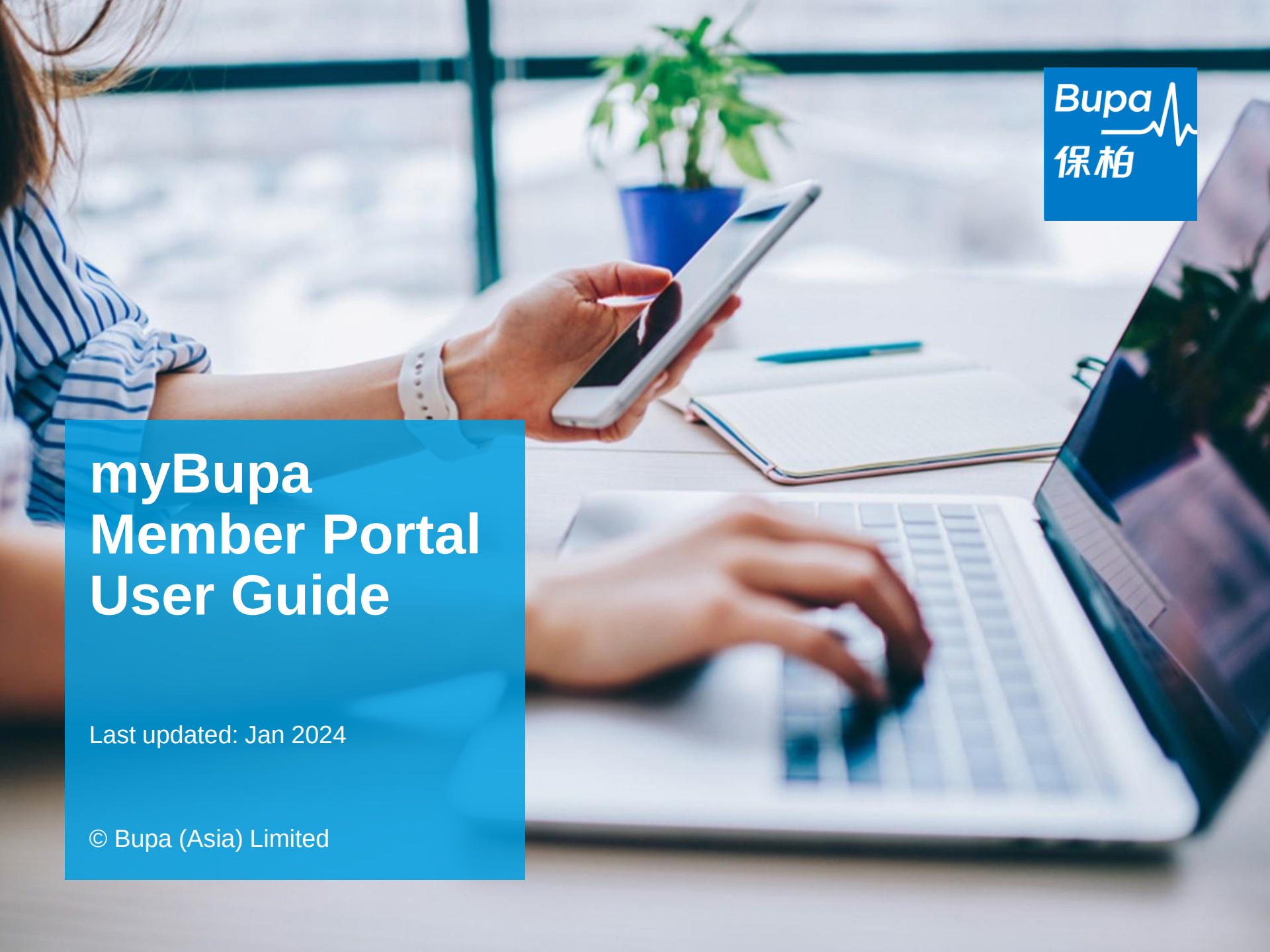

myBupa Member Portal User Guide

Last updated: Jan 2024

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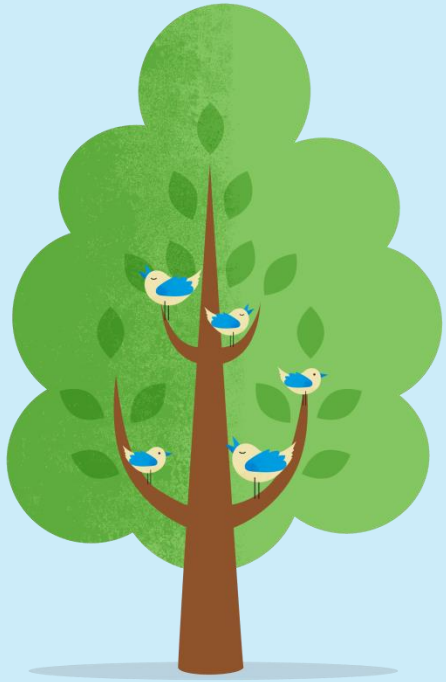
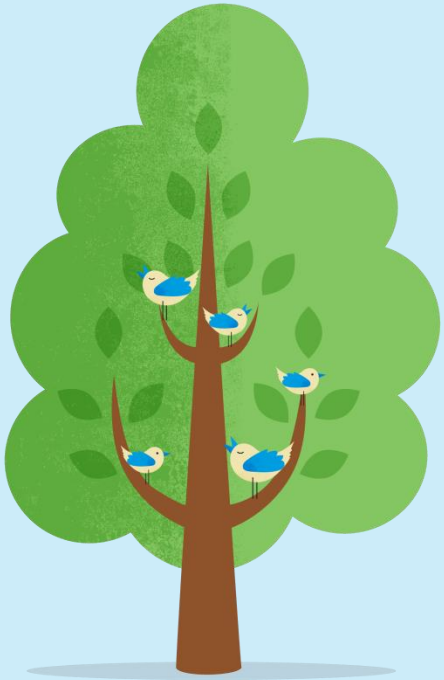
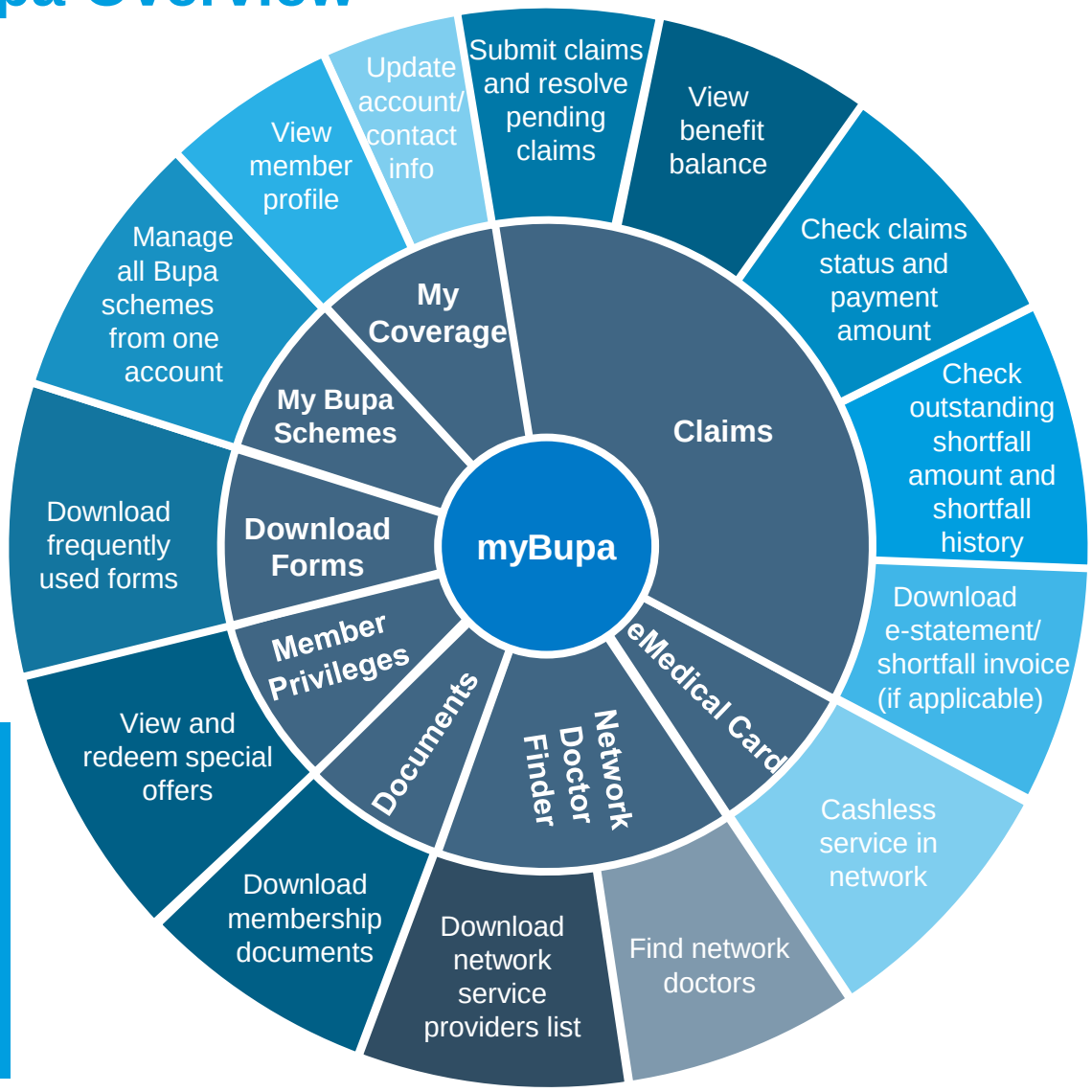


