sudden kidney injury (failure) due to an eligible **acute condition**.

6.14 Drooping eyelids (ptosis)

- **We** will only pay for ptosis (drooping eyelids) if **your** optometrist identifies visual impairment and **you** are referred by **your** optometrist to a consultant ophthalmologist. **We** will only pay for surgery if **your** field defects, as identified by the optometrist, breach the DVLA requirements for visual field testing for safe driving.

6.15 End of life care

- Please see Section 8 (Definitions – **end of life care**).

6.16 Excluded conditions

- Anything excluded by the terms and conditions of **your Group Scheme**;
- Any **personal exclusion** applied to **your Group Scheme** membership by **us** when it was underwritten. Please refer to **your Certificate of Registration** and Section 7.4 (Underwriting Terms);
- Any related condition(s).

⚠ A related condition is where a current **UK** body of reasonable medical opinion considers another symptom, disease, illness or injury to be related to or associated with an excluded condition.

6.17 Fees that are over and above those of customary and reasonable cost levels

6.18 Gender reassignment/sex change

6.19 Genetic tests

- Unless **you** have **benefit** for **cancer** included under **your Group Scheme** membership. Please see Section 4.2 (**Cancer Care**).

6.20 HIV, AIDS

- Or similar or consequential infections, injuries or illnesses.

6.21 Long-term conditions (also referred to as long-term (chronic))

- **Your Group Scheme** covers the short-term **treatment** of **acute conditions** which start after **you** have taken out the **Group Scheme**;
- **Your Group Scheme** does not cover **treatment** for conditions that keep on coming back or need long-term monitoring or management. Including but not limited to Alzheimer's Disease, Charcot Marie Tooth Disease, Crohn's Disease, Diabetes, Fibromyalgia, Glaucoma,

Haemophilia, Juvenile Arthritis, Macular Degeneration, Recurrent back and joint problems, Recurrent Urinary Tract Infections, Rheumatoid Arthritis, Ulcerative Colitis;

- If **your treatment** becomes recurrent, continuing or long-term, the costs of **treatment** for this **long-term condition** – including monitoring, management, consultations and check-ups – and associated conditions will not be covered. **We** will write to let **you** know if this is the case;



We will, for a period not exceeding three months, pay for initial investigations needed to diagnose a new **long-term condition** and the initial short-term **treatment** up to the point of stabilisation. **You** must always contact **us** for pre-authorisation;

- Following the three month period, **we** will not pay for further investigations such as endoscopies that are primarily diagnostic or **treatment** for relief of symptoms relating to a **long-term condition** e.g. pain relief injections.

Targeted Therapies for long-term conditions

- **Targeted Therapies** are now being used for some **long-term conditions**. If **your Specialist** considers that **you** may respond to a short-term course of **Targeted Therapies** **you** must always contact **us** for pre-authorisation. In addition, **your Specialist** must confirm:
 - That the **treatment** is not readily available to **you** as an **NHS** patient; and
 - That the **Targeted Therapy** will be used within its **licensed indication** for the stage of the particular clinical condition.
- **We** will then, for a period not exceeding three months, pay for **eligible treatment**. **We** have produced an advisory leaflet about cover for **long-term conditions**. If **you** would like a copy of this, please contact **us**.

6.22 Menopausal/Pubertal conditions

- **Treatment** arising from or related to the male or female menopause;
- **Treatment** arising from or related to puberty.

6.23 Mental health conditions

- Ongoing psychiatric illness/conditions. If **you** continue to take medication for the illness/condition then it is deemed ongoing and the episode has not ended.

6.24 Newborn/congenital disorders

- **Treatment** for unborn babies/foetuses/embryos;
- Any birth defect or congenital abnormality whether identified at birth or prior to joining the **Group Scheme**. This includes, but is not limited to, conditions such as:
 - Patent Foramen Ovale (PFO), Bicuspid Aortic Valve and genetic disorders and/or abnormalities causing a pathological condition or syndrome, including chromosomal abnormalities and gene point mutations.

6.25 Non-disclosed conditions/symptoms

- Conditions and symptoms which **you** have not told **us** about when asked to do so when applying for cover or pre-authorising a **claim**. Please see Section 7.13 (Terminating or Cancelling **your Group Scheme**).

6.26 Non-established treatment and experimental treatment

- Please see Section 8 (Definitions – **non-established treatment** and **experimental treatment**).

6.27 Non-hospital establishments

- **Treatment** taking place in a **hospital** that is not on **our hospital** list. Please see Section 2.4.1 (**Hospital Access**);
- **Treatment** in convalescent, nursing or residential homes, health-hydros, nature cure clinics or similar establishments.

6.28 Obesity

- **Treatment** arising from or related to obesity and/or **treatment** for obesity, e.g. bariatric surgery;
- **Treatment** arising from or related to the removal of fat or surplus healthy tissue from any part of the body, even if this is for medical or psychological reasons.

6.29 Organ transplant(s)

A transplant is where a patient receives an organ or tissue from another person (surgically implanted or infused).

- Organ transplant operations, including investigations done before the operation or **treatment** needed as a result of the operation. However, **we** will pay for:
 - Cornea transplants, skin grafts and blood transfusions;

- Bone marrow or stem cell transplants;
 - Where this forms part of **treatment** for **cancer** **we** can only consider if **you** have the **Cancer Care benefit** included under **your Group Scheme**. Please see Section 4.2 (**Cancer Care**).
- Except following **cancer** surgery under the **Cancer Care benefit** **we** will pay for prophylactic mastectomy and/or prophylactic oophorectomy when a patient has diagnosis of breast **cancer** and has a confirmed BRCA genetic change resulting in a high risk of further breast or ovarian **cancer**.

6.30 Out-patient drugs/dressings

- This includes any drugs and dressings **you** are given to take home from **hospital** unless they are needed to complete a short course of **treatment** (e.g. antibiotics).

6.31 Pre-existing conditions – subject to your underwriting

- Any disease, illness or injury for which:
 - **You** have received medication, advice or **treatment**; or
 - **You** have experienced symptoms, whether the condition has been diagnosed or not, before the start of **your** cover.

6.32 Professional sports

- Any illness or injury due to engaging in professional sport that is a sport where any fee, donation or benefit in kind is payable either directly or indirectly for playing, training or coaching.

6.33 Refractive eye surgery

- Refractive eye surgery for the correction of imperfect sight.

