

# myBupa Member Portal User Guide

Last updated: Jan 2024

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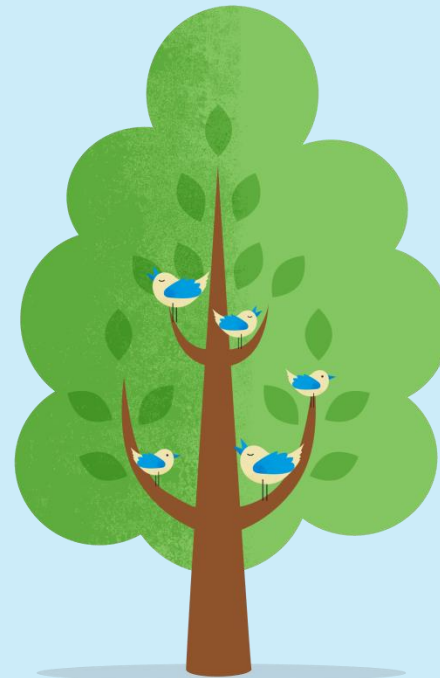
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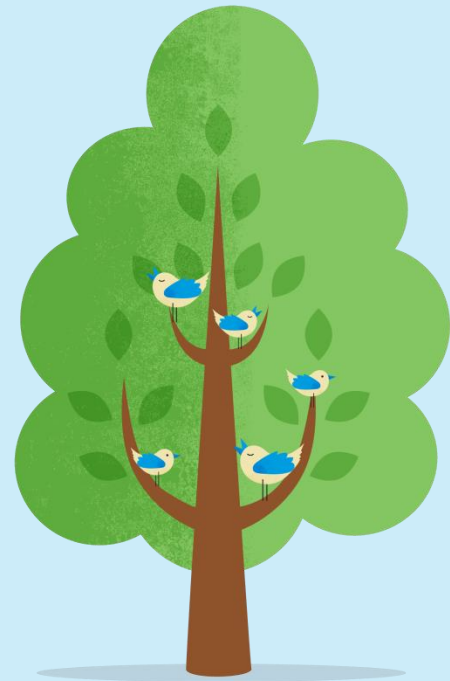
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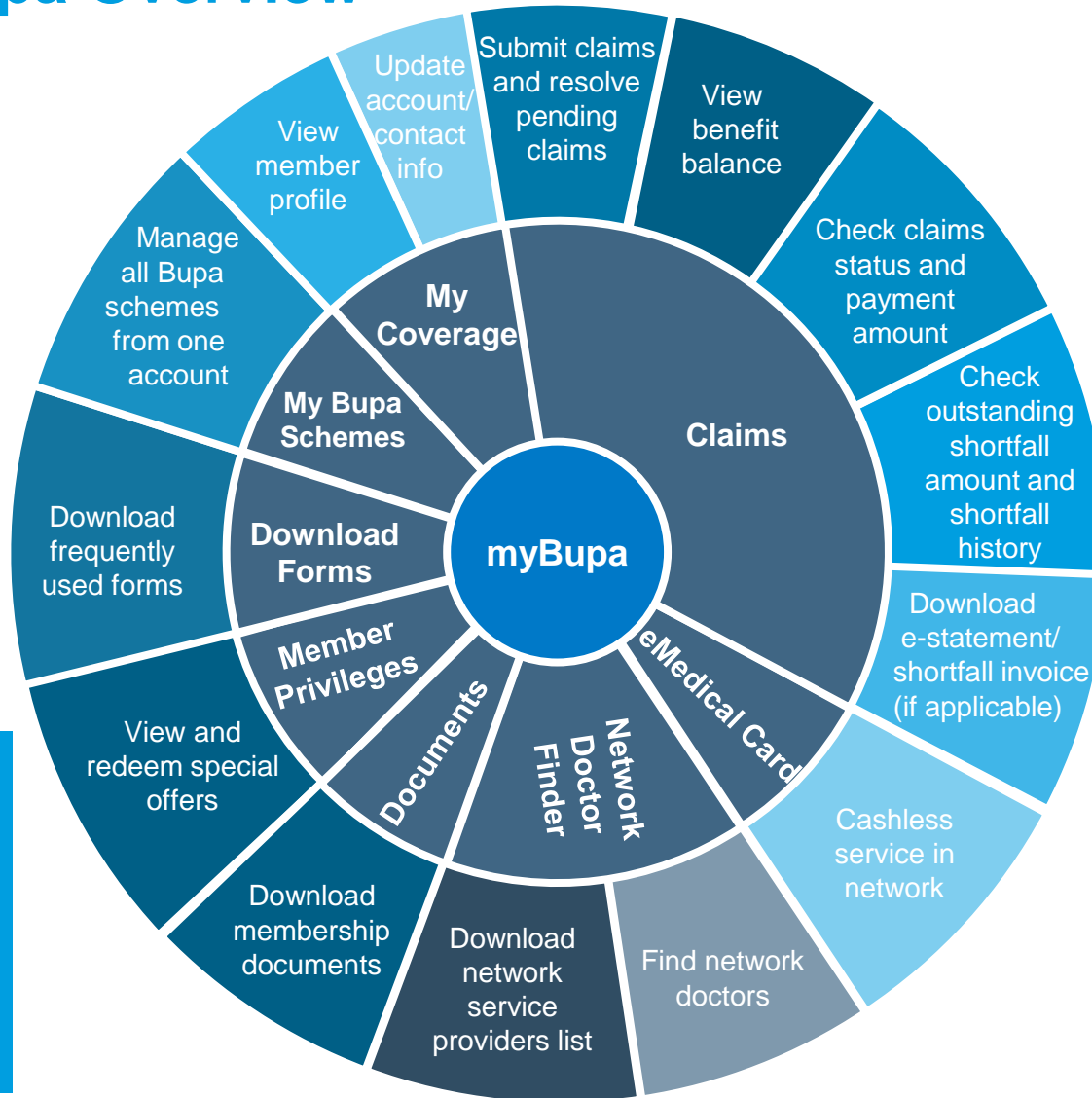
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# 1. Overview



# 1.1 myBupa Overview



Scan the QR code to watch our video about myBupa now!

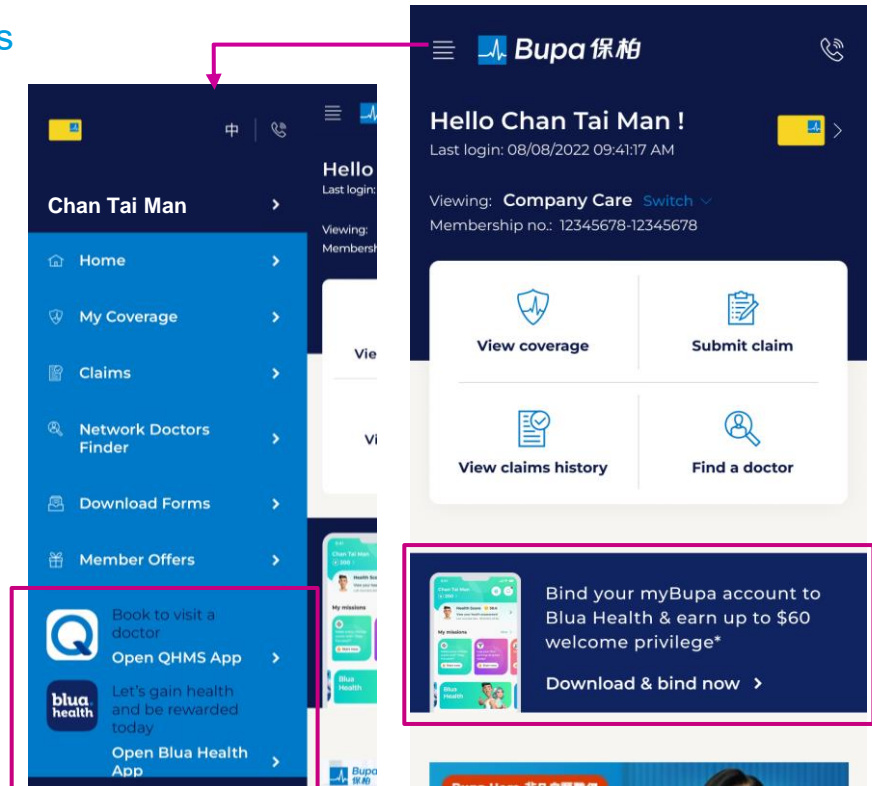


## 1.2 Direct access to Bluea Health and QHMS's mobile app\*

Your myBupa account provides you with one-stop access to healthcare and wellness services. Simply click “**Digital Healthcare**” or “**Bluea Health**” on myBupa to access Quality HealthCare Medical Services (QHMS)’s mobile app and Bupa’s wellness app Bluea Health\*!

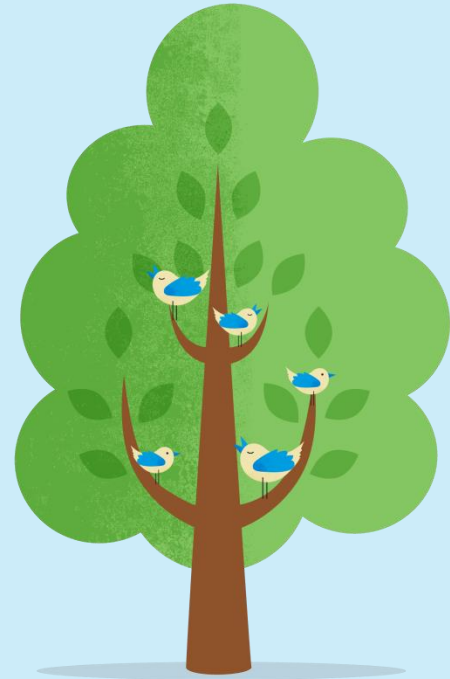
[Click here](#) to take a look at how Bupa member Mr. Lee enjoys easier, faster and safer healthcare through myBupa.

Scan the QR code to watch our video about myBupa now!



This service is currently available for selected insurance schemes only.