1. Overview



1.1 myBupa Overview



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

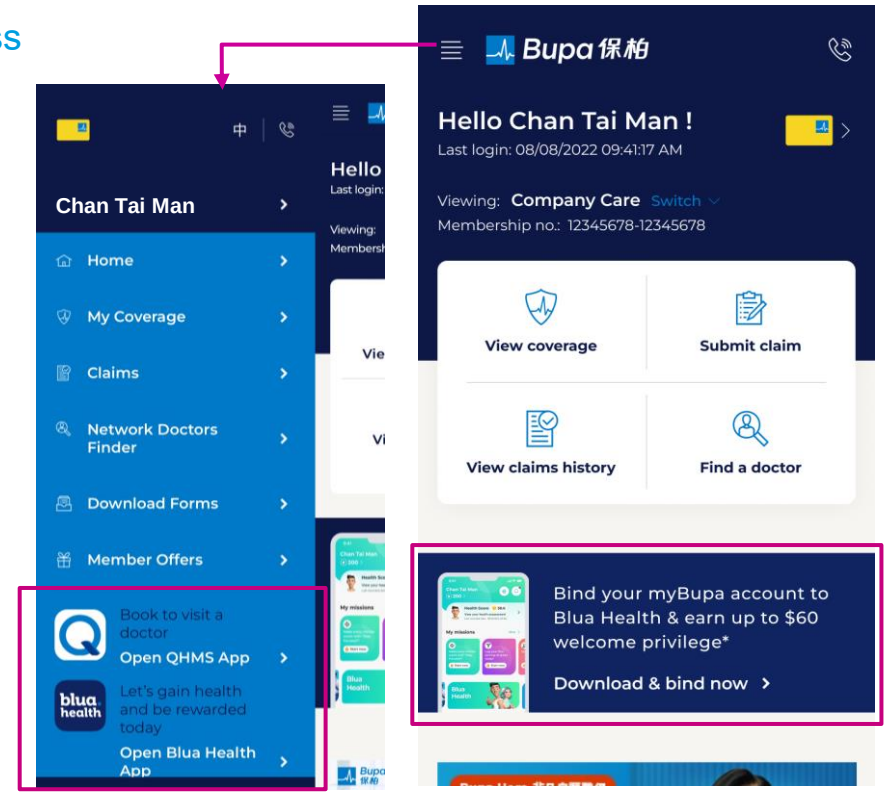
© Bupa (Asia) Limited

1.2 Direct access to Blua Health and QHMS's mobile app* New

Your myBupa account provides you with one-stop access to healthcare and wellness services. Simply click **"Digital Healthcare"** or **"Blua Health"** on myBupa to access Quality HealthCare Medical Services (QHMS)'s mobile app and Bupa's wellness app Blua 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.

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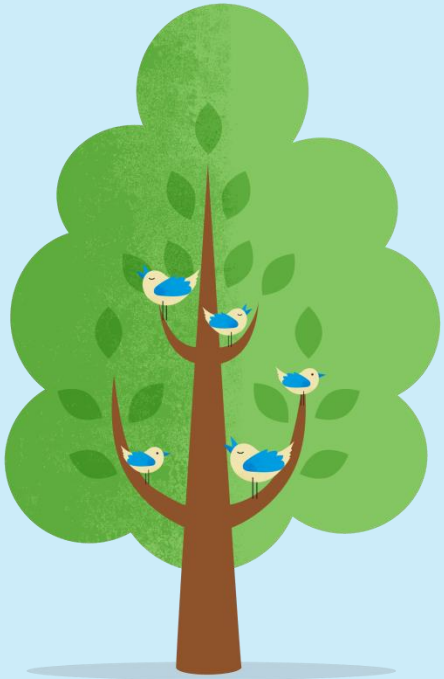
2. Member Registration



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

Dear valued member,

To help you manage your Bupa scheme at anytime and anywhere, we would like to invite you to register for **myBupa**, our one-stop online customer service portal.

myBupa gives you access to information of your Bupa scheme in no time. A wide range of services such as tracking your claims status, filing a clinical claim, searching a network doctor, and much more, are just a click away.