6.34 Rehabilitation

- **Treatment** helping towards improving physical and/or mental capacities, following illness or injury;
- However, **we** will pay for a short course of rehabilitation (not to exceed two weeks) immediately following an **in-patient** admission that has been covered by **your Group Scheme**. **We** must specifically agree the extent of the cover before rehabilitation starts and this will not be extended.

6.35 Removal of healthy tissue

- From any part of the body for any **indication** (including medical or psychological) examples include (but are not limited to) surgery for Gynaecomastia, Labial Reduction, Circumcision and Prophylactic Mastectomy or Prophylactic Oophorectomy to prevent **cancer**.

6.36 Reproductive system

- Pregnancy, fertility problems, assisted conception, contraception, miscarriage, sterilisation and child birth (except limited cash **benefit** for childbirth under the New Baby **benefit** if the Cash Extras **Optional Extra** has been included);
- However, **we** will pay for **treatment** of the following specified conditions when they occur during pregnancy:
 - Ectopic pregnancy (where the foetus grows outside the womb);
 - Hydatidiform mole (abnormal cells growing in the womb).

6.37 Road traffic collision/illegal activity

- Any illness or injury due to a road traffic incident/collision where **you** were not suitably restrained and/or wearing/using appropriate protection, e.g. seat belt, helmet or suitable child restraint;
- If **your claim** for **treatment** results from an incident or injury which is or may be subject to criminal proceedings against **you** or conviction, including road traffic offences, then **you** must provide all relevant details and **we** will suspend payment of **your claim** pending the outcome of the proceedings. If **you** are convicted then no **benefit** will be paid.

6.38 Routine medical examinations, health screening (unless you have benefit for health screening included under your Group Scheme membership) or medical appliances, such as:

- Hearing aids, wheelchairs, crutches, braces or surgical orthoses.

6.39 Sexual problems

- A condition of sexual function however caused;
- Sexually transmitted diseases.

6.40 Sleep disorders

- Sleep disorders, including sleep studies or corrective surgery, e.g. sleep apnoea and snoring.

6.41 Targeted Cancer Therapies (TCTs)

- To maintain **remission of cancer**;
- If readily available to **you** on the **NHS**;
- For use outside of their **licensed indication** for the stage of the condition being treated;
- For **non-established treatment** or **experimental treatment**.

6.42 Use of or Dependency upon Alcohol/ Drugs/Substances

- **Treatment** required, directly or indirectly, as a result of:
 - Harmful use of alcohol; or
 - Any use of drugs or of other addictive substances, examples include (but are not limited to): "legal highs" (new psychoactive substances) anabolic steroids, performance enhancing drugs and Class A, B and C drugs.
- **Oral cancer** attributed by a medical practitioner directly or indirectly to smoking/smoking-related materials/chewing tobacco and/ or consuming alcohol, when **you** have been advised by a medical practitioner to reduce the intake.

6.43 Varicose veins

- **Treatment** for thread veins and other superficial veins;
- **Treatment** of varicose veins during the first two years of **your Group Scheme** membership (if **you** joined on a Full Medical Underwriting or Moratorium Underwriting basis). If **you** have a **personal exclusion** for varicose veins, this will continue to apply indefinitely;
- However, if **you** joined on a Full Medical Underwriting basis, after two years **we** will pay for:
 - One admission per leg regardless of **treatment** type per person per lifetime;
 - One visit only for injections of residual veins after **treatment** to the main veins per person per lifetime, covered for up to six months after the main **procedure**.

6.44 Virtual and telephone/digital consultations

- Any consultations which are undertaken via telephone or digital media unless through the **WPA GP Service Provider**.

7. Important Information

7.1 What is required of *you*

7.1.1 Group Scheme Holder Criteria

The **Group Scheme Holder** must be a bona fide business for example:

- Sole trader, partnership or incorporated entity registered with Companies House;
- Have a unique tax reference and/or file a tax return.

All **Group Scheme Members** must be, and remain, actively involved in the business of the **Group Scheme Holder**. For example receive or complete:

- PAYE payslips;
- Self-assessment tax return;
- P11D etc.

There must at all times be a minimum of two **Group Scheme Members** (not including **family member(s)**) residing at a minimum of two different **Group Scheme Member Addresses**. If the **Group Scheme** population includes a combination of **Group Scheme Members** covered on Essential Cover and Wellness only, there must be a minimum of two **Group Scheme Members** covered on Essential Cover.

We reserve the right to call upon the **Group Scheme Holder** for evidence of *your* business affairs to ensure ongoing eligibility with *our* **Group Scheme Holder** criteria. This is including but not limited to, the minimum number of **Group Scheme Members**.

7.1.2 Group Scheme Member Criteria

In order to be able to join the **Group Scheme** as a **Group Scheme Member**, *you* must be an **employee** or other eligible individual of the **Group Scheme Holder**.

The **Group Scheme Holder** must approve all applications for **Group Scheme** membership.

Group Scheme Members must join at the first opportunity they are eligible to do so, or at renewal if the company has a benefits window at that time, in accordance with the company healthcare eligibility criteria.

If a **Group Scheme Member** is being added to the **Group Scheme** at any time after the initial start date, their **Group Scheme** membership will start on the same day of the month as the **Group Scheme** initial start date.

You must remain registered with a **GP** whilst *you* are a **Group Scheme Member**. At all times the **GP** with whom *you* are registered must be local to the **Group Scheme Member's Address**.

If *you* have not been registered with a **GP** for six months prior to joining, *you* may only join on a Full Medical Underwriting basis.

7.1.3 Adding family member(s)

Eligible **family member(s)** including children over six months old may only be added to *your* **Group Scheme membership** with the approval of the **Group Scheme Holder** and provided they live at the **Group Scheme Member's Address**. This cannot be backdated. Any **family member(s)** to be added will need to complete an **Application Form** detailing their medical history. Any adjustment to the premium will take effect from their date of joining.

To add *your* baby (under six months old) to *your* **Group Scheme** membership without the need for medical underwriting the **Group Scheme Member** must send *us* a copy of the birth certificate within six months of birth. Any adjustment to the premium will take effect on the next **renewal date** following their date of birth.

Each **Group Scheme Member** may add up to five dependant children as **family member(s)**.

7.1.4 Your Information

We reserve the right, at any time, to request of *you* and any **family member(s)** evidence of *your* identity, *your* occupation or any other criterion.

7.2 Residential Status

7.2.1 Group Scheme Holder Address

The **Group Scheme Holder** address must be **your** principal place of business or the address at which the majority of **your Group Scheme Members** are based.