## 2. Member Registration



## 2.1 Create Account

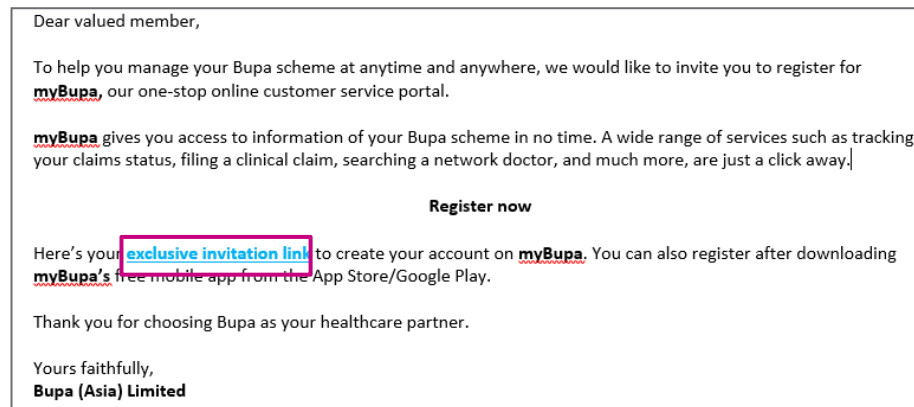
There are two ways to create an account on myBupa:

1. If you already provided us your email address, you will receive an invitation email. Simply click the “exclusive invitation link” on the invitation email to enter myBupa’s account registration page.

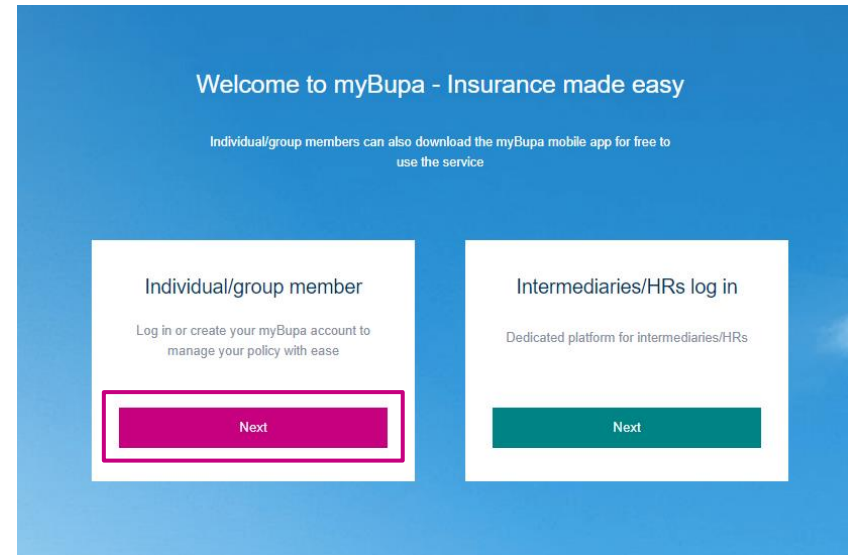
OR

2. Visit myBupa at <https://mybupa.bupa.com.hk> and click the “Register now” link on the log in page.

### Invitation email



### myBupa login page



- To get started, please enter your membership information, including your:
  1. Membership no. – the 16-digit number on your Membership Certificate or medical card.
  2. HKID or Passport no. – For HKID no., enter the first 5 digits (including letters) in the format of A1234.
  3. Date of Birth – either click the calendar icon to pick the date or enter the date directly in format of DD/MM/YYYY.

Register for myBupa – Step 1

### Register for myBupa

It only takes a few minutes to register so you can manage your Bupa account online. Once registered on myBupa, you will have access to membership details and exclusive offers.

[Click here to see the quick registration guide to help you get started.](#)

You can also call myBupa Registration Helpline at 3572 0077  
Mon – Fri, 9am – 9pm (Except public holidays)

#### Step 1: Get started

Please enter the correct membership no., HKID, and date of birth.

\* Mandatory

Membership no. \*

HKID/Passport no. (The first 5 digits, including letters)\*

e.g. A1234

Date of birth \*

DD/MM/YYYY (e.g. 31/01/2000)

Submit



- Enter your contact information, login ID and password to create your account. You can only use one email address for each myBupa account.
- To proceed, click the “Send Verification Code” button. You will receive a one-time code via your email. If you don’t receive the verification code from your inbox within a few minutes, please look for our email containing the verification code in your junk or spam mail folder.
- The verification code is valid for 30 minutes. If you’d like to get another verification code, please click “Resend Code” button within 30 minutes.
- If you cannot complete the registration within 30 minutes, you may need to start the registration process from step 1 again.

### Register for myBupa – Step 2

## Step 2: Contact Verification

Please enter your mobile no. and email address. We will need to verify your email to proceed to the next step.

Mobile no. \*

Email address \*

Send Verification Code

- Your Login ID must be at least 6 characters long, with combination of any letters, numbers or special characters of . - \_ (special characters other than . - \_ are not accepted).
- Your password must be at least 8 characters long, with at least one lowercase letter, one uppercase letter, one number, and one special character of @ # \$ % ^ & \* - \_ ! + = [ ] { } | \ : ' , . ? / ` ~ " ( ) ; (special characters other than @ # \$ % ^ & \* - \_ ! + = [ ] { } | \ : ' , . ? / ` ~ " ( ) ; are not accepted).
- Read and accept the Conditions of Use and Personal Information Collection Statement.

### Register for myBupa – Step 3

#### Step 3: Account Creation

Please enter the login ID and password you wish to use for myBupa.

Create Login ID \*

Create password \*

Confirm new password \*

### Register for myBupa – Accept Conditions of Use and Personal Information Collection Statement

#### Accept Conditions of Use

☐ I have read and accepted the Conditions of Use

Conditions of Use for myBupa

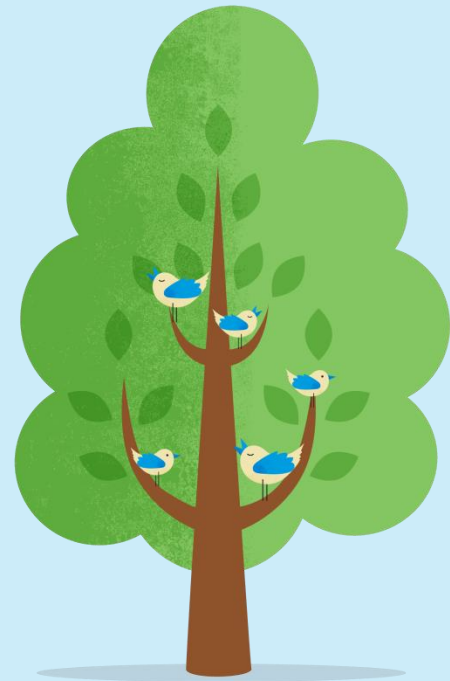
This page contains the Conditions of Use which apply to your access to and use of myBupa (also referred to as the 'Service') including the membership transactions you make using this service. Please read carefully through the Conditions of Use. Your use of the Service signifies your acceptance of these Conditions of Use. In these Conditions of Use, references to 'we', 'us' or 'our' are references to Bupa (Asia) Limited.

#### Personal Information Collection Statement

☐ I have read and understood the terms of Personal Information Collection Statement.




☐ I consent to receive marketing communications from Bupa as described in the Personal Information Collection Statement, such as information in relation to member benefits, rewards or subscription discount. I understand that I have the right to request Bupa to cease using my personal data for direct marketing purposes by emailing [customercare@bupa.com.hk](mailto:customercare@bupa.com.hk) or calling the Bupa Customer Care helpdesk at 2517 5333.

### 3. Mobile App

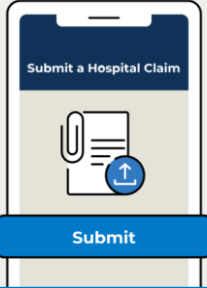

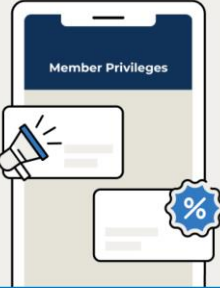


## 3.1 Download myBupa mobile app

- myBupa is an online customer service portal available on the web as well as a mobile app.
- myBupa mobile app provides the same functionalities as the website. Plus, you can access your eMedical Card\*.

<p>Scan this QR code to download myBupa</p>	 	 
<p>Supported version#</p>	<p>iOS 11.3 and above</p>	<p>Android 9.0 and above</p>