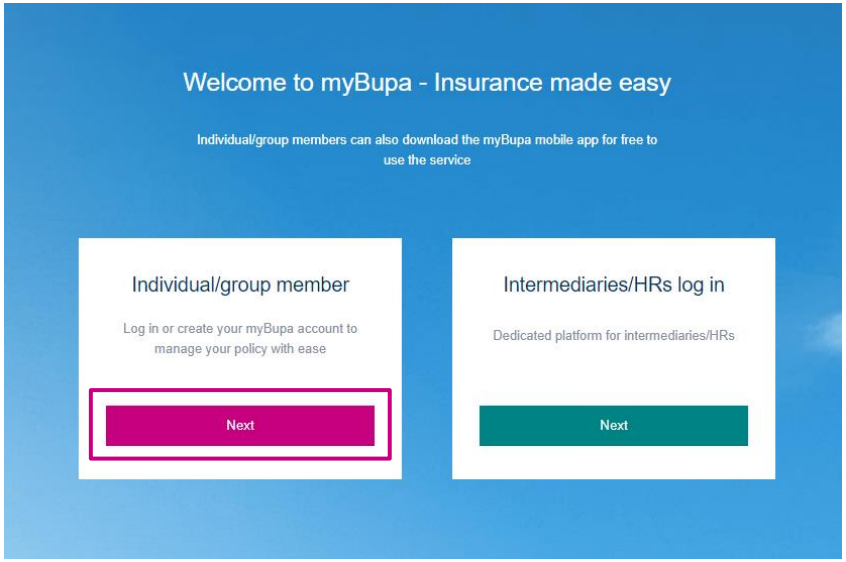
Register now

Here's your **exclusive invitation link** to create your account on **myBupa**. You can also register after downloading **myBupa's** free mobile app from the App Store/Google Play.

Thank you for choosing Bupa as your healthcare partner.

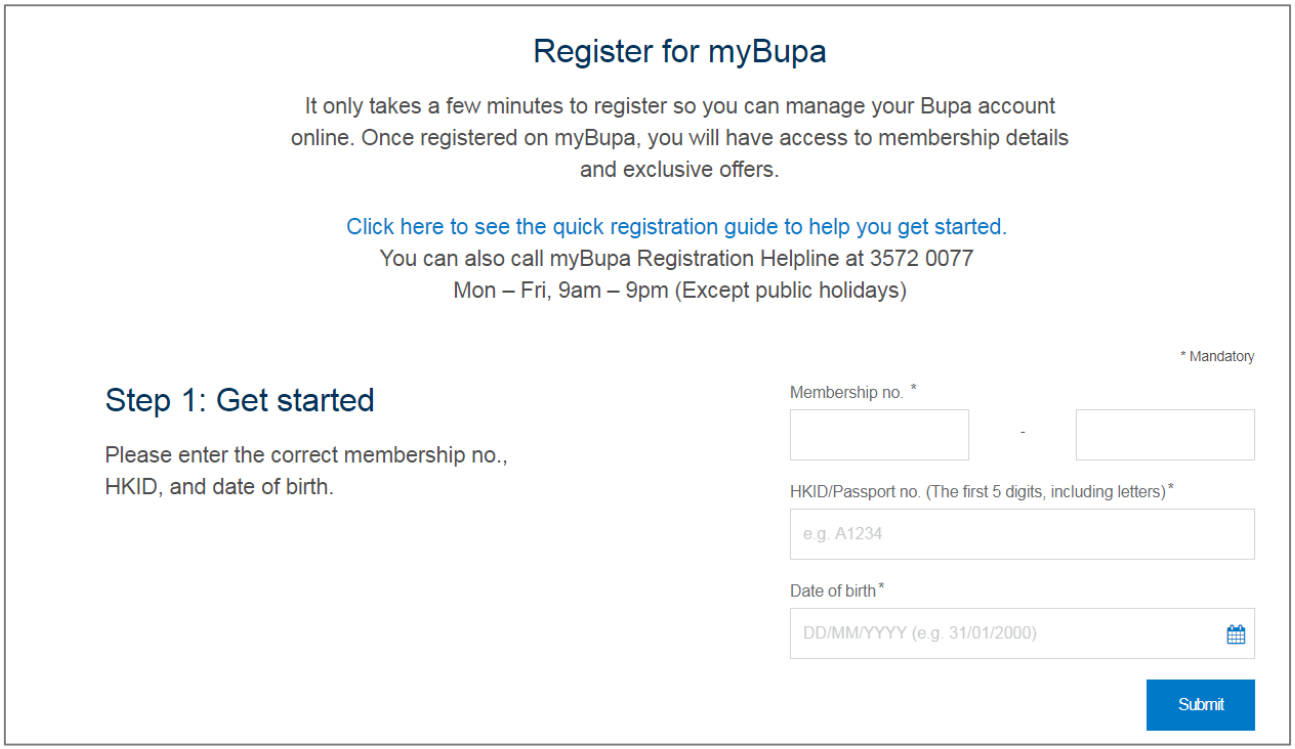
Yours faithfully,
Bupa (Asia) Limited

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



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- 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

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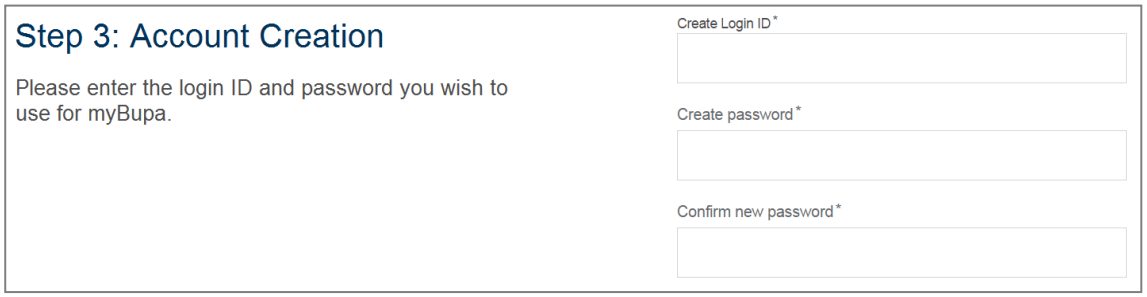
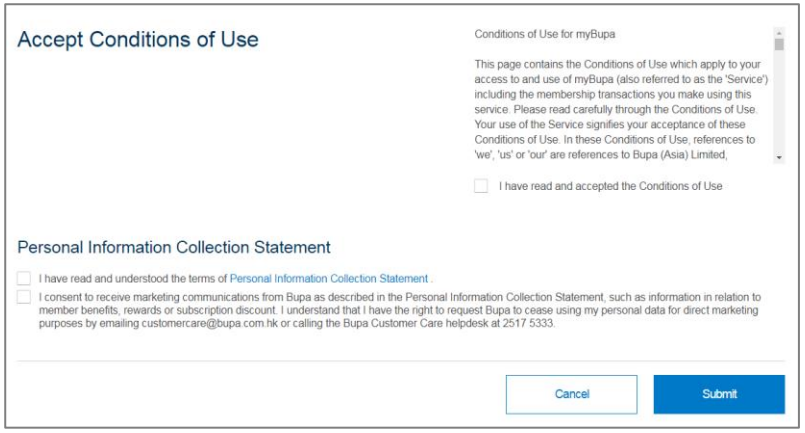
- Your Login ID must be at least 6 characters long, with combination of any letters, numbers or special characters of . - _ (special characters other than . - _ are not accepted).
- Your password must be at least 8 characters long, with at least one lowercase letter, one uppercase letter, one number, 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