7.2.2 Group Scheme Member Address

The **Group Scheme Member's Address** will be used for all **Group Scheme** membership related matters. **You** (and **your family member(s)**) must all live at the **Group Scheme Member's Address** for at least six months of the year.

Family member(s) may only have an alternative **UK** address to the **Group Scheme Member Address** if they are in full time education.

You must notify **us** immediately of any change to **your Group Scheme Member's Address**. **Your Group Scheme** membership will automatically cease if **you** leave the **UK** for more than six months of the year or provide **us** with an incorrect or inaccurate **Group Scheme Member's Address**.

If **treatment** received is invoiced to an address which is not the **Group Scheme Member's Address**, or the address that **you** are registered at with **your GP** is not the **Group Scheme Member's Address**, then **we** reserve the right to:

- Void **your Group Scheme** membership; and
- Recover any **benefit** paid.

7.3 Premium and Renewal

7.3.1 Premium

It is the **Group Scheme Holder's** responsibility to ensure that the premium is paid to **us** when it is due, whether annually or by monthly instalments.

The premium for the **Group Scheme** will be priced on the address of **your** primary place of business or the address at which the majority of **your** workforce work.

- ! The premium must be paid via a valid **UK** business account in the **Group Scheme Holder's** name.

Where applicable, the premium has Insurance Premium Tax (IPT) added at the prevailing rate. The **Group Scheme Holder** agrees that **we** may adjust the amount payable to reflect any change in IPT or other relevant legislation during the **Group Scheme Year**.

If the premium in respect of **your Group Scheme** membership is not paid when it is due then **your Group Scheme** membership will automatically be void and any **claim you** make will not be paid.

You and any **family member(s)** will not be entitled to **benefit** and will not be eligible to **claim** if **you** leave the **Group Scheme** or are no longer eligible for **Group Scheme** membership. **You** must notify **us** immediately; if **you** fail to notify **us you** will be liable for the cost of any **treatment** that **we** authorise and/or which takes place after **your** entitlement to **benefit** has ceased. Any pre-authorisation will automatically lapse upon **benefit** entitlement ceasing.

- ! The **Group Scheme Holder** may only recover from **Group Scheme Members** an apportionment of premium in respect of **family member(s)**.

7.3.2 Renewal

Only the **Group Scheme Holder** may renew the **Group Scheme**. At least 21 days before the **Group Scheme** expires **we** will contact the **Group Scheme Holder** with renewal terms including any changes for the forthcoming **Group Scheme Year**.

After the **renewal date**, the new renewal terms will apply to the **Group Scheme** but **you** will benefit from the same medical underwriting terms.

- ! Remember, changes to **your Group Scheme** may only be made at renewal.

7.3.3 Group Scheme documentation

We will send **Group Scheme** documents to the **Group Scheme Member** upon joining. Thereafter it is the responsibility of the **Group Scheme Holder** to ensure that a copy of all up-to-date documentation is provided to **Group Scheme Members** at renewal. **We** provide each **Group Scheme Member** including **family member(s)** with a **Certificate of Registration**.

7.4 Underwriting Terms

When a **Group Scheme Member** applies for membership with **us**, **we** assess and determine the risk being presented to **us** when underwriting the **Group Scheme**.

Any **family member(s)** must have the same, or at least equivalent, level of underwriting as the **Group Scheme Member**.

Underwriting terms are applied in addition to the terms and conditions of **your Group Scheme** contained within this **Guide**. Please refer to **your Certificate of Registration** to see which underwriting term has been applied to **you**.

⚠ When **we** refer to conditions in this Section the term also includes any related conditions and any undiagnosed symptoms. A related condition is where a current **UK** body of reasonable medical opinion considers another symptom, disease, illness or injury to be related to or associated with a condition.

For guidance regarding what **we** consider to be related conditions to some long-term conditions please visit: wpa.org.uk/relatedconditions

⚠ It is important to note that if **you** have made a **transfer** from another health insurer in order to have **Group Scheme** membership with **us** it will only be **your** underwriting terms that **transfer**. The terms and conditions of **your Group Scheme** may be different to **your** previous one.

⚠ It is essential that **we** have all relevant information from **you** when applying for **Group Scheme** membership (or to add **family member(s)** to an existing **Group Scheme**); this may include information about symptoms that have not been diagnosed. If relevant information is not provided to **us**, **we** will not pay any **claim(s)** that **you** make in the future for that condition, or may even terminate or void **your Group Scheme** membership. If **you** are unsure whether **you** should have mentioned something on **your Application Form**, please contact **us** immediately.

⚠ If **you** are transferring to **us** from another health insurer, **we** will require a copy of **your** current **Certificate of Registration**.

We reserve the right at all times to write to **your GP** for information. Please refer to Section 7.5 (**Your Medical Information**).

There are different types of underwriting terms.

7.4.1 Full Medical Underwriting (FMU) – Declared Medical History

FMU means **your Group Scheme** does not pay for conditions that **you** already had when **you** joined, unless adequately declared to and accepted by **us**.

On the **Application Form** **we** ask **you** to give **us** details of **your** full medical history. **Our** underwriters review the information **you** provide to **us** and, for example, determine whether **you** have a greater than average risk of requiring **treatment** for any condition. Such conditions have underwriting terms, which **we** refer to as **personal exclusions**, placed on **your Group Scheme** membership. **Personal exclusions** are recorded on **your Certificate of Registration**.

This means that **you** will not be able to **claim** for:

- Any **personal exclusions** shown on **your Certificate of Registration** as well as the general exclusions in Section 6 (What is Not Covered);
- Any conditions that existed before the date that **you** joined **us**, that fall within the questions in the **Application Form**, unless adequately declared to and accepted by **us** in writing.

7.4.2 Moratorium Underwriting (sometimes referred to as Mori)

If **you** have moratorium underwriting **you** will not be eligible to **claim** for at least two years, for any condition(s) which **you** had during the five years before **your Group Scheme** membership starts. **We** call these pre-existing conditions.

If **you** do not have any symptoms, **treatment**, medication or advice for pre-existing conditions for two continuous years after the **Group Scheme** membership starts, **benefit** will then be available. **We** refer to this as a two year clear period.

When applying for **your Group Scheme** membership, although **you** do not have to provide **us** with full medical details of conditions that are outside of the moratorium criteria in the **Application Form**, **we** may request more detailed information from **your GP/Specialist** for each new condition **claimed** for.