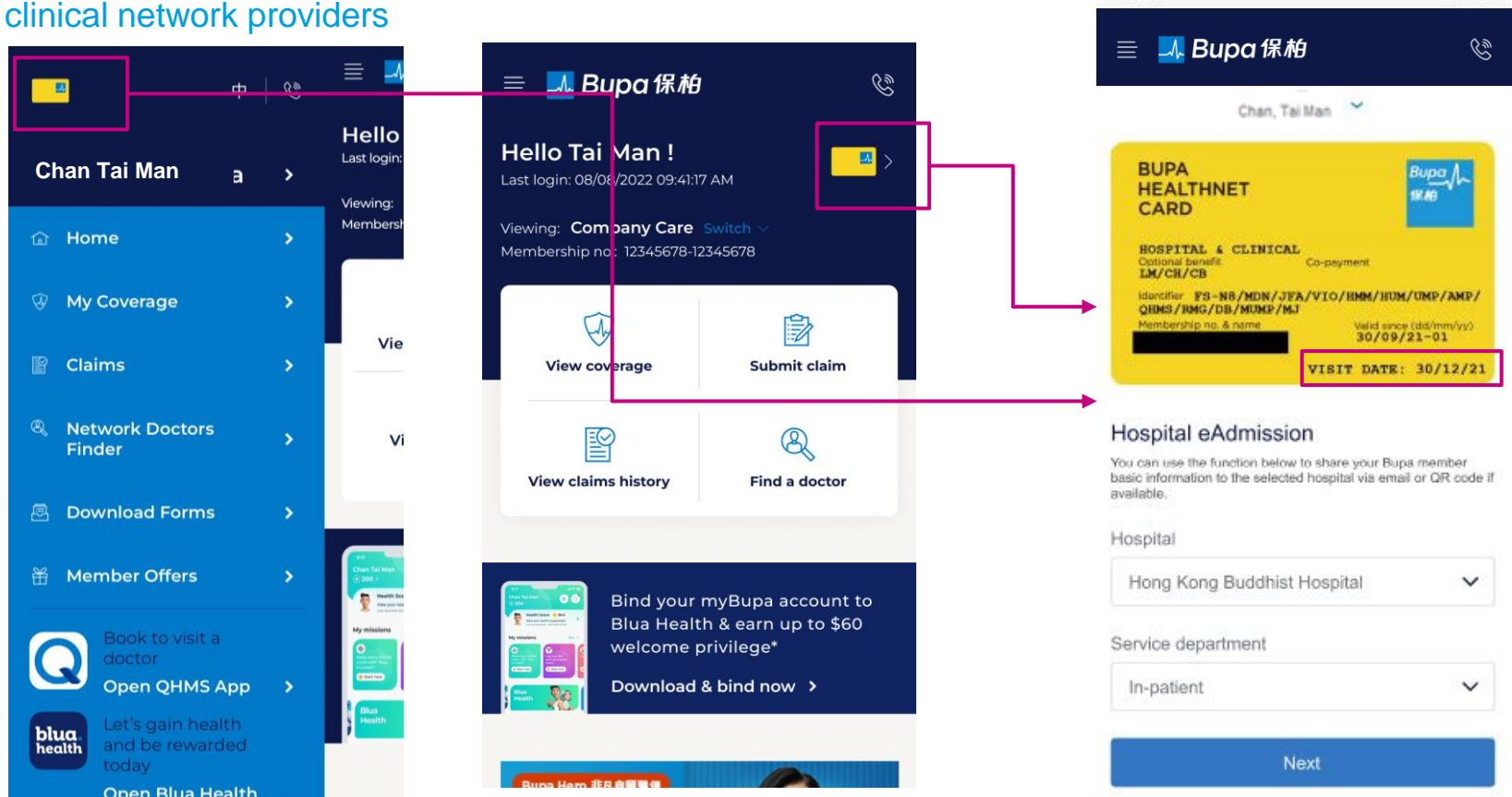
  

 <b>eClaims Submission</b> Submit your clinical and hospital claims online for paperless, convenient reimbursement.	 <b>View Benefit Balance</b> Check the usage, limit and balance of your Clinical, Dental and/or Optical Benefit (if applicable).	 <b>Network Doctors Finder</b> Search for a network doctor based on location, specialty and more.	 <b>eMedical Card</b> Show your eMedical card to enjoy cashless treatment at network clinics. <small>Note: Available for selected insurance schemes only.</small>	 <b>Member Privileges</b> Enjoy exclusive offers, discounts and promotions for a wide variety of products and services.
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\*This service is currently available for selected insurance schemes only. # myBupa app is not applicable to HUAWEI AppGallery. HUAWEI device users can visit [mybupa.bupa.com.hk](http://mybupa.bupa.com.hk) to use the web version.

## 3.2 eMedical Card\*

- Access an electronic version of your medical card using the myBupa app (a screenshot of medical card is also accepted but the “VISIT DATE” shown on the screenshot must be same as the day of doctor consultation)
- Present your eMedical Card to enjoy cashless service for designated medical services at Bupa’s clinical network providers

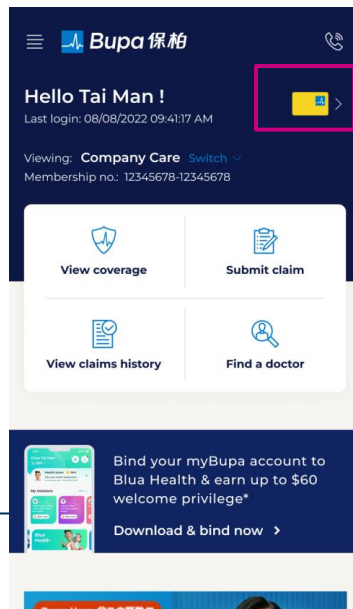


\*This service is currently available for selected insurance schemes only.

## 3.3 Hospital eAdmission

- For hospitalisation or hospital outpatient service, use Hospital eAdmission to send your medical card information to your selected hospital upon your admission or outpatient registration.
- Click eMedical card from myBupa app menu, select hospital and type of medical services\*, press “Next” and an email confirmation will be sent to or a QR code will be scanned by your selected hospital.
- You’ll also receive an email notification from us instantly or show a QR code on myBupa as a confirmation, subject to the hospital arrangement.
- Present your eMedical Card or QR code on myBupa to enjoy cashless service and/or full cover at registration for admission upon request.
- This function is applicable to selected individual schemes and all group schemes with cashless benefit for hospitalisation only.

\*if myBupa app menu does not display the hospital name or type of medical service, present your eMedical Card for registration.



The eMedical Card can be used for the Bupa's clinical network including day case centres only. To enjoy cashless treatment at hospital, you can present your physical medical card or utilize our Hospital eAdmission function (if applicable)

### Hospital eAdmission

You can send your medical card information to your selected hospital for pre-checking for a faster registration for admission. If "HOSP -In conjunction with GOP letter" is printed on your medical card, you'll need to get a GOP letter before your admission. Please refer to your Membership Guide for details.

Hospital name\*

Hong Kong Adventist Hospital - Tsuei

Medical service\*

Please select

Please select

Next

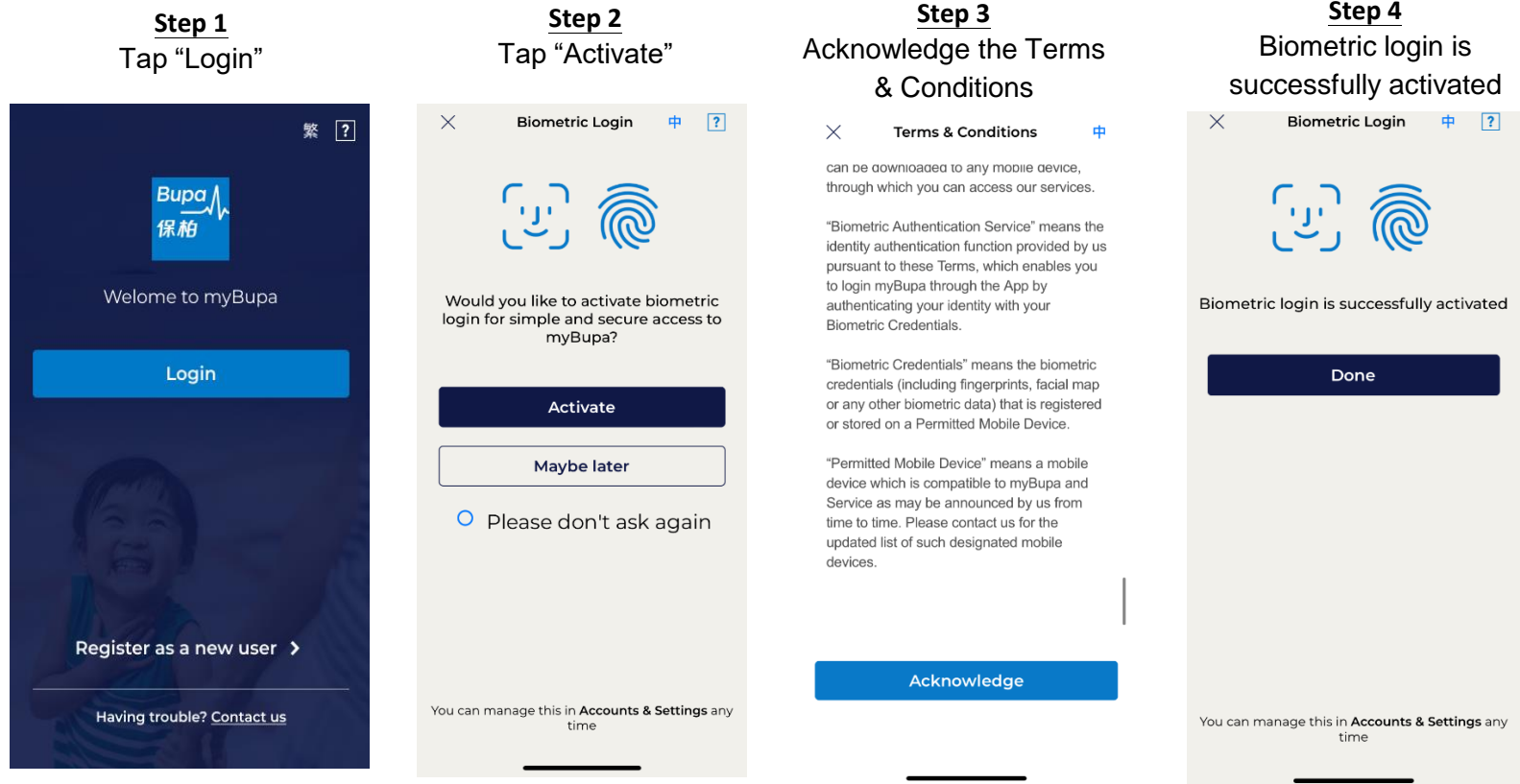
By clicking “Next”, the medical provider you select will be contacted to accept your medical card. You agree that Bupa shall use and disclose the information on this e-card (together with the image of the card) to the designated medical provider for such purpose. Bupa does not guarantee the availability of hospital admission, which shall remain your responsibility to make the necessary arrangement with the designated medical provider.

Cancel

Next

## 3.4 Biometric login on myBupa app

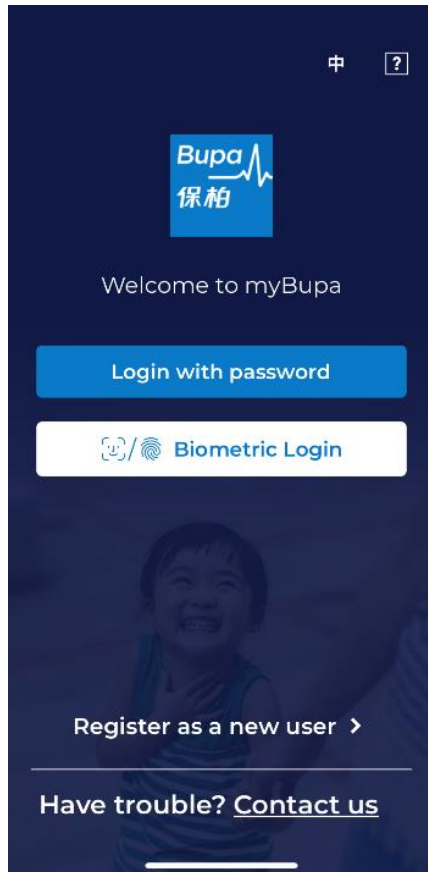
- Activate the service:



- The biometric login supports iOS/Android mobile devices with fingerprint, facial and/or other biometric sensor and the following operating systems:
  - Apple iOS version 11.3 or above
  - Android OS version 9.0 (API28) or above

## 3.4 Biometric login on myBupa app

- Next time when you log in, you can see this login page. Simply tab “Biometric Login” to access myBupa.
- After activating the service, you’ll receive an email notification from us.