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



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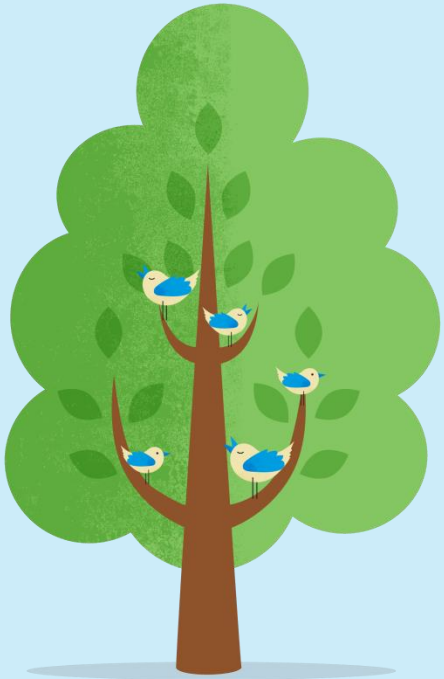
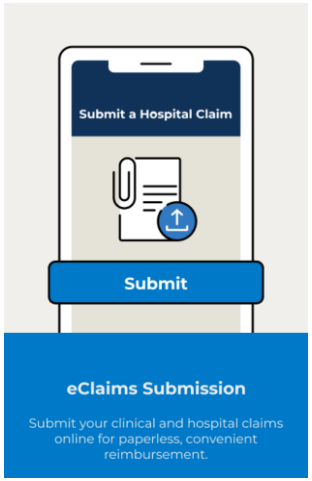
3. Mobile App

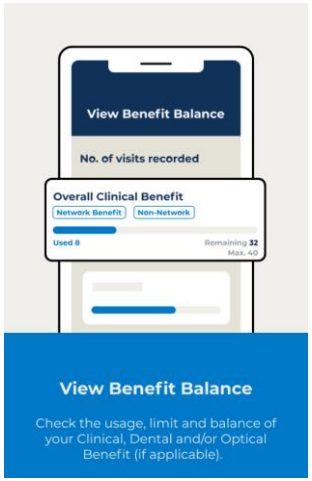


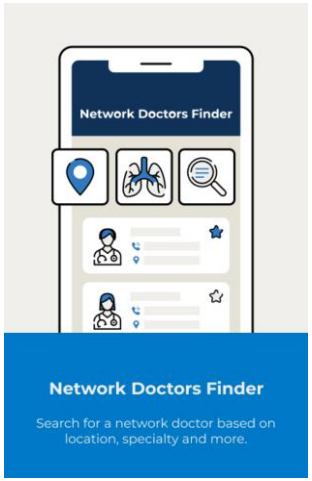
3.1 Download myBupa mobile app

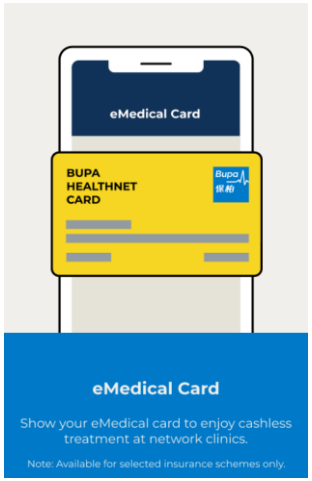
- myBupa is an online customer service portal available on the web as well as a mobile app.
- myBupa mobile app provides the same functionalities as the website. Plus, you can access your eMedical Card*.

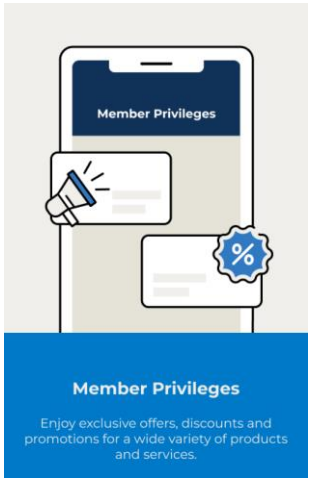
Scan this QR code to download myBupa	Download on the App Store	GET IT ON Google Play
Supported version#	iOS 11.3 and above	Android 9.0 and above











*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 to use the web version.