If, when **you** joined, **you** suffered any condition that requires regular monitoring, management, advice or medication, such conditions will never be eligible for **benefit**. This is because **you** will not have had a two year clear period, as explained above.

This means that you will not be able to claim for:

- Any conditions that existed during the five years before the date that **you** joined **us**, unless **you** have a two year clear period after **your** join date;
- Any conditions that existed before the date that **you** joined **us**, that fall within the moratorium criteria in the **Application Form**, unless adequately declared to and accepted by **us** in writing.

We strongly advise **you** not to delay seeking medical advice or **treatment** for any condition during the moratorium period.

7.4.3 Continued Moratorium

If **you** have continued moratorium underwriting, this means that **you** have had a **transfer** from a previous health insurer where **you** had insurance that was underwritten on a moratorium basis. This means the previous moratorium period will apply to **your** new **Group Scheme** membership with **us**.

This means that you will not be able to claim for:

- Any conditions that existed before **your** initial moratorium underwriting date with **your** previous insurer unless **you** have satisfied their 'symptom, **treatment**, medication and advice free' moratorium period as shown on **your** previous insurer's Certificate of Registration or equivalent as supplied to **us** on joining;
- Any conditions that existed before the date that **you** joined **us**, that fall within the continued moratorium criteria in the **Application Form**, unless adequately declared to and accepted by **us** in writing.

7.4.4 Switch Continued Personal Medical Exclusions (CPME) – sometimes referred to as Switch CPME

CPME means that **you** have had a **transfer** from a previous health insurer where **you** had insurance that had been fully medically underwritten, based on the medical history **you** had disclosed to that insurer. The same **personal exclusions** (or equivalent) applied by **your** previous insurer (shown on **your** previous Certificate of Registration or equivalent) have been **transferred** on to **your Group Scheme** membership and will be shown on **your** current **Certificate of Registration**.

This means that you will not be able to claim for:

- Any **personal exclusions** shown on **your Certificate of Registration**;
- Any conditions that existed before the date that **you** took out insurance with **your** previous insurer, that fell within the disclosure questions asked by their application process, even if the reasons for symptoms had not been diagnosed at that time;
- Any conditions that existed before the date that **you** joined **us**, that fall within the questions in the **Application Form**, unless adequately declared to and accepted by **us** in writing.

7.4.5 Additional Information – when joining on a continued basis

- ① There must be no break in insurance cover between leaving **your** previous health insurer and joining **us**. **We** must receive a copy of the previous health insurer's Certificate of Registration.

Exclusions applied by WPA may be worded differently to any applied by **your** previous insurer.

We reserve the right to apply additional **personal exclusions**.

7.5 Your Medical Information

It is a term of **your Group Scheme** membership that **we** may access **your** medical record(s) and/or request a medical report from **your treatment** provider. **Our** entitlement to this information is governed by the Access to Medical Reports Act 1988 (AMRA).

If **we** require further information, **we** will seek **your** consent. **You** may choose whether or not **you** wish to give **your** consent. If **you** refuse to give consent then **we** will be unable to process any **claim(s)** **you** have made or may make and **your Group Scheme** membership may be terminated or rendered void.

Once **you** have provided **your** consent **you** have the option to view the information first. If **you** choose to view the information first, **we** will be unable to process **claims** **you** have made or may make until all the information is provided by **you** to **us**. If **you** do not provide all of the information requested to **us**, **your Group Scheme** membership may be terminated or rendered void.

If **your Group Scheme** membership is terminated or rendered void as a result of a failure by **you** to provide to **us** information **we** have requested **we** may recoup from **you** any amounts already paid in respect of conditions for which **you** have made a **claim** prior to the request for information. In these circumstances, **we** will also seek **our** costs of recoupment.

We may also require **your treatment** provider including **Specialist** or **Therapist** whose care **you** have been under, to supply **us** with any information **we** reasonably require in relation to **your treatment** details, costs, invoices submitted to **us** or in relation to the administration of **your Group Scheme** membership.

7.6 What **you** need to know about WPA

7.6.1 Who are **we**?

WPA is a company registered in England and Wales under company number: 475557. **Our** registered office is: Rivergate House, Blackbrook Park, Taunton, Somerset, TA1 2PE. WPA is a company limited by guarantee with no shareholders.

7.6.2 Regulation

We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. **We** are authorised to arrange and underwrite general insurance contracts.

Our Financial Conduct Authority registration number is: 202608. **Our** authorisation may

be checked against the Financial Services Register at: www.fca.org.uk/register

7.6.3 Products Offered

We only offer **our** own medical insurance Policies, dental insurance Policies and cash plans. **Our** products are renewable annually. **We** promote **our** products through distribution channels which may include other companies within the WPA Group.

You will not be charged any fees by **us** for arranging insurance products with **us**.

7.7 What **you** should do if **you** are unhappy and want to complain

If **you** are unhappy and want to make a complaint **you** should contact **us** using any of the contact methods in this **Guide** and detail **your** complaint. **Your** complaint will then be escalated to an appropriate line manager to deal with. The appropriate line manager will investigate the complaint and following the conclusion of the investigation issue **you** with a response.

This process is overseen by **our** Head of Complaints.

7.7.1 Financial Ombudsman Service (FOS)

We are a member of FOS. FOS provide an independent and impartial method of resolving complaints. If, following complaining to **us**, **you** remain unhappy **you** may complain to FOS. They will need to know that **you** have given **us** the opportunity to put things right and they cannot investigate **your** complaint if **you** have not contacted **us** to try to let **us** resolve **your** complaint or if **your** complaint is already the subject of legal proceedings or arbitration.

For more information please visit: www.financial-ombudsman.org.uk

You may contact FOS at:

Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

0800 023 4567 – calls to this number are free on mobiles and landlines.

0300 123 9 123 – calls to this number cost no more than calls to 01 or 02 numbers.

complaint.info@financial-ombudsman.org.uk

7.7.2 Applicable Law and Jurisdiction

Your Group Scheme is governed by the laws of England and Wales.

In the event of any dispute, the **Group Scheme** is the subject of the exclusive jurisdiction of the Courts of England and Wales.

7.8 Enforcing your Group Scheme membership

7.8.1 Who can Enforce your Group Scheme?

Third party rights are excluded and the **Group Scheme** can only be enforced by **us** and the **Group Scheme Holder**.