Dear Member,

You've enabled the biometric authentication service on the **myBupa** app. If you haven't enabled the service, please contact the **myBupa** Helpline at 3572 0077 or by emailing [customercare@bupa.com.hk](mailto:customercare@bupa.com.hk) immediately.

Thank you for using the **myBupa** app to manage your scheme anytime, anywhere.

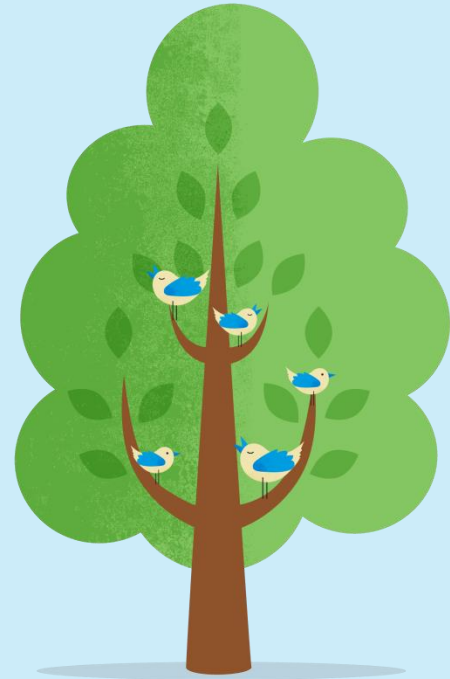
Yours sincerely,  
Bupa (Asia) Limited

This is an automatically generated email, please do not reply to this message.

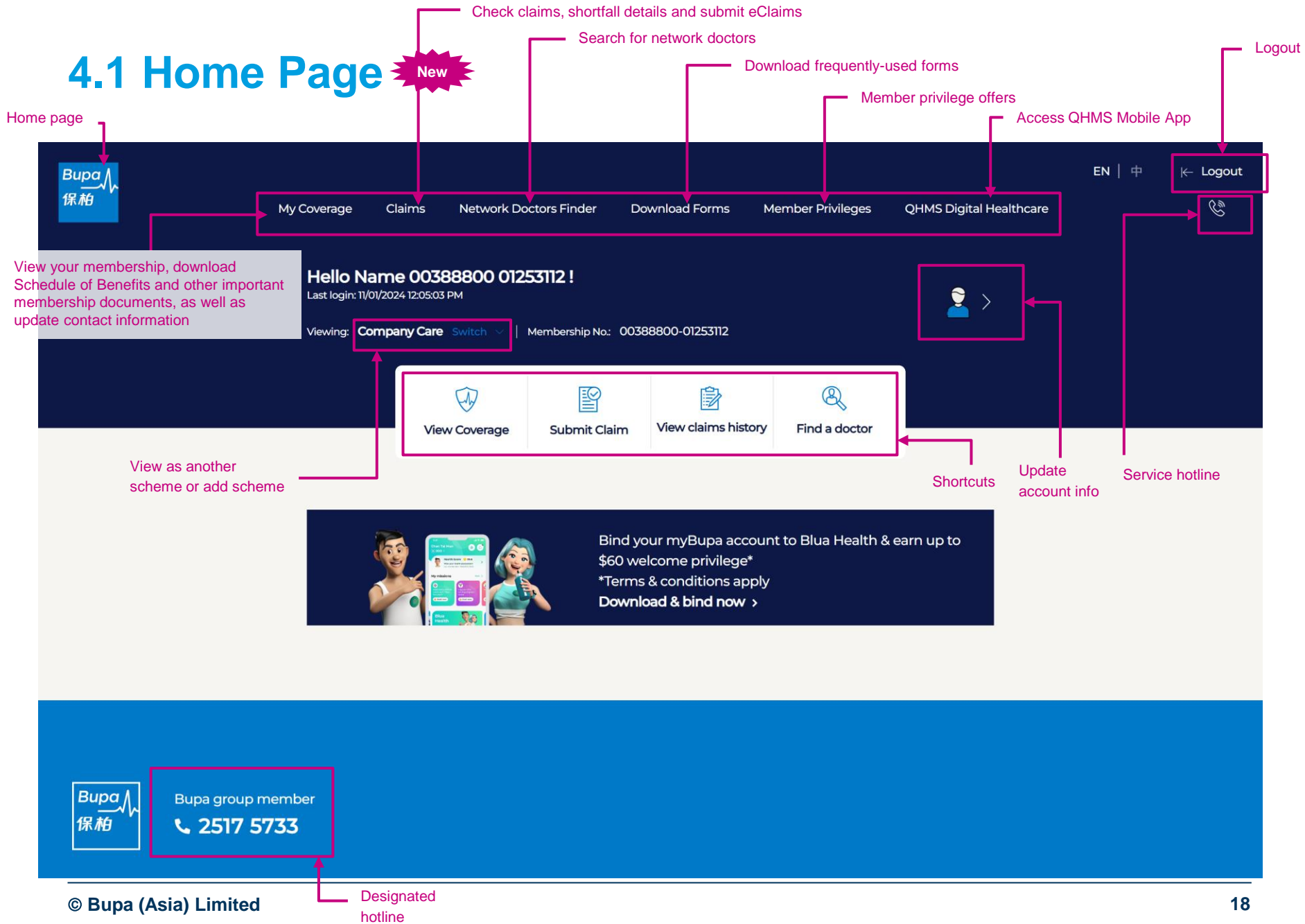
This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify us.



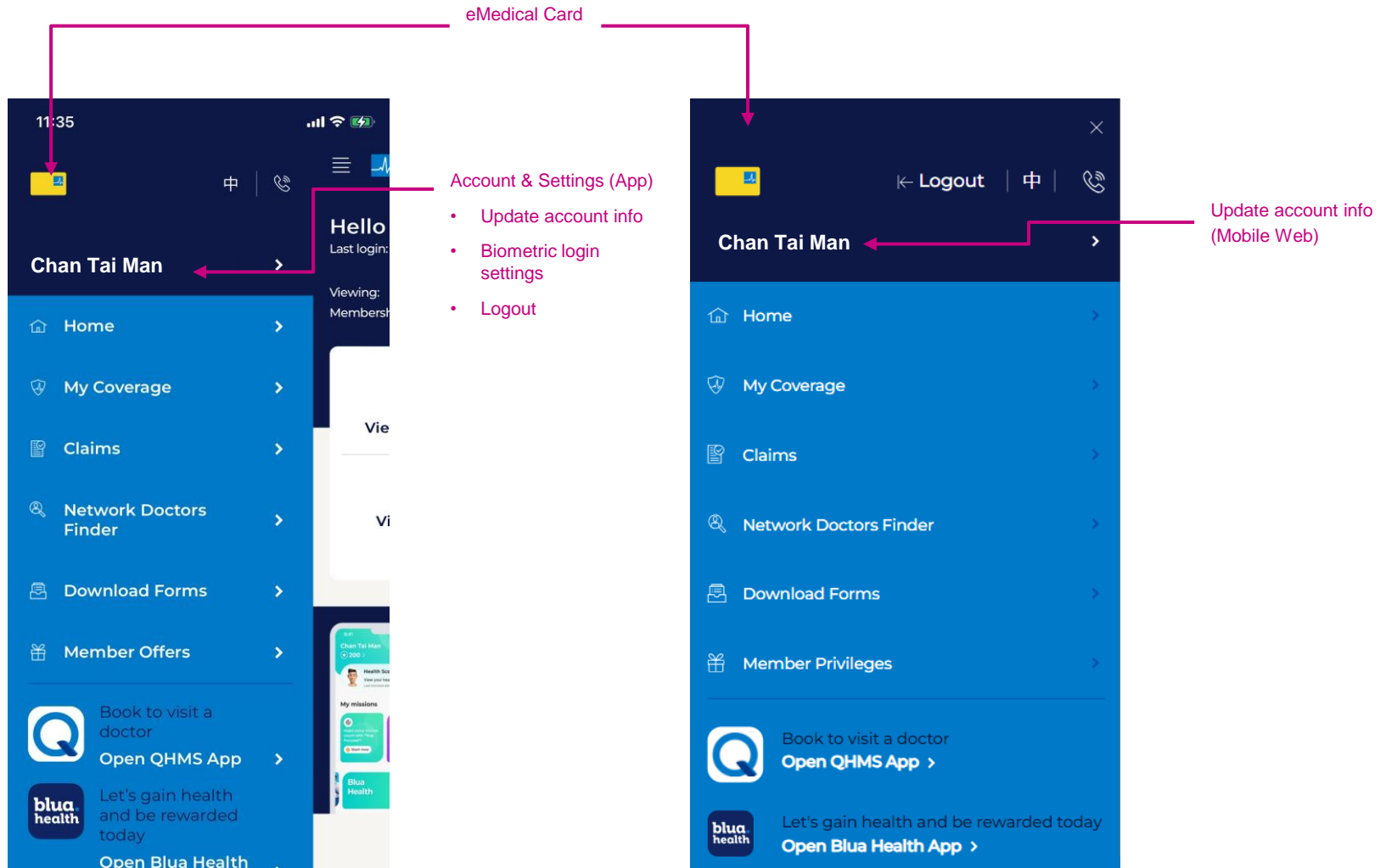
## 4. Navigation



# 4.1 Home Page



## 4.2 Side Menu on Mobile (App & Mobile Web) New



## 4.3 Function Pages

**Bupa** 保柏

EN | 中 Logout

My Coverage Claims Network Doctors Finder Download Forms Member Privileges QHMS Digital Healthcare

← Home

# Claims

Sub menu shows more functions under this page

- Claim Submission >
- View Shortfall >
- Download Claim Statement >
- View Benefit Balance >
- Resolve Pending Claims >
- Download Shortfall Invoice >

Need help?