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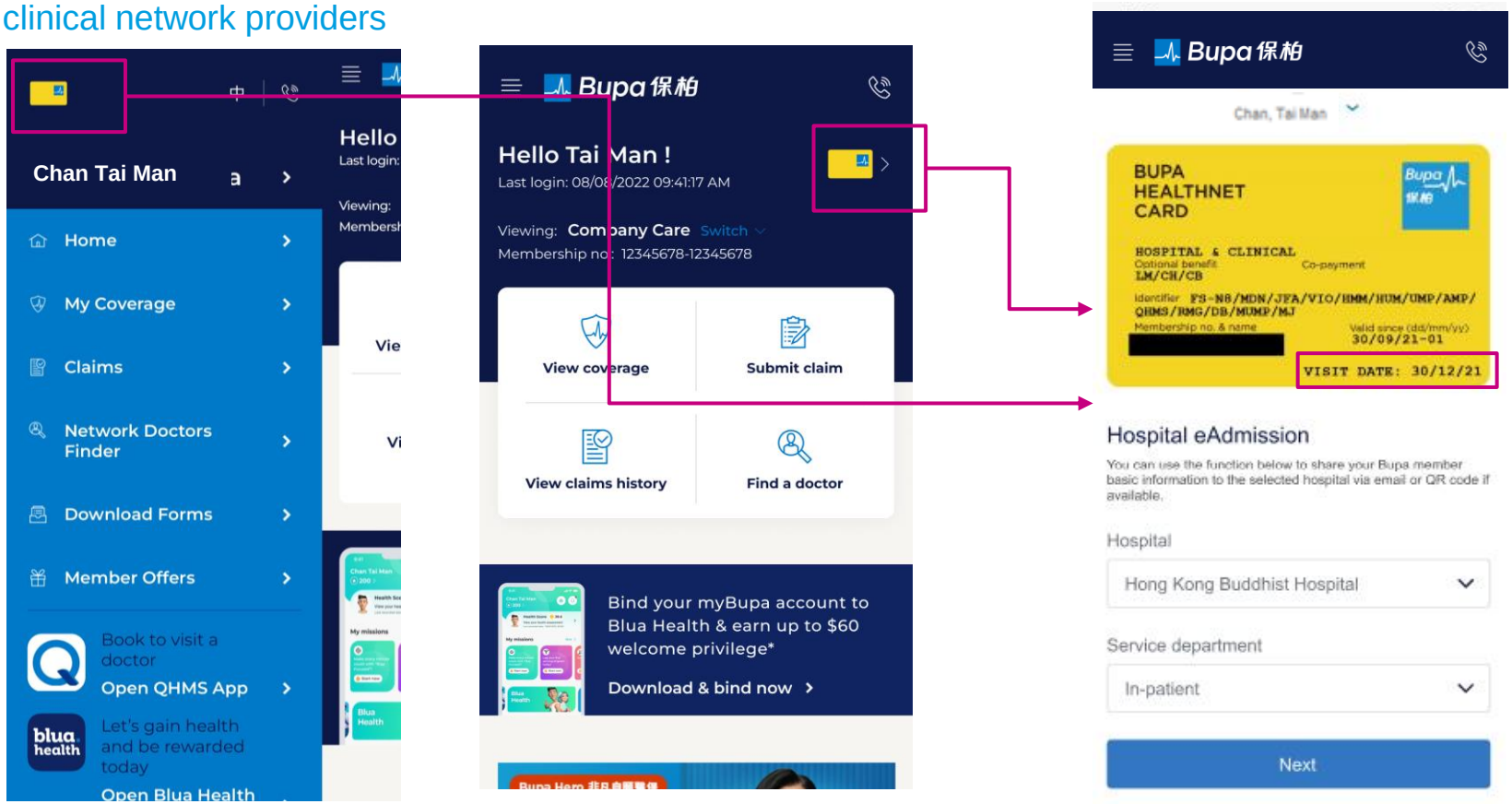
3.2 eMedical Card* New

- 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

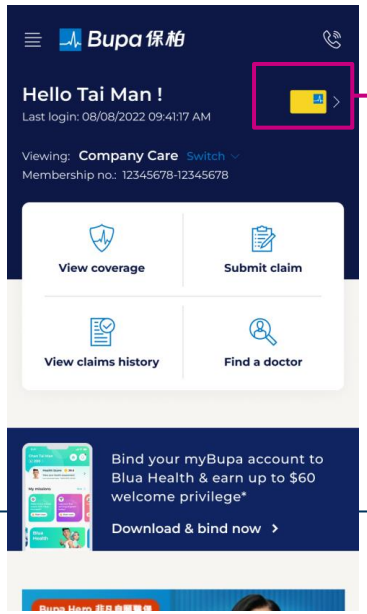


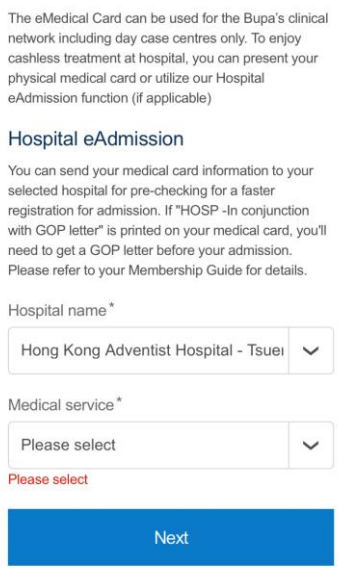
*This service is currently available for selected insurance schemes only.

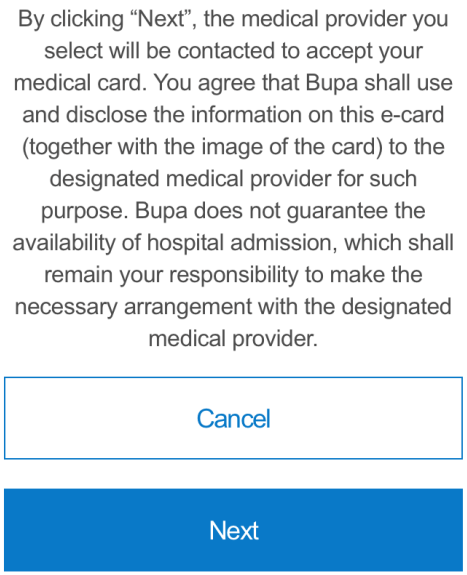
3.3 Hospital eAdmission

- 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.



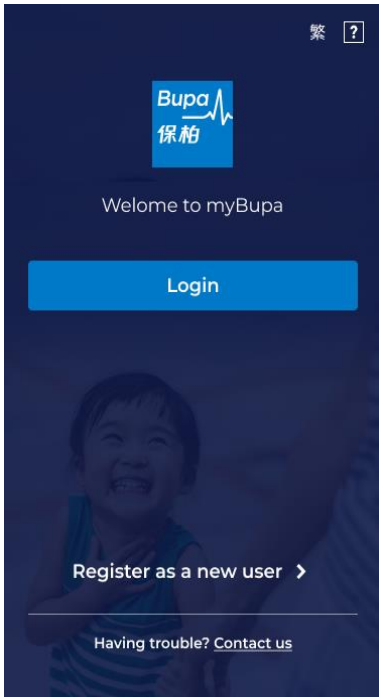




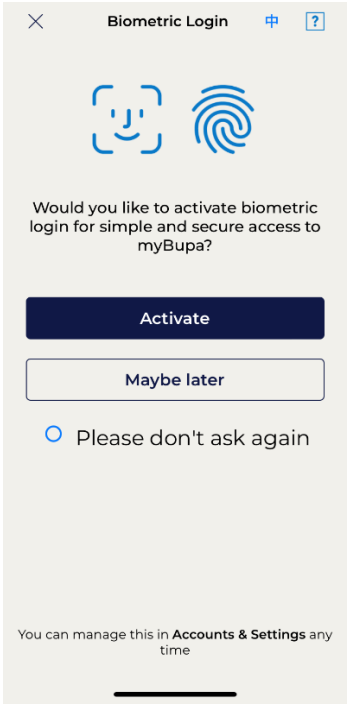
3.4 Biometric login on myBupa app

- Activate the service:

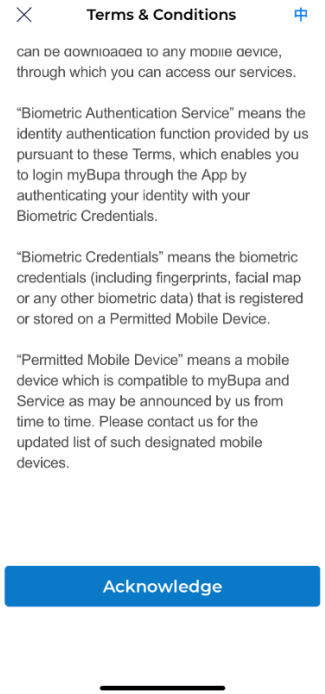
Step 1
Tap “Login”