No third party or **family member(s)** may enforce any term of **your Group Scheme** and **Group Scheme** membership. The provisions of the Contracts (Rights of Third Parties) Act 1999 are expressly excluded from **your Group Scheme** and any document issued under this **Group Scheme**.

Neither this **Group Scheme** nor any document issued under or as a result of **your Group Scheme** are intended to confer any rights on any **family member(s)** or third parties.

7.8.2 Terms and Conditions

If for any reason, any terms and conditions or provisions within this **Guide** are deemed unenforceable, invalid or illegal, in any respect under law or regulation, the validity, legality and enforceability of the remaining terms and conditions or provisions in this **Guide** will not, as a result, be in any way affected or impaired.

Any failure to exercise, or delay in exercising, any terms and conditions or provisions within this **Guide** by **us**, will not operate as any waiver by **us**.

If **we** pay any **benefit** outside the terms and conditions of **your Group Scheme**, it does not mean that **we** are liable to continue to make payment in the future.



Any changes may only be made by the **Group Scheme Holder** and cannot be backdated.

7.9 What to do if you have insurance with another provider

It is a condition of this **Group Scheme** that if, at the time of making any **claim** (or at the time of any **eligible treatment** for which a **claim** has been made) there is any other scheme or insurance and/or cash benefit plan covering all or part of the costs which are the subject of the **claim**, **our** liability under this **Group Scheme** is limited to a rateable proportion of any such **claim**.

For the avoidance of doubt, this includes any benefit provided by **your** credit card provider or similar.

If **you** have the benefit of membership of a scheme or insurance and/or cash benefit plan with another insurer **you** must tell **us** and agree to **us** contacting them. This is a condition of **your Group Scheme** because neither **we** nor the other scheme or insurer is liable to pay more than a rateable proportion of any **claim** for **eligible treatment**.

If **you** fail to provide **us** with details of any other scheme or insurance from which **you** are eligible to **claim** benefit then **we** reserve the right to recover the rateable proportion from **you**.

The amount of any **claim** that **you** make must not exceed the cost actually incurred by **you** for the **eligible treatment** **you** have received.

It is a general legal principle that **you** are not permitted to make a profit from an insurance **claim**.

You may not be paid more than once in respect of the same expense.

7.10 What to do if you have a Personal Injury or Clinical Negligence claim

It is a condition of **your Group Scheme** that if **you** have a claim for a personal injury or clinical negligence **you** agree to comply with **our**: "Claims Cooperation Procedure" which can be viewed on **our** website at: wpa.org.uk/injury

It is important that **you** understand the legal implications of the Claims Cooperation Procedure. If **you** are in any doubt as to its meaning, **you** must contact **us** or take independent legal advice as soon as possible.

If **we** fund any **eligible treatment** costs which were attributable to the fault or negligence of a third party and **you** make a **claim**, **you** must include the **eligible treatment** costs within **your** legal action.

We have a subrogated right in law to take legal action on **your** behalf (and in **your** and/or where applicable **your family member(s)** name(s)) and **you** must cooperate with **us** in the exercise of that right.

7.11 Financial Services Compensation Scheme (FSCS)

We are a member of FSCS. FSCS is the **UK's** compensation fund of last resort for customers of authorised financial services firms including insurers. FSCS may pay compensation if an insurer is unable, or is not likely to be able, to pay claims.

For more information please visit: www.fscs.org.uk

7.12 Personal Information, Financial Crime and Fraud

7.12.1 How we use information about you

We will hold and process personal data in accordance with the Data Protection Act 2018, the General Data Protection Regulation (Regulation (EU) 2016/679) and any other applicable laws and regulations relating to the processing of personal data and privacy, including any applicable guidance and codes of practice issued by the Information Commissioner's Office or any other relevant supervisory authority.

Before **we** provide services to **you** **we** undertake checks for the purposes of preventing financial crime, fraud, money laundering and to verify **your** identity. These checks require **us** to process personal data about **you**.

The personal data **you** have provided, **we** have collected from **you**, or that **we** have received from third parties will be used to

prevent fraud and money laundering and to verify **your** identity. Details of the personal information that will be processed include e.g. name, address and address history, date of birth, contact details, financial information, employment details, medical and lifestyle information and device identifiers including IP addresses.

Further, **we** use **your** personal data to administer **your Group Scheme** including underwriting, **claims** processing, assessment and statistical analysis and to improve **our** products and services. **We** take great care in the safe custody and use of personal data. **We** are one of the few insurance companies to hold the ISO 27001:2013 Standard – the International and British Standard for Information Security.

We do not share information about **you** with third parties other than to a limited number of essential people necessary to perform **our** obligations to **you**, including:

- **Your treatment** providers;
- **Our** trusted third party service providers;
- Other companies within the WPA Group including: WPA Protocol Plc; WPA Healthcare Practice Plc; WPA Insurance Services Limited; WPA World Class Services (India) Private Limited and any others as notified from time to time.

In certain circumstances, when **we** are legally obliged to, it may be necessary for **us** to share information with HMRC and/or **our** Regulators.

We may also share medical information with someone acting on behalf of **you**, if incapacitated.

We never share information with third parties for marketing purposes.

For further details, including an up to date list of **our** Service Providers, please visit **our** website at: wpa.org.uk/privacy Alternatively, please contact the Data Protection Officer for the WPA Group in writing or email: dataprotection@wpa.org.uk

7.12.2 Financial Crime and Fraud

To detect and prevent fraud, financial crime or improper **claims we** check details with fraud prevention agencies. Additionally, **we** work with other organisations including other insurers to pool information about applications or **claims**. When **we** and fraud prevention agencies process **your** personal data, **we** do so on the basis that **we** have a legitimate interest in preventing financial crime, fraud, money laundering and to verify identity, in order to protect **our** business and to comply with laws that apply to **us**. Such processing is a contractual requirement of the services **you** have requested.

We, and fraud prevention agencies, may also enable law enforcement agencies to access and use **your** personal data to detect, investigate and prevent crime.

Fraud prevention agencies can hold **your** personal data for different periods of time, and if **you** are considered to pose a financial crime, fraud or money laundering risk, **your** data can be held for up to six years.

Where any potential financial crime, fraud or improper **claim** is suspected by **us**, notified to **us**, or identified by **us**, **we** will investigate. If **we**, or a fraud prevention agency, determine that **you** pose a financial crime, fraud or money laundering risk, **we** may refuse to provide the services **you** have requested or **we** may stop providing existing services to **you**.

A record of any financial crime, fraud or money laundering risk will be retained by fraud prevention agencies and may result in others refusing to provide services, financing or employment to **you**.