You can filter and sort your search results in this bar

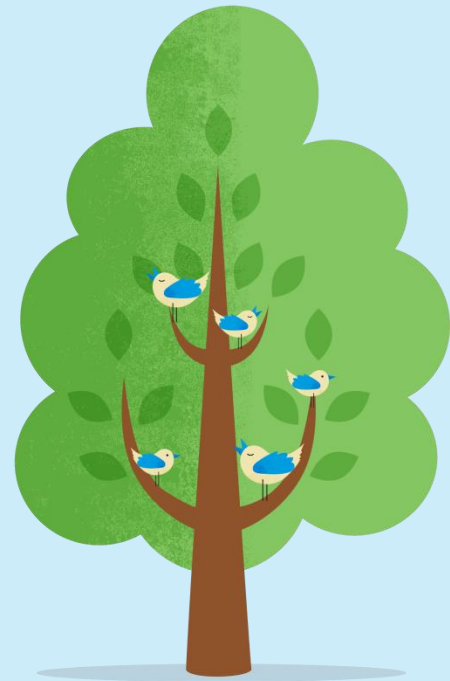
00000000 Voucher no. Treatment period Last 3 months Sort by Newest

Search result/content

Voucher no.	Member name	Benefit item	Claim status	Treatment date (DD/MM/YYYY)	Provider name	Last updated on (DD/MM/YYYY)
12345678	Chan Tai Man	General Practitioner	Approved	30/01/2018	Provider A	02/02/2018
23456789	Chan Tai Man	Chinese Herbalist	Approved	29/01/2018	Non-HealthNet Doctor	06/02/2018

Page: 1 / 1

## 5. Function Highlights



# 5.1 My Coverage New

On this page, you can view your scheme details, bank account number for claims reimbursement and your contact information in our record. You can also update your bank account number and contact information including your email address, contact number and local mailing address\*. Changes will be reflected within 24 hours.

EN | 中

Logout

My Coverage   Claims   Network Doctors Finder   Download Forms   Member Privileges   QHMS Digital Healthcare

← Home

My Coverage

Need help?

Name 00388800 01253112

Cover Details

Scheme name

Company Care

Class no.

1

Benefits covered

Hospital and Surgical

Clinical

[Referral letter requirement for specialist visits](#)

Top-up Medical

Hospital Cash/Critical illness

Dental

Optical Care

Bupa Worldwide Assistance Programme

[View details](#)

Membership Documents

+

Claim Settlement

+

Membership Details

+

Membership Documents

Contract Year/Month 202401

Membership Handbook

Schedule of Benefits 01 Jan 2024 - Present

Bupa Worldwide Assistance Programme

Please click [here](#) for the full list of Endoscopy and Viral Warts & Skin Lesions procedures (applicable to group policies with Day Procedure Benefit and individual policies with Day Case Procedure Benefits). For details, please check your Schedule of Benefits.

Claim Settlement

Claim settlement method

Autopay

Bank account no.

999999\*\*\*\*999999

[Edit](#)

Statement delivery method

Hard copy by mail

Shortfall invoice delivery method

Hard copy by mail

\*This service is not applicable to group members.

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## 5.2 Claims

On this page, you can check your claims status, view your claims history for the past 12 months; and

- 1 submit hospital, day surgeries and clinical claims online
- 2 download and view claims statement and shortfall invoice (if you or your company have registered to use e-statement service)
- 3 view your outstanding shortfall records since the start of your membership

If you are the subscriber/employee, you can view the claims history of all dependant(s); if you are the spouse of a subscriber/employee, you can only view the claims history of yourself and your dependant(s).

Voucher no.	Member name	Benefit item	Claim status	Treatment date (DD/MM/YYYY)	Last updated on (DD/MM/YYYY)
12345678	Name 00000000-00000000	General Practitioner	Submitted	07/04/2022	

\*The summary does not include claims that are pending, processing or not yet submitted to Bupa.

## 5.2 Claims

On this page, you can:

- 4 check the usage, limit and balance of your Clinical, Dental and/or Optical Benefit (if applicable)
- 5 View the pending items of your claims and reply with required additional information online

If you are the subscriber/employee, you can view the claims history of all dependant(s); if you are the spouse of a subscriber/employee, you can only view the claims history of yourself and your dependant(s).

Voucher no.	Member name	Benefit item	Claim status	Treatment date (DD/MM/YYYY)	Last updated on (DD/MM/YYYY)
55000292	Name 00495800 00666119	General Practitioner	Submitted	07/04/2022	

\*The summary does not include claims that are pending, processing or not yet submitted to Bupa



## 5.3 Submit a claim

On this page, you can:

- **1** choose the type of claim (clinical, day surgeries, hospital) you'd like to file.
- **2** also answer a few simple questions and we'll guide you to the correct claim form.

### Claim Submission

#### **1** What kind of medical expenses do you need to claim for?

All claims must be submitted within 90 calendar days after discharge, surgery or treatment.



##### **Clinical / Outpatient treatment**

All outpatient or clinical claims including consultations at outpatient clinics inside hospitals, maternity or dental treatments, pre-admission or post-hospitalisation outpatient care



##### **Day surgeries**

Treatments or surgeries at clinics or hospitals that do not require an overnight stay (excluding maternity or dental treatments)



##### **Hospitalisation / Inpatient treatment**

Confinement claims involving an overnight stay in any private or public hospital (excluding maternity or dental treatments)



##### **Compensation for a critical illness**

A lump sum payment to compensate any medical expenses for treating a critical illness (Applicable to Bupa Critical Essential Care, Bupa Safe Critical Illness Insurance Scheme and Supplementary Critical Illness Benefit under Bupa Hero VHIS Plan)

\*Online claim submission is currently unavailable. Please submit your claim via a paper form.



#### **2 Not sure which one to choose?**

Let us guide you to the right claims submission process in just a few steps so that your claims can be processed smoothly

Start

## 5.3 Submit a claim

- **3** Subscribers of individual schemes and employees under group schemes can submit eClaims for themselves and their dependant(s) (if any) under the same contract. Please select the dependant's name from a drop-down list.
- Fill in the treatment / hospitalisation date, claim item, treatment amount and other details, then upload supporting documents, and sign to confirm the submission.
- There's no limit on the no. of files that you can upload, but you can only upload a max. of 30MB in total file size per claim submission.
- As we may request you to provide the original copy of any claims documents, please keep the original copies for at least 6 months from the date of claim submission.

[← Claim Submission](#)

Submit a Clinical/Outpatient Claim

**3**

Claims Details

Submit claim for [?](#)

Please select

Date of treatment

DD/MM/YYYY (e.g. 31/01/2000)

Claim item

Please select

Submit a Hospital Claim

Claims Details

Submit hospital claim for: [?](#)

Please select

Date of hospitalisation

From: DD/MM/YYYY (e.g. 31/01/2000)

To: DD/MM/YYYY (e.g. 31/01/2000)

Reason for Hospitalisation

Please select

Please provide the reasons for hospitalisation to help us process your claims more quickly.

## 5.3 Submit a claim

Taking [clinical claim submission](#) as an example, here what you need to input:

- Select the date of treatment and claim item.

### Submit a Clinical/Outpatient Claim

< June 2023 >>

Mo	Tu	We	Th	Fr	Sa	Su
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Claim item

Please select

Please select a "Claim item" to proceed with eClaims Service.

### Submit a Clinical/Outpatient Claim

Please select

General Practitioner

Home Consultation

Specialist

Prescribed Western Medication

Diag. Imaging & Lab Tests

Health Check-up

Chinese Herbalist

Bonesetter

Vaccination

Physiotherapist

Chiropractor

Wellness Benefit

Psychiatric-related Treatments

Psychological Counselling

Dental Consultation

Denture

Scaling & Polishing

Optical Care

Spectacle

General Practitioner

## 5.3 Submit a claim

- Search your doctor's name or simply type your doctor's full name.
- Select the diagnosis from the list.

Chan

Q

Please select your doctor from the list

Name

Chanwai Leonard Giles 董若樸

Registration No.: M09563

Name


Chang Yun Po 張運波


Specialty


Orthopaedics & Traumatology

Registration No.: M04040

Done

Doctor 

 Chang Yau Cheung Johnny 鄭又彰

Diagnosis: 

 Type the diagnosis

Colitis, gastroenteritis (GE), enteritis, diarrhea 感染性腸胃炎

Acute upper respiratory tract infection (URTI) 急性上呼吸道感染

Nasopharyngitis/rhinitis, acute (common cold) 急性鼻咽炎 [感冒]

Allergic rhinitis, Hay Fever 過敏性鼻炎, 花粉熱

Pharyngitis, acute (sore throat) 急性咽喉炎

Bronchitis, not spec acute or chronic 支氣管炎

HKD

## 5.3 Submit a claim

- Enter the consultation fee and prescribed western medication fee.
- Enter diagnostic imaging & lab tests or other medical examination fee if any.

### Treatment breakdown

At least one of the claim amount cannot be "0"

Currency

HKD

▼

General Practitioner Visit [i](#)

250

Please enter the total amount here if the Prescribed Medication Fee is combined with the Consultation Fee on your receipt.

Prescribed Western Medication

250

Diag. Imaging & Lab Tests

0

Please enter sleep test expenses in the respective breakdown

[Click here if it is MRI / CT / PET Scan](#)

[+ Add another treatment breakdown](#)



Diag. Imaging & Lab Tests

0

Please enter sleep test expenses in the respective breakdown

MRI / CT / PET Scan

[X Remove](#)

0

Sleep Test

Health check up

Vaccination

Others

## 5.3 Submit a claim

- Answer other details and upload supporting documents.
- For overseas claims, the original physical receipt is required for verification. Please send it to us by post after your online claims submission (please state the membership no. of the patient and the voucher no.).

### Other Details

When did symptoms first appear? (optional)

DD/MM/YYYY (e.g. 31/01/2000)



Is it a pre/ post-hospitalisation follow up visit?

☐

Yes

☒

No

Did you file this claim with any other insurers before?

☐

Yes

☒

No

Would you like to file this claim under another Bupa contract?

☐

Yes

☒

No

Have you received pre-authorisation confirmation?

☐

Yes


☒

No

### Upload Supporting Documents

Maximum 30 MB per submission

Please enable the camera on your phone before using the "Take Photo" function.


 Make sure your payment receipt includes:

- The patient's name
- Treatment date
- Diagnosis
- Breakdown of charges

Please note that some of the information might be printed at the back of the receipt.

Consultation Receipt 

Please select a file

Other supporting documents (optional) 

Please select a file

## 5.3 Submit a claim

- Review the claim summary to ensure all information is correct.
- Fill in your contact no. and check the required boxes.
- Don't forget to provide your e-signature and HKID no. It will help us speed up your claim processing by obtaining your authorisation ahead when we need to get the additional required information from your doctor / medical service provider.

---

### Contact info

We may need to contact you by phone for any issues related to this claim

Day-time contact no.

Day-time contact no.

---

### Declaration and Authorisation

☐ I hereby declare that the above information given is true and correct.