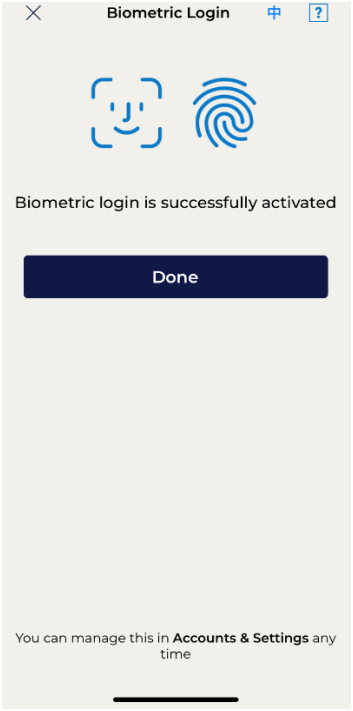
Step 2
Tap “Activate”



Step 3
Acknowledge the Terms & Conditions



Step 4
Biometric login is successfully activated



- 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

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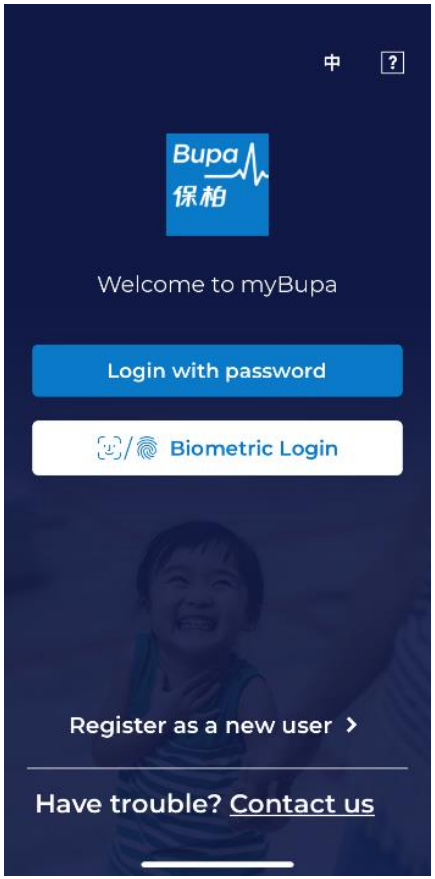
3.4 Biometric login on myBupa app

- 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 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.

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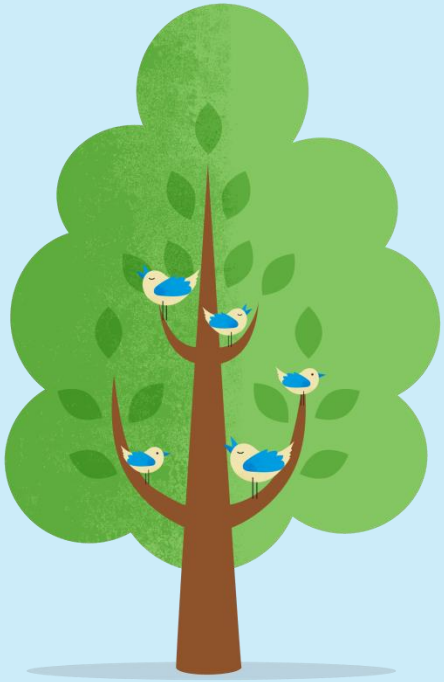
4. Navigation



4.1 Home Page

New

Check claims, shortfall details and submit eClaims

Search for network doctors

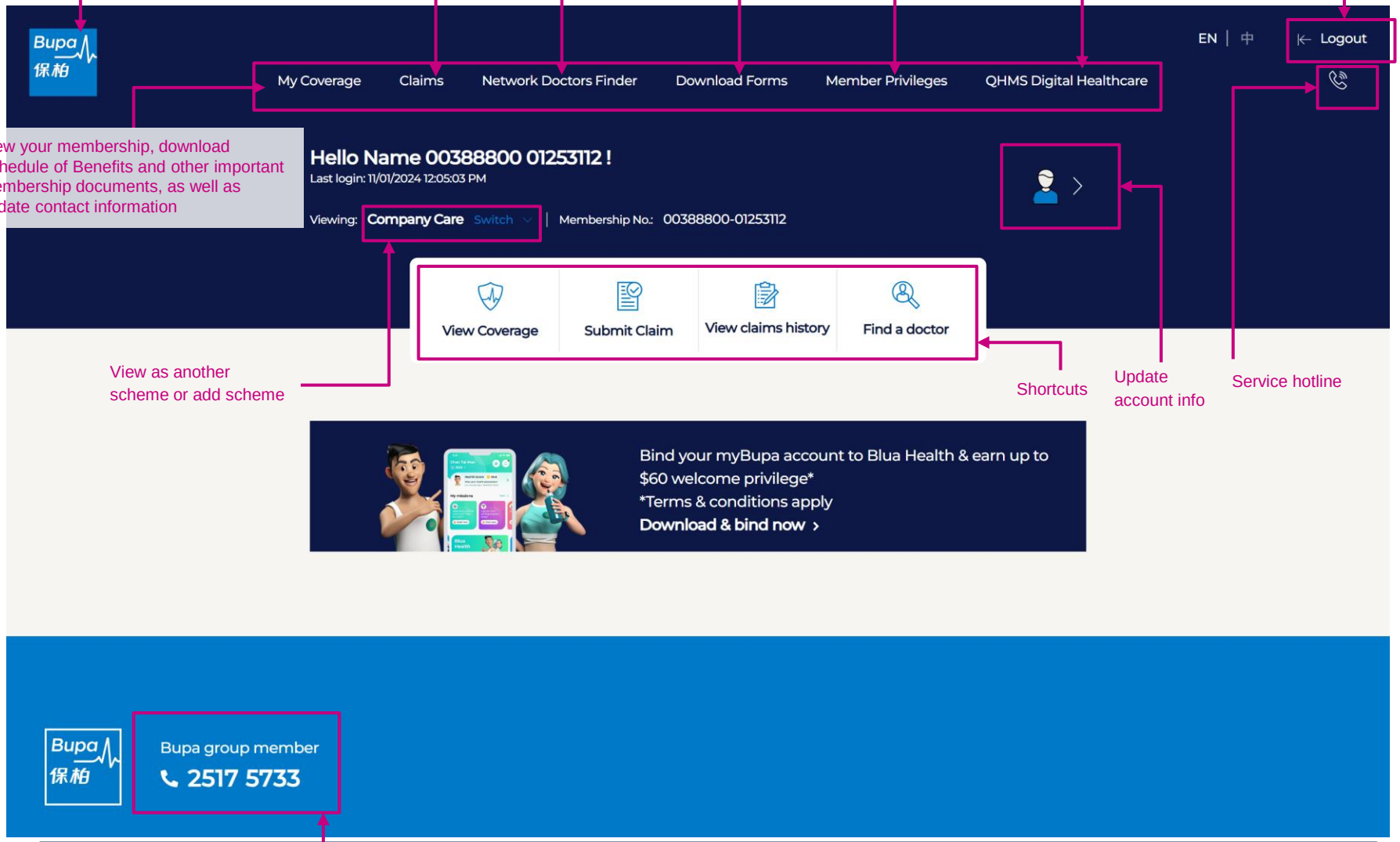
Download frequently-used forms

Member privilege offers

Access QHMS Mobile App

Logout

Home page



View your membership, download Schedule of Benefits and other important membership documents, as well as update contact information