If **we** conclude **you** have or any **family member** has committed fraud, financial crime or submitted an improper **claim** (or attempted to do so) then **we** reserve the right to notify the person who pays the premium which may include an employer or **family member**.

If **we** obtain evidence of fraud, financial crime or reckless or deliberate misrepresentation in relation to **your Group Scheme we** will avoid the contract and refuse all **claims** and will not refund any premiums paid. Further, **we** will take legal action to recover all losses to **us**

including any **claims we** have paid, the interest on these sums and all associated costs.

Whenever fraud prevention agencies transfer **your** personal data outside of the European Economic Area, they impose contractual obligations on the recipients of that data to protect **your** personal data to the standard required in the European Economic Area. They may also require the recipient to subscribe to 'international frameworks' intended to enable secure data sharing.

7.12.3 Your Data Protection Rights

Your personal data is protected by legal rights, which may include **your** right to:

- Object to **our** processing of **your** personal data;
- Request that **your** personal data is erased or corrected;
- Request access to **your** personal data.

For more information or to exercise **your** data protection rights please contact **us** in writing or email: dataprotection@wpa.org.uk

You also have a right to complain to the Information Commissioner's Office which regulates the processing of personal data.

For more information please visit: www.ico.org.uk

Please note that **our** processing of **your** personal data is an essential requirement in order for **us** to provide services to **you** under the terms and conditions of **your Group Scheme**.

7.12.4 Giving you information

We may advise **you** by letter, telephone, electronic mail or otherwise of **our** services or products which **we** believe **you** may be interested in. If **you** do not wish to receive such information please tell **us** at any time.

You have a right to know what information **we** hold about **you**. **We** may request an administration fee for supplying a copy of any personal information.

You must notify **us** of any changes to **your** personal information such as a change to **your** name, address or email to ensure **your** personal information is correct and up to date.

We use email as **our** primary method of communication when **we** need to communicate with **you** on **claims**, medical or administrative matters.

For security, all of **our** emails are hosted in a secure online account and **you** will be notified by email when **you** have a message.

Please remember that the email address **you** give **us** must be secure and not accessible by anyone else.

By providing **your** email address **you** are consenting to its use for services which may include the provision and/or receipt of **claim** and medical information as well as the administration of **your Group Scheme**.

7.12.5 Our Personal Data Retention Group Scheme

We will hold and process **your** personal data whilst **you** are insured under the **Group Scheme** so that **we** may administer **your Group Scheme**. Following termination of the **Group Scheme** **we** will be entitled to continue to hold and process **your** personal data for legal, regulatory and statutory reporting purposes such as:

- Fraud detection and prevention;
- As required by **our** Regulators and HMRC;
- Monitoring and improving **our** services;
- Data analytics, market trends and benchmarking;
- Calculating premiums; and
- Such other purposes as may be agreed between **us**.

How long **we** will retain and process **your** personal data depends upon the reason for processing. Where **we** carry out processing following termination **we** will use reasonable endeavours to ensure the anonymisation or pseudonymisation of personal data in so far as such processing can be carried out in that form.

7.13 Terminating or Cancelling your Group Scheme membership

We reserve the right to terminate or cancel all or part of the **Group Scheme**, or to void the **Group Scheme**, and may not pay **claims** **you** have made.

7.13.1 Terminating or Voiding your Group Scheme

We may at any time terminate (and/or void) or change the terms and conditions of **your Group Scheme** or stop providing **benefits** under **your Group Scheme** if at any time **you**:

- Act dishonestly or fraudulently in relation to **your Group Scheme** and **us** (including without limitation as to the deployment and/or existence of any fraudulent devices or means whatsoever); or
- Recklessly or negligently mislead **us**, either intentionally or carelessly including giving **us** incorrect information or not disclosing information that might influence whether **we** accept **you** as a WPA customer, and if so on what terms, including but not limited as to premium, or agree to pay a **claim** or any part of it; or
- **You** make or try to make a fraudulent **claim** under **your Group Scheme**; or
- **You** are abusive or threatening towards **our** staff; or
- **You** do not comply with the terms and conditions of **your Group Scheme**.

In any of these circumstances **you** must return any **benefit** **we** have paid and **we** will not refund any part of the premium.

Your Group Scheme membership will automatically be void or terminated and no **claims** will be paid if:

- **You** leave the **Group Scheme** or the **Group Scheme Holder** fails to pay any part of the premium when due; or
- **You** leave the **UK** to live elsewhere for over six months or **you** live outside the **UK** for more than six months in any year as provided for in Section 7.2 (Residential Status).

7.13.2 Cancelling your Group Scheme

The cancellation rights in relation to the **Group Scheme** are detailed between **us** and the **Group Scheme Holder**. If **you** wish to cancel **your Group Scheme** membership **you** must contact the **Group Scheme Holder**.

In addition, WPA is entitled to cancel the **Group Scheme** in the event that the **Group Scheme Holder**:

- No longer meets any of the **Group Scheme Holder** criteria detailed at Section 7.1.1;
- Fails to pay any sum payable under the **Group Scheme** within 14 days of its due date;

- Commits a material breach of any of its obligations under the **Group Scheme** which is incapable of remedy;
- Suspends or threatens to suspend payment of its debts (whether principal or interest) or is deemed to be unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986;
- Calls a meeting, gives a notice, passes a resolution or files a petition, or an order is made, in connection with the winding up of that party (save for the sole purpose of a solvent voluntary reconstruction or amalgamation).

7.14 Material Changes to **Group Scheme** Membership

Where there is a change to the **Group Scheme** or **Group Scheme** membership that changes the **Risk Profile** then *we* reserve the right to vary premiums, amend the terms of insurance or cancel the **Group Scheme**. **Risk Profile** changes may include but are not limited to:

- Any corporate change of control and/or restructuring by way of acquisition, disposal or redundancy.

8. Definitions

Some words and phrases used in **our Group Schemes** have a particular meaning and this is explained in this Section 8 (Definitions). These defined terms may not all apply to **your** particular **Group Scheme**, depending on the cover it offers.

Unless the context of a defined word or phrase otherwise requires, the singular includes the plural and vice versa.

8.1 Group Scheme Definitions

Active Treatment

Treatment that is of **curative intent** or to relieve acute symptoms, arrest disease progression or remove/destroy **cancer** cells.