I also authorise any medical practitioner, hospital, clinic, by whom or where I / the Member have / has been observed or treated or any insurance company or organisation that has any records or health information concerning me and / or the Member for any reason, to give full particulars thereof including prior medical history to Bupa Asia Limited. A copy of this authorisation shall be considered as effective and valid as the original.

I understand that if I and / or the Member fail to provide any information requested in this claim, it may result in the inability of Bupa Asia Limited to accept or process the claim.

---

### Personal Information Collection Statement

☐ I have read and understood the [Personal Information Collection Statement](#).

### Signature

Provide your e-signature to speed up the claims process. [?](#)

[X Clear](#)

If the patient is under age 18, please provide an e-signature from his/her parent or legal guardian.


HKID/ Passport No. of the Patient

## 5.4 Resolve Pending Claims

We've launched a new electronic version of our existing Request for Information Notification (also known as CIRs). It's currently available for individual members and selected group scheme members only.

On this page, you can:

- View the pending items of your claims. A notification will be sent to you by email or post if any pending items are required.


HomeMy CoverageClaimsNetwork Doctors FinderDocumentsDownload FormsMember PrivilegesDigital Healthcare

All ▾Voucher no. Request for Information issue date (DD/MM/YYYY) Last 3 months ▾Status All ▾

If you are the subscriber/employee, you can view the pending claims record of all dependant(s); if you are the spouse of a subscriber/employee, you can only view the pending claims record of yourself and your dependant(s).

This page will only log the information on pending claims you've submitted online through myBupa. If you've already submitted via other channels, you don't need to re-submit them here. If the request for information letter asks for your original receipt(s), you need to submit them by post.

Need help?

Request for Information issue date (DD/MM/YYYY)	Member name	Voucher no.	Please reply before (DD/MM/YYYY):	Status	Submit document(s)	Submission date (DD/MM/YYYY)
 25/02/2022 [PDF]	Name 00000000 00000000	12345678 23456789	25/03/2022	Reply submitted	<a href="#">Edit</a>	07/03/2022

« 1 »

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## 5.4 Resolve Pending Claims

On this page, you can:

- Reply with additional information as required through myBupa directly.

[← Resolve Pending Claims](#)

Reply to CIR letter

Request for Information ref. no.	1262978
Voucher number	12345678
Voucher number	23456789

Please upload and submit the document(s) in response to the Request for Information Notification. Your claim will take 5-7 working days to review and process.  
Maximum file size: 30MB per submission

Please select a file

Browse

1262978 2nd round 2nd time.PNG

✕

Submit

Need help?

## 5.5 View Benefit Balance

On this page, you can check the usage, limit and balance of your Clinical, Dental and/or Optical Benefit (if applicable) under your contract. Full details on your usage can be found in your claim history.

[← Claims](#)

### View Benefit Balance

Name00000000 00000000

2021/01

#### Benefit Balance

as of 07/04/2022

Full detail on your usage can be found on in your claim history

The following balance does not include claims that are pending, processing or not yet submitted to Bupa

#### No. of visits recorded

Below benefit item's balance may be subject to the overall balance.

<b>General Practitioner, Specialist, Chinese Herbalist, Bonesetter, Acupuncture treatment</b>	<div>Used 24</div> <div>Remaining 16</div> <div>Max. 40</div>
<div>Non-Network</div> <div>Network Benefit</div>	
<b>Physiotherapist, Chiropractor</b>	<div>Used 0</div> <div>Remaining 30</div> <div>Max. 30</div>
<div>Network Benefit</div> <div>Non-Network</div>	

#### Amount Usage

Below benefit item's balance may be subject to the overall balance.

\*The summary does not include claims that are pending, processing or not yet submitted to Bupa.

## 5.6 Doctors Finder

On this page, you can:

- 1 find network doctors' contact information based on provider name, service type or location
- 2 save your favourite doctors' contact details to 'My Favourites' to easily find them next time
- 3 download a full list of providers and Medpass Network Hospitals - the list of network hospitals in China (if applicable)

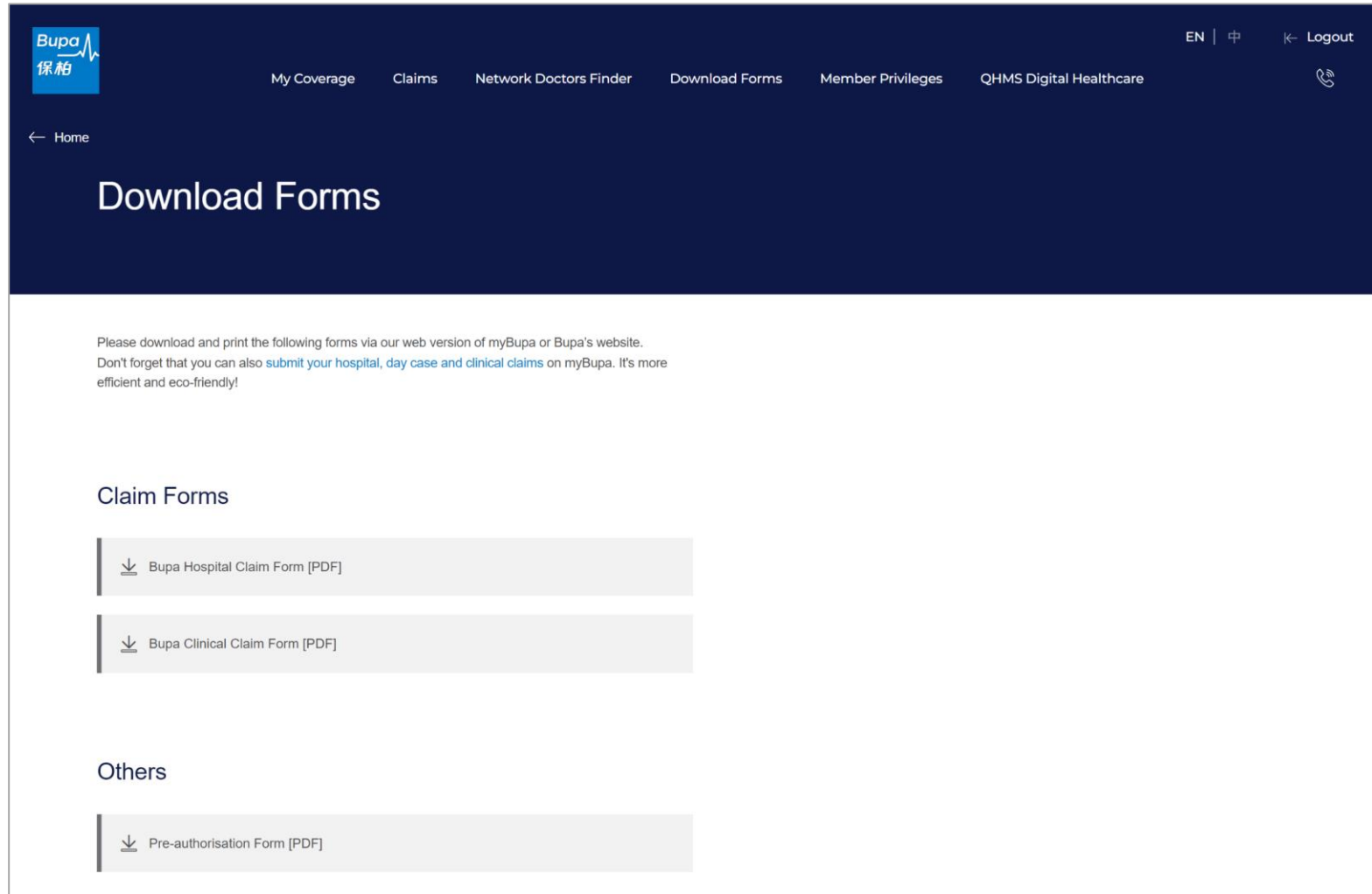
Network Doctors Finder

Requiring referral

Doctor/Clinic/Centre name	Service Type/Specialty/Day Case Surgery	Phone no.	Address	Distance	Service remarks
Chan Tai Man	Specialists - Dermatology	2499 3322	Allied Medical Practice Group, Rm 722-723, Nan Fung Centre, 264-298 Castle Peak Road, Tsuen Wan, New Territories	Not available	

## 5.7 Download Forms

On this page, you can download claim forms and other frequently used forms.



The screenshot shows the Bupa website's 'Download Forms' page. The header is dark blue with the Bupa logo (Bupa 保柏) on the left and navigation links (My Coverage, Claims, Network Doctors Finder, Download Forms, Member Privileges, QHMS Digital Healthcare) and a 'Logout' button on the right. Below the header, there's a dark blue banner with the title 'Download Forms'. The main content area is white and contains a paragraph explaining that forms can be downloaded via the web version of myBupa or Bupa's website, and that users can also submit hospital, day case, and clinical claims on myBupa. Below this, there are two sections: 'Claim Forms' and 'Others'. Under 'Claim Forms', there are two download links: 'Bupa Hospital Claim Form [PDF]' and 'Bupa Clinical Claim Form [PDF]'. Under 'Others', there is one download link: 'Pre-authorisation Form [PDF]'. Each link is preceded by a download icon (a downward arrow).

**Bupa 保柏**

My Coverage Claims Network Doctors Finder Download Forms Member Privileges QHMS Digital Healthcare Logout

← Home

## Download Forms

Please download and print the following forms via our web version of myBupa or Bupa's website. Don't forget that you can also [submit your hospital, day case and clinical claims](#) on myBupa. It's more efficient and eco-friendly!

### Claim Forms

- ↓ Bupa Hospital Claim Form [PDF]
- ↓ Bupa Clinical Claim Form [PDF]

### Others

- ↓ Pre-authorisation Form [PDF]

## 5.8 Member Privileges

- myBupa Member Privileges are special offers exclusively for Bupa members. These include discounts on healthcare services, such as doctors' consultations or immunisations, as well as entertainment and lifestyle products.
- Redeem any myBupa Member Privileges offer by presenting the e-voucher and a valid identity document to the participating vendor. Prior appointment may be required.
- Please note: myBupa Member Privileges offers can only be redeemed by Bupa members with active subscriptions.