View as another scheme or add scheme

Shortcuts

Update account info

Service hotline

Designated hotline

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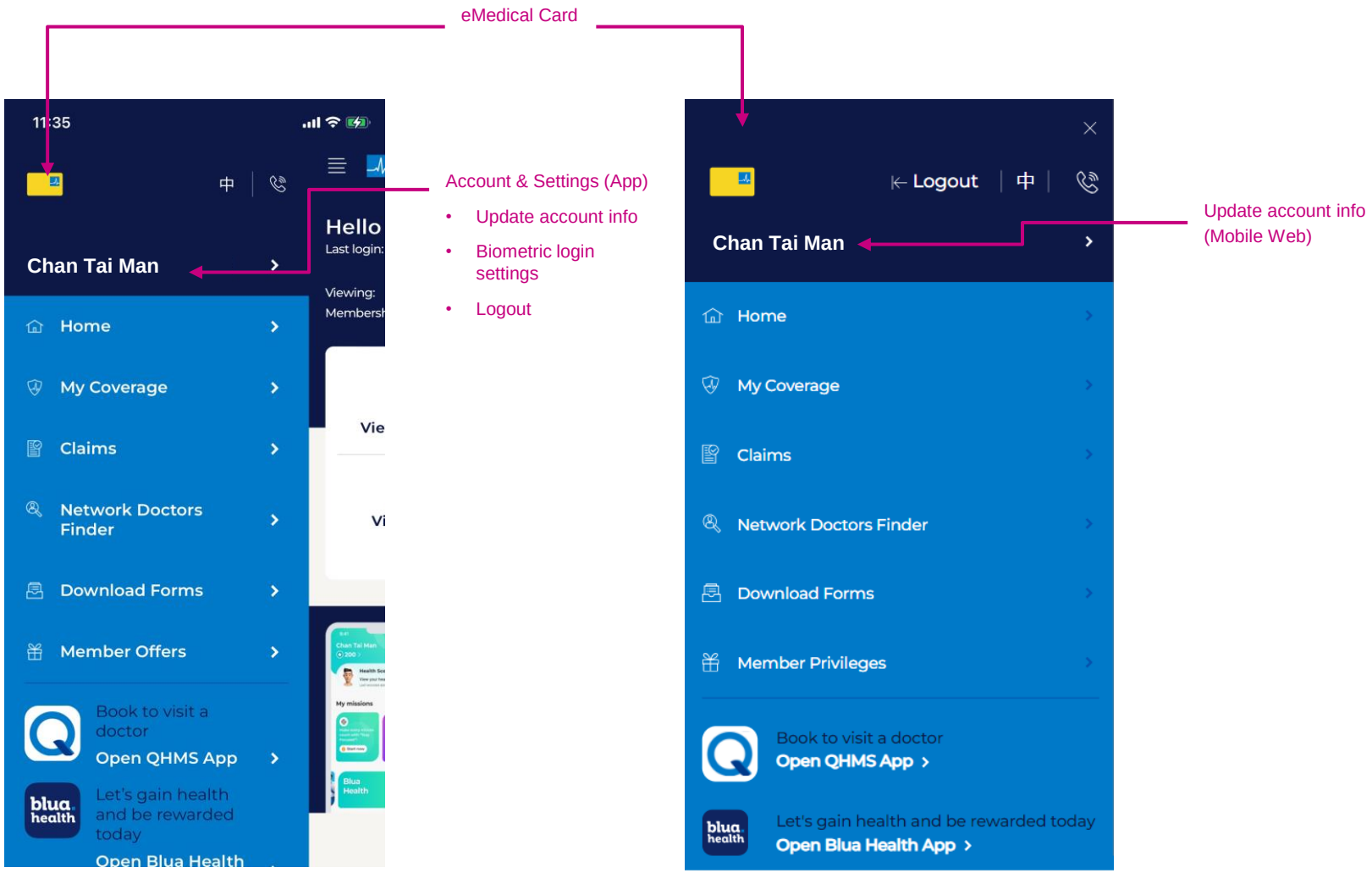
4.2 Side Menu on Mobile (App & Mobile Web) New



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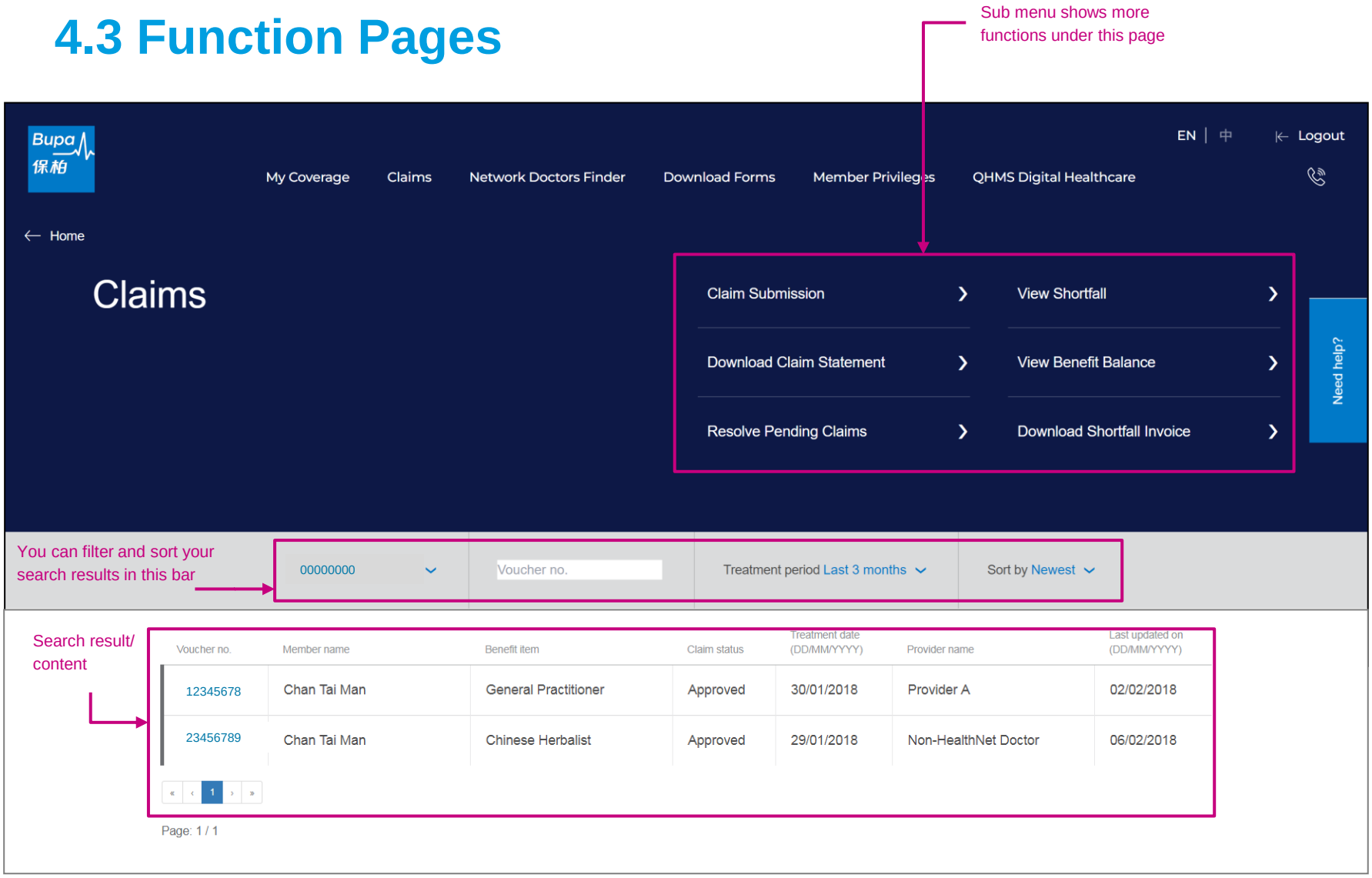
4.3 Function Pages