Acute Condition

A symptom, disease, illness or injury that is likely to respond quickly to **treatment** which aims to return **you** to the state of health **you** were in immediately before suffering the disease, illness or injury, or which leads to **your** full recovery.

A&E

NHS Accident and Emergency.

Application Form

The document(s) that **you** completed and/or submitted to apply for **your Group Scheme**.

Benefit

What **you** are entitled to **claim** reimbursement for under this **Group Scheme** in respect of **eligible treatment**.

Benefit Schedule

The schedule of **your benefits** applicable to **your Group Scheme** and in force for the **Group Scheme Year** which details all applicable monetary and non-monetary limits.

Best practice guidelines

Guidance set by the Royal College of Radiologists, **Cancer** Multi-Disciplinary Team Meetings – standards for clinical radiologists or peer review measures set out by the Commissioning for Quality and Innovation (QUIN).

Cancer

A group of cells that are no longer responsive to the normal mechanisms that control cellular growth and division.

CCSD Code

Operations/**procedures** carried out by **your Specialist** are classified using the industry standard CCSD (Clinical Coding and Schedule Development) codes. For information visit www.ccsd.org.uk

Certificate of Registration

The certificate applicable to **your Group Scheme** membership and in force for the **Group Scheme Year** giving details of:

- The **Group Scheme Holder**;
- The **Group Scheme Member**;
- Registered **family member(s)**;
- Level of **benefit**;
- Any **Optional Extras**;
- Underwriting terms;
- Any **personal exclusions** that apply.

Claim

A request for payment of a **benefit** for which qualifying expenses have been incurred under the terms and conditions of the **Group Scheme** and in line with its terms and conditions.

Claim Form

The document that **you** and/or the provider of **your treatment** or **your GP** sign telling **us** the details of **your claim** which **we** will use to confirm that it is covered.

Clinical Trial

A formally constituted **clinical trial** in accordance with prevailing legislation and overseen by the Medical Research Council.

Critical Care

The Intensive Care Society provide 'Classification of Critical Care' guidance. For information visit www.ics.ac.uk

Curative Intent

Curative intent applies to **treatment** that is administered with a reasonable expectation both that it will restore the patient close to the state of health enjoyed prior to the disease being diagnosed, and expect the patient to be disease free five years after commencement of the **treatment**.

Customary and Reasonable Cost

The level of fees that **we** deem to be a **customary and reasonable cost** are set to reflect the complexity of a **procedure**, the time and skill involved in its performance and that which is a **customary and reasonable cost** and a fair return for services rendered. The **benefit** levels for each **procedure** are regularly reviewed by WPA's Medical Advisory and Clinical Governance Committee, whose medical members have both private and **NHS** consultant experience. **We** take professional advice from **our Specialist** advisers and through continuing dialogue with both the medical profession and professional **Specialist** bodies.

Day-patient

A patient who is admitted to a **hospital** or **day-patient** unit for medical reasons and because they need a period of medically supervised recovery but do not occupy a bed overnight.

Dental Hygienist

A **Dental Hygienist** who is registered to practice with the General Dental Council.

Dentist

A **Dentist** who is registered to practice with the General Dental Council.

Diagnostic Tests

Investigations, such as x-rays or blood tests, to find or to help to find the cause of **your** symptoms. For the purposes of this **Group Scheme**, **diagnostic tests** also include ultrasound scans.

EHIC

European Health Insurance Card or any future equivalent reciprocal health funding agreements.

Eligible Treatment

Established treatment for which the **Group Scheme** provides **benefit**, given by a provider of **treatment we** recognise for an **acute condition** which is not excluded by any **personal exclusion** and is within the terms and conditions of the **Group Scheme**.

Employee

Director, partner, proprietor, employed member of staff or other individual authorised by the **Group Scheme Holder**.

End of Life Care

Treatment which concentrates on controlling pain and other symptoms when the patient is near or approaching the end of life and **active treatment** for the causative disease is no longer considered effective or appropriate.

Established Treatment

Treatment that is considered to be acceptable recognised clinical practice by WPA's medical advisers and:

- It is approved by **NICE** for routine use in the **NHS** without restriction; and
- If it involves the use of drugs, they are used within their **licensed indication** for the stage of the condition being treated. This may be either single or stipulated combination(s).

Family Member

A person covered by the **Group Scheme** who is **your** partner or who is related to the **Group Scheme Member** and lives at the same address (unless in full-time education).

GMC

General Medical Council.

GP

General Practitioner holding a current licence to practice whose name appears on the **GMC** General Practitioner Register.



References to **GP** include, where applicable, the **WPA GP Service Provider**.

Group Scheme

The **Group Scheme** is the contract of insurance between the **Group Scheme Holder** and WPA as the insurer as set out in the terms and conditions contained in this **Guide**, the **Certificate of Registration**, the **Benefit Schedule** and

where applicable any other endorsement or memorandum issued by WPA.

Group Scheme Holder

The bona fide business/company who enters into the contract of insurance with WPA.

Group Scheme Member

Any eligible individual actively involved in the business of the **Group Scheme Holder** as an **Employee** and registered on the **Group Scheme**.

Group Scheme Member's Address

The **UK** address **you** provided to **us**. If **you** have one or more addresses, **you** should provide **us** with **your** usual residence where **you** and **your family member(s)** live for at least six months of the year. The **Group Scheme Member's Address** and the address **you** register with **your GP** must be the same.

Group Scheme Year

The **Group Scheme** lasts for 12 months commencing on the start date set out in **your Certificate of Registration**.

Guide

This **Group Scheme** document.

HCPC

Health and Care Professions Council.

Histologically/Genetically Distinct

Every **cancer** has a unique "footprint" that can be identified by examining tumour cells in the laboratory. One method is histology which is the microscopic study of tissues and cells.

Hospital

A **hospital** included in **our** list of recognised **hospitals** that is:

- A private **hospital** which charges fees for its services with facilities for providing private medical and surgical **treatment**; or
- An **NHS hospital** in the **UK** which is registered in accordance with United Kingdom legislation which is not a nursing home which provides convalescence or geriatric care;
- Or overseas is locally recognised.

Indication(s)

Authorised therapeutic use affirmed by the appropriate licensing authorities based upon the evidence-based submission for efficacy at product license application.



For malignant conditions, the specific type of **cancer** and stage of the disease need to be stipulated.

In-patient

A patient who is admitted to a **hospital** and who occupies a bed overnight or longer for medical reasons.

Licensed

Any drug, medical and surgical appliance must be **licensed** for use in the **UK**.