The screenshot shows the Bupa Member Privileges webpage. The header is dark blue with the Bupa logo (Bupa 保柏) on the left and navigation links (My Coverage, Claims, Network Doctors Finder, Download Forms, Member Privileges, QHMS Digital Healthcare) in the center. On the right, there are language options (EN | 中), a Logout button, and a phone icon. Below the header, there is a '← Home' link and a 'Member Privileges' title. A 'Filter by' button is visible on the left. On the right side of the page, there is a vertical blue button labeled 'Need help?'. The main content area is titled 'Member Privileges' and contains a paragraph: 'myBupa Member Privileges features exclusive offers, discounts and promotions for a wide variety of products and services. Check out the latest offers exclusively available for Bupa members like you.' Below this, there are three promotional cards. The first card is titled 'Get 5% OFF or FREE Screening' and features a red heart logo with a white 'S' inside, representing 'Children's Health & Wellness'. The second card is titled 'Comprehensive Children's Eye Exam' and features the 'PolyVision' logo (理大護眼 PolyVision A Subsidiary of PolyU) and mentions 'Children's Health & Wellness' and 'Enjoy \$100 discount for eye exam'. The third card is titled '20% Off Biothermored Moist Heating Pad' and features a blue circular logo with the Chinese characters '卓健' (Zhuo Jian).

## 5.9 Add/view as another scheme

New

On this page, you can:

- 1 view the list of Bupa schemes that you have added to your account on myBupa
- 2 add another scheme by providing corresponding membership number, HKID and date of birth
- 3 select the specific scheme to view its details

The screenshot displays the Bupa myBupa account interface. The top navigation bar includes links for My Coverage, Claims, Network Doctors Finder, Download Forms, Member Privileges, and QHMS Digital Healthcare. The user is logged in as 'Name 00388800 01253112' with a last login of 'TU/01/2024 04:37:43 PM'. The 'Viewing: Company Care' section shows a list of schemes, with 'Company Care' selected. A red box highlights the 'Add Another Scheme' button, which is linked to a detailed form. The form includes fields for Membership no., HKID/Passport no., and Date of birth, along with a Personal Information Collection Statement and a Submit button.

**1** view the list of Bupa schemes that you have added to your account on myBupa

**2** add another scheme by providing corresponding membership number, HKID and date of birth

**3** select the specific scheme to view its details

**Add Another Scheme**

Simply provide the required information to add another scheme to your record on myBupa.

Membership no.\*

HKID/Passport no. (The first 5 digits, including letters)\*

e.g. A1234

Date of birth \*

DD/MM/YYYY (e.g. 31/01/2000)

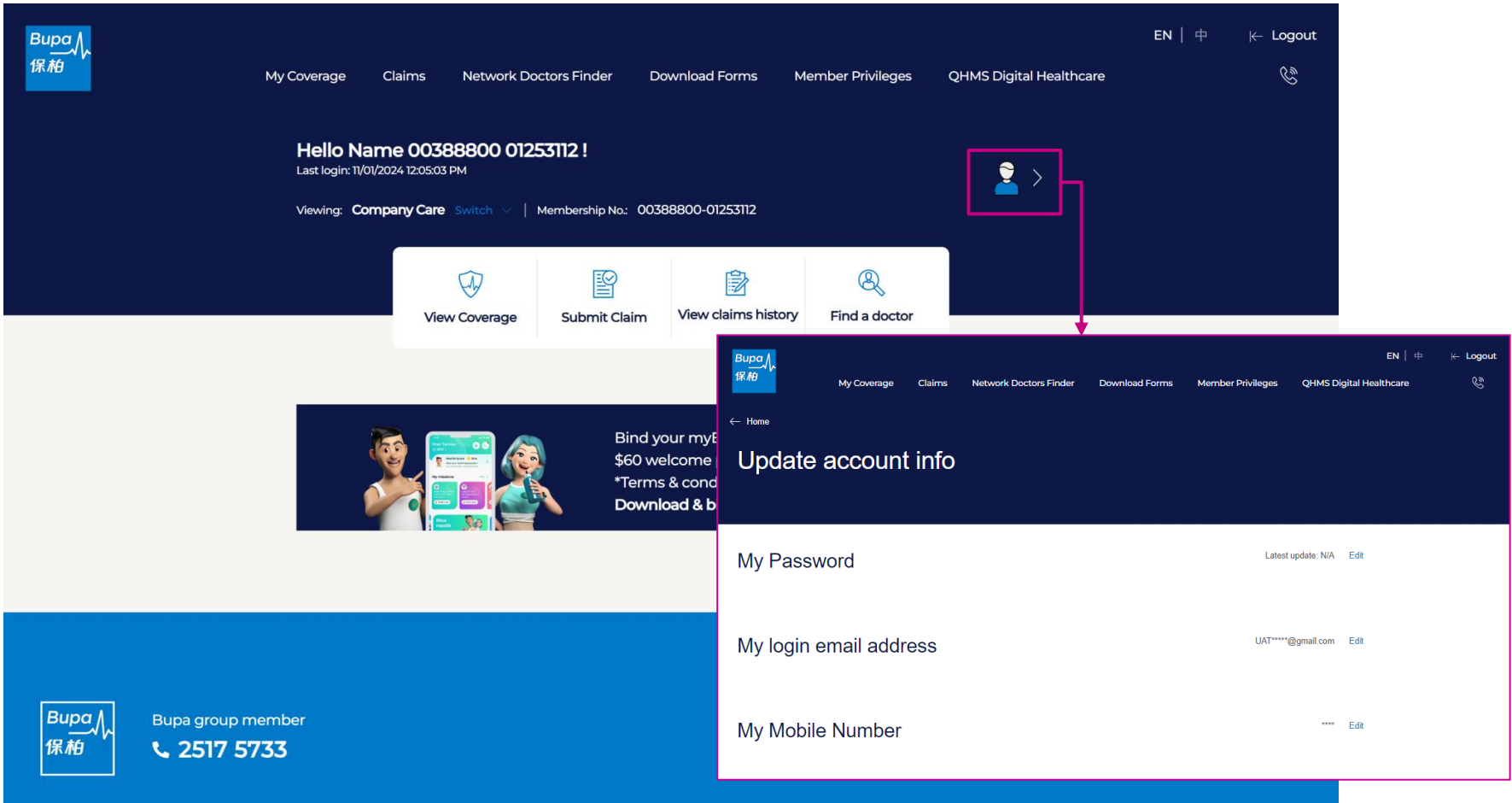
**Personal Information Collection Statement**

☐ I confirm that I have read and understood the [Personal Information Collection Statement](#) ("Statement"). I consent to the transfer of my personal data within or outside of Hong Kong for the purposes and to the types of transferees as set out in the Statement. I have understood the Statement's effect in respect of my personal information collected or held by Bupa (Asia) Limited, including the use, storage, processing, transfer, disclosure and/or sharing of part of or all of my personal information within the Group Companies in accordance with the Statement. The updated version of Statement is available for download from [www.bupa.com.hk](http://www.bupa.com.hk).

**Submit**

## 5.10 Update account info

On this page, you can change your myBupa password, email address and mobile number.



The screenshot displays the Bupa member portal interface. At the top, the Bupa logo is on the left, and navigation links (My Coverage, Claims, Network Doctors Finder, Download Forms, Member Privileges, QHMS Digital Healthcare) and a Logout button are on the right. The main header area shows a greeting: "Hello Name 00388800 01253112 !", the last login time, and the membership number. A pink box highlights the user profile icon in the top right corner, with an arrow pointing to the "Update account info" page. The "Update account info" page is shown as an inset, featuring a dark blue header with the Bupa logo and navigation links. Below the header, the page title "Update account info" is displayed. The main content area lists three fields for updating account information: "My Password" (Latest update: N/A, Edit), "My login email address" (UAT\*\*\*\*\*@gmail.com, Edit), and "My Mobile Number" (\*\*\*\*, Edit). The footer of the main page shows the Bupa logo, "Bupa group member", and the contact number 2517 5733.

## 5.11 Update bank account no. and contact information\*

- 1 You can go to “My Coverage” > “Claim Settlement” to update your bank account no. at any time if needed.
- 2 You can also update your contact information including email, mailing address and contact no. at the bottom of the same page. Upon successful change, you’ll receive our email notification.

**My Coverage** | Claims | Network Doctors Finder | Download Forms | Member Privileges | QHMS Digital Healthcare | EN | 中 | Logout

### Claim Settlement

Claim settlement method: Autopay

Bank account no. [Edit](#)  
P\*\* A\*\*\* N\*\*\* F\*\*\* 8\*\*\*\*\* 2\*\*\*\*\*  
999999\*\*\*\*999999

Document delivery method: Via e-Services / Softcopy on myBupa

\*Please refer to <https://www.bupa.com.hk/en/customer-care/mybupa/> for the latest list of e-documents available on myBupa. This list is subject to change.

#### Subscription Details

#### Membership Details

#### Contact Information

Preferred email [Edit](#) 602\*\*\*\*\*@home.com Contact Numbers [Edit](#)

Mailing Address [Edit](#)  
Corr Addr 1 60238532  
Corr Addr 2 60238532  
Corr Addr 3 60238532  
Kwun Tong, Kowloon

Mobile no.  
Office no.  
Home no. 99\*\*\*\*\*99

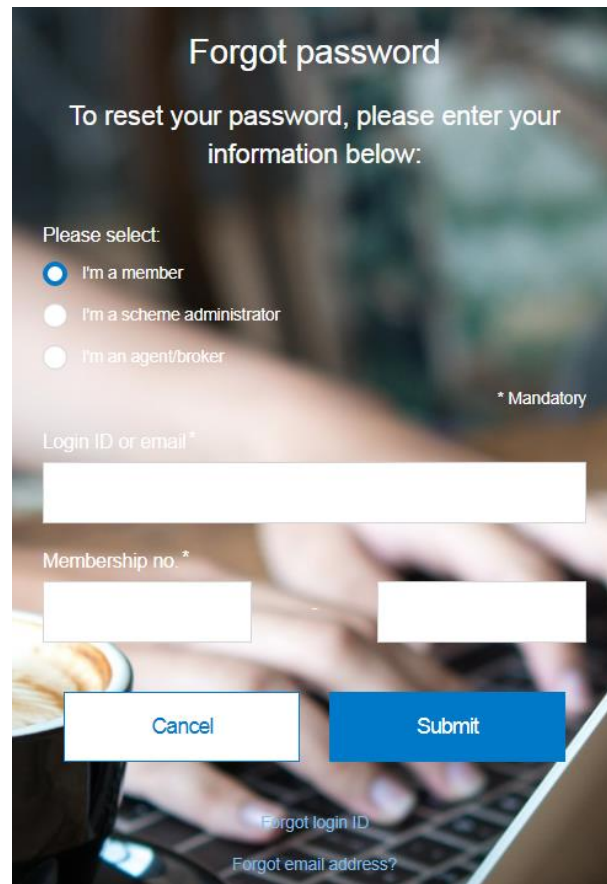
\*This service is not applicable to group members.