Long-term Condition

A long-term (chronic) condition is a symptom, disease, illness, or injury that has one or more of the following characteristics:

- It needs on-going or long-term monitoring or management through consultations, examinations, check-ups, and/or tests;
- It needs on-going or long-term control or relief of symptoms;
- It requires **your** rehabilitation or for **you** to be specially trained to cope with it;
- It continues indefinitely;
- It has no known cure;
- It comes back or is likely to come back.

NHS

National Health Service.



For **Group Schemes** with the Company Islander **Optional Extra** this encompasses State provided services.

NICE

National Institute for Health & Care Excellence (or the equivalent of **NICE** in England and Wales).

Non-established Treatment or Experimental Treatment

Which is any **treatment**:

- That **NICE** does not recognise; or
- Which makes use of a drug outside of its **licensed indication** for the stage of the condition being treated; or

- Is any form of **clinical trial** whether formally constituted or not.

⚠ **Your Group Scheme** does not cover **non-established treatment** or **experimental treatment**.

Nurse

A qualified **Nurse** who is on the register of the Nursing and Midwifery Council (NMC) and holds a valid NMC personal identification number.

Oncologist

Oncology is the **Specialist treatment** of **cancer**, which includes radiotherapy and chemotherapy. **We** provide **benefit** for Consultant **Oncologists**. Best Clinical Practice requires that **your** Consultant **Oncologist** will form part of a Multi-Disciplinary Team overseeing **your cancer treatment**.

Optional Extra

A **benefit** available to enhance **your Group Scheme** membership. Please check **your Certificate of Registration** to see if this **Optional Extra** has been chosen by the **Group Scheme Holder**.

Oral Cancer

The diagnosis of **cancer** of the lips, tongue, major salivary glands, gums or from the pharynx down to the top of the oesophagus.

Out-patient

A patient who attends a **hospital**, consulting room, or **out-patient** clinic for medical reasons and is not admitted as an **in-patient** or a **day-patient**.

Personal Exclusion(s)

Specific term(s) that **we** may, in **our** discretion, apply to **your Group Scheme** membership based on either **your** lifestyle, **your** medical history or **your** family's medical history. These will be applied either when **you** take out **your Group Scheme** membership or on transfer and will appear on **your Certificate of Registration**. **You** will see **your** joining terms outlined in the **personal exclusions** section on **your Certificate of Registration**.

⚠ **We** reserve the right to cancel or add retrospective **personal exclusions** to **your Group**

Scheme membership if **we** become aware of information **you** did not provide on **your** medical declaration.

Procedure

A **procedure** that includes any of the following:

- Making an incision to gain access to the inside of a patient's body;
 - Using an instrument (such as an endoscope) to gain access to and view the inside of a patient's body;
 - Using electromagnetic energy to treat a condition, e.g. lithotripsy to treat kidney stones.
- Note: these **procedures** are classified by **CCSD Codes**.

Qualifying Period

A period during which **your Group Scheme** membership is in force but no **benefit** is payable.

Remission of Cancer

A clinical state in which there is no objective evidence of **cancer**.

Renewal Date

12 months following the start of the **Group Scheme** as shown on the **Certificate of Registration**.

Risk Profile

WPA's estimate of the likely risk as calculated when offering terms or renewal terms.

Session

A maximum of one per day in a series of short daily **treatments**, e.g. physiotherapy or radiotherapy.

Specialist

A medical practitioner holding a licence to practise whose name appears on the current **GMC Specialist** Register and is certified as a **Specialist** by the appropriate college or specialty body providing a regulatory function.

Targeted Cancer Therapies (TCTs)

These are drugs or other substances that block the growth and spread of **cancer** by interfering with specific molecules ("molecular targets") that are involved in the growth, progression and spread of **cancer**.

Targeted Therapies

These are drugs or other substances that interfere with specific molecules ("molecular targets") that are involved in the growth of rapidly dividing cells. Although such cells are always a feature of malignant processes, they are also involved in some benign inflammatory conditions of the joints, the bowel, the nervous system and the skin, where **targeted therapies** are increasingly being used for **treatment**.

Therapist

A **treatment** provider fully registered with the appropriate professional body.

Treatment

Surgical or medical services (including **diagnostic tests**) that are needed to investigate, relieve and/or cure a symptom, disease, illness or injury. This includes any form of medical care.

UK

When reading this **Guide** references to the **UK** include England, Wales, Scotland, Northern Ireland and where applicable equivalent services or guidance in the Crown Dependencies of the Channel Islands and the Isle of Man.

Us/We/Our

Western Provident Association (WPA) Limited
Rivergate House, Blackbrook Park, Taunton,
Somerset, TA1 2PE and any other company
within the WPA Group.

WPA EAP Provider

The third party who provide the Employee Assistance Programme subject to their terms and conditions which may be amended from time to time.



We reserve the right to change the EAP provider at any time without prior notice.

WPA GP Service Provider

The third party who provides Remote **GP** Services subject to their terms and conditions which may be amended from time to time.



We reserve the right to change the Remote **GP** Service provider without prior notice.

WPA Worldwide Coordination Centre

The 24 hour service which **you** must contact in order to make an Overseas Emergency **Treatment claim**.

You/Your

The person (**Group Scheme Member**) named on the **Certificate of Registration** and any registered **family member(s)**.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no text or other markings on the paper.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no text or other markings on the paper.

Our standards are high

WPA is unique amongst UK insurers in achieving four highly regarded and internationally recognised standards across our company. These standards reflect our service excellence provided to our customers, whether big global employers, medium sized businesses or the many thousands of UK individuals and families. We are independently audited by BSI and have been certified to:

Quality Management : ISO 9001:2015

The Standard for Quality Management systems placing emphasis on achieving customer satisfaction and continual improvement.

Business Continuity Management : ISO 22301:2012

A management system to restore our ability to supply critical services to an agreed level following a disruption to service.

Environmental Management : ISO 14001:2015

The Standard for Environmental Management systems – one of the highest benchmarks in environmental management and best practice.

Information Security Management : ISO 27001:2013

The benchmark for protecting valuable and sensitive customer information.



Western Provident Association Limited

Rivergate House | Blackbrook Park | Taunton | Somerset | TA1 2PE
Registered in England and Wales No. 475557

WPA is a registered trade mark of Western Provident Association Limited. WPA is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (Registration number 202608).

© Western Provident Association Limited 2020. All rights reserved.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of Western Provident Association Limited.