## 5.12 Forgot Password

There are three steps to reset your myBupa password:

Step 1: Select your role as a member, enter your email address and the 16-digit membership number.



The screenshot shows a 'Forgot password' form overlaid on a background image of hands typing on a laptop. The form has a title 'Forgot password' and a subtitle 'To reset your password, please enter your information below:'. Below this is a 'Please select:' section with three radio button options: 'I'm a member' (selected), 'I'm a scheme administrator', and 'I'm an agent/broker'. To the right of these options is a '\* Mandatory' label. Below the selection is a text input field labeled 'Login ID or email \*'. Below that is a 'Membership no. \*' section with two adjacent text input fields. At the bottom are two buttons: 'Cancel' and 'Submit'. At the very bottom, there are two links: 'Forgot login ID' and 'Forgot email address?'.

Forgot password

To reset your password, please enter your information below:

Please select:

☒ I'm a member

☐ I'm a scheme administrator

☐ I'm an agent/broker

\* Mandatory

Login ID or email \*

Membership no. \*

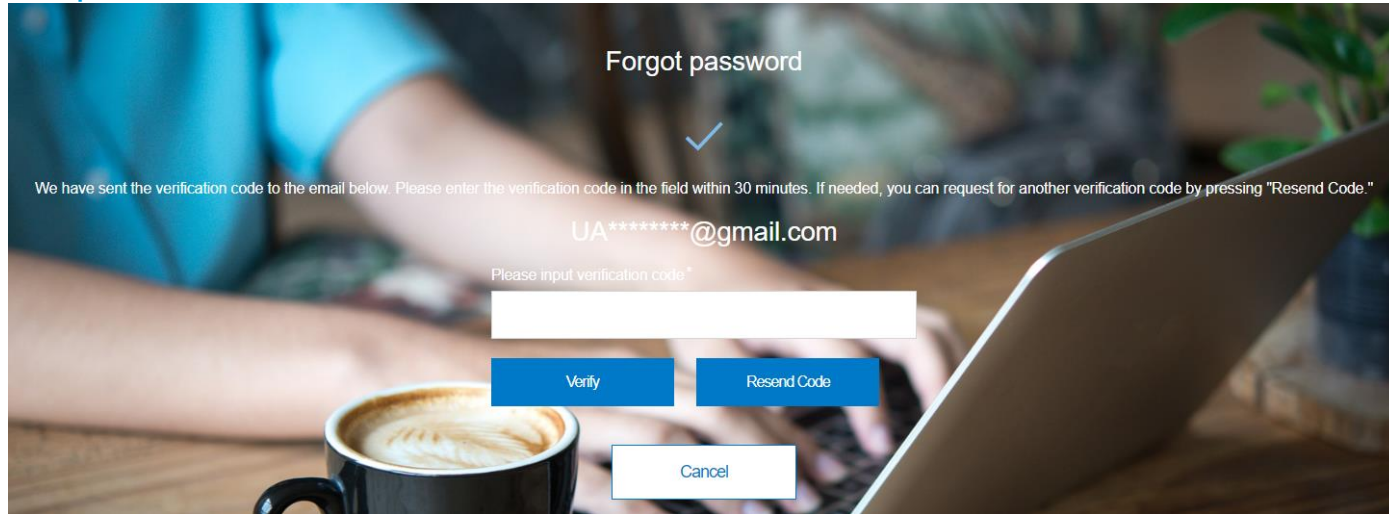
Cancel Submit

[Forgot login ID](#)

[Forgot email address?](#)

## 5.12 Forgot Password

Step 2: Check your email that's registered in myBupa to get the verification code and enter the code to complete email verification.



Forgot password

✓

We have sent the verification code to the email below. Please enter the verification code in the field within 30 minutes. If needed, you can request for another verification code by pressing "Resend Code."

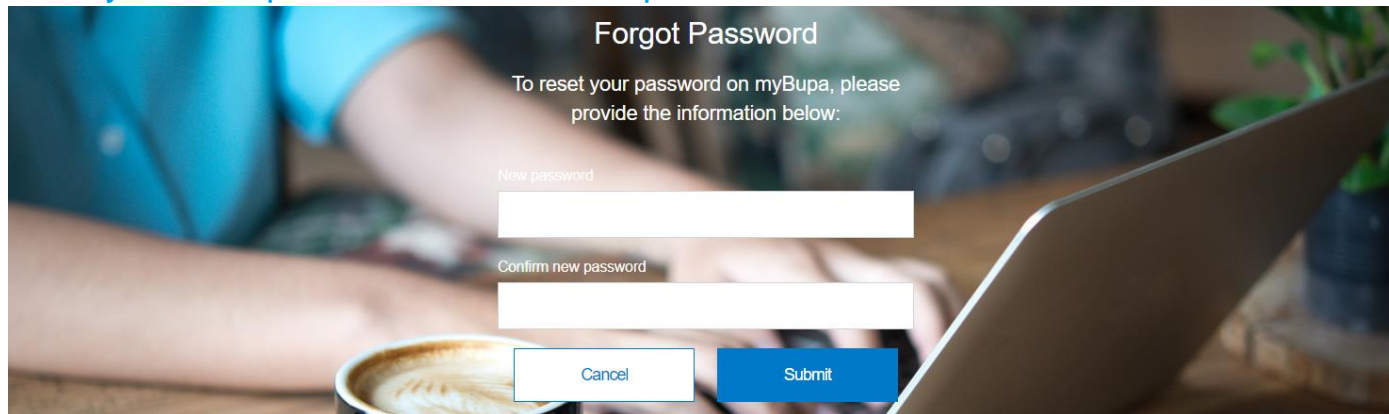
UA \*\*\*\*\*@gmail.com

Please input verification code \*

Verify Resend Code

Cancel

Step 3: Enter your new password twice to complete.



Forgot Password

To reset your password on myBupa, please provide the information below:

New password

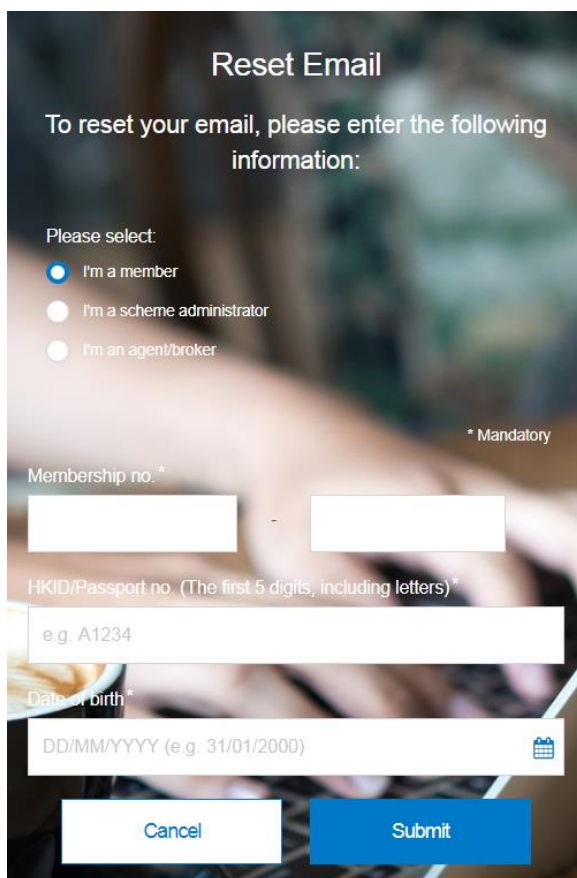
Confirm new password

Cancel Submit

## 5.13 Forgot Email Address

There are two steps to reset your email address on myBupa:

Step 1: Select your role as a member and then enter the three key membership details.



**Reset Email**

To reset your email, please enter the following information:

Please select:

- ☒ I'm a member
- ☐ I'm a scheme administrator
- ☐ I'm an agent/broker

\* Mandatory

Membership no. \*

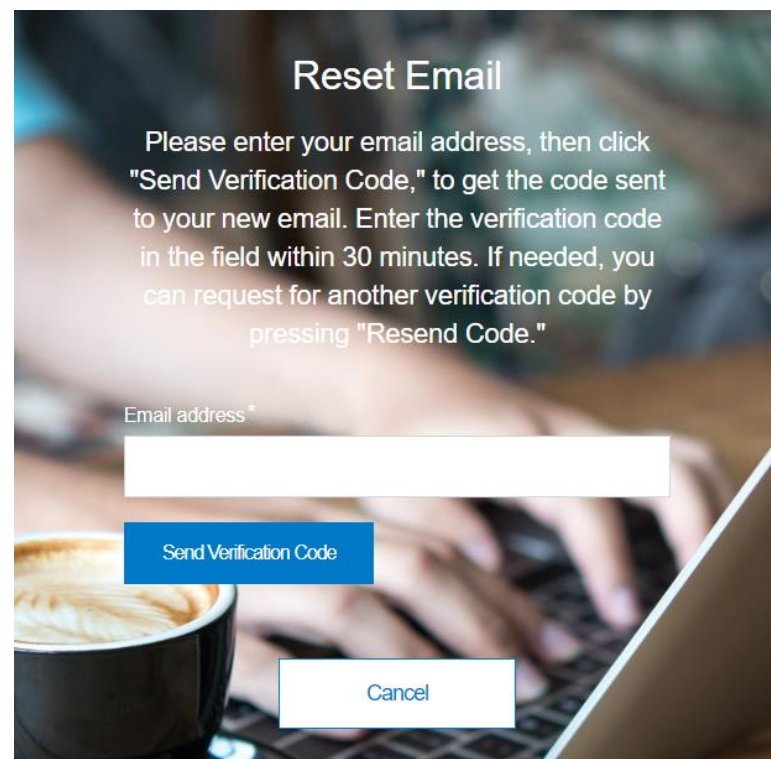
HKID/Passport no. (The first 5 digits, including letters) \*

e.g. A1234

Date of birth \*

DD/MM/YYYY (e.g. 31/01/2000)

Step 2: Enter your new email address and click "Send Verification Code" to send the code to your new email. Enter the verification code to complete the change email process.



**Reset Email**

Please enter your email address, then click "Send Verification Code," to get the code sent to your new email. Enter the verification code in the field within 30 minutes. If needed, you can request for another verification code by pressing "Resend Code."

Email address \*