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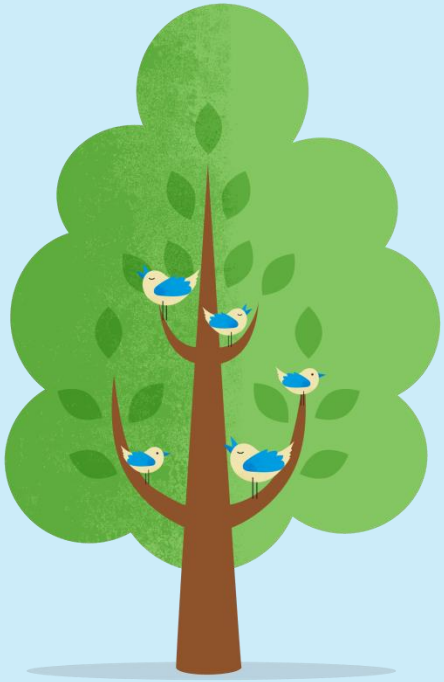
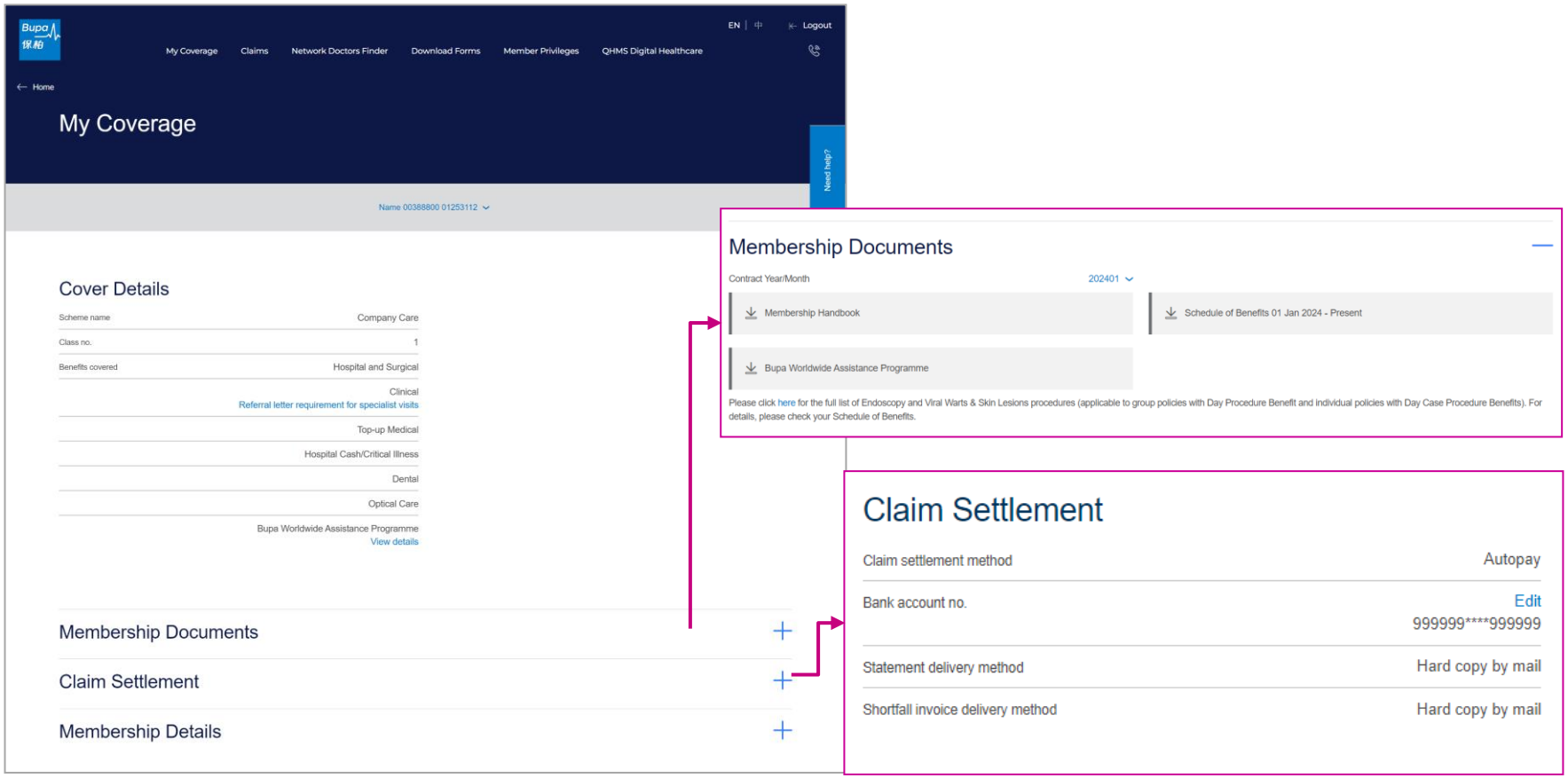
5. Function Highlights



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.



*This service is not applicable to group members.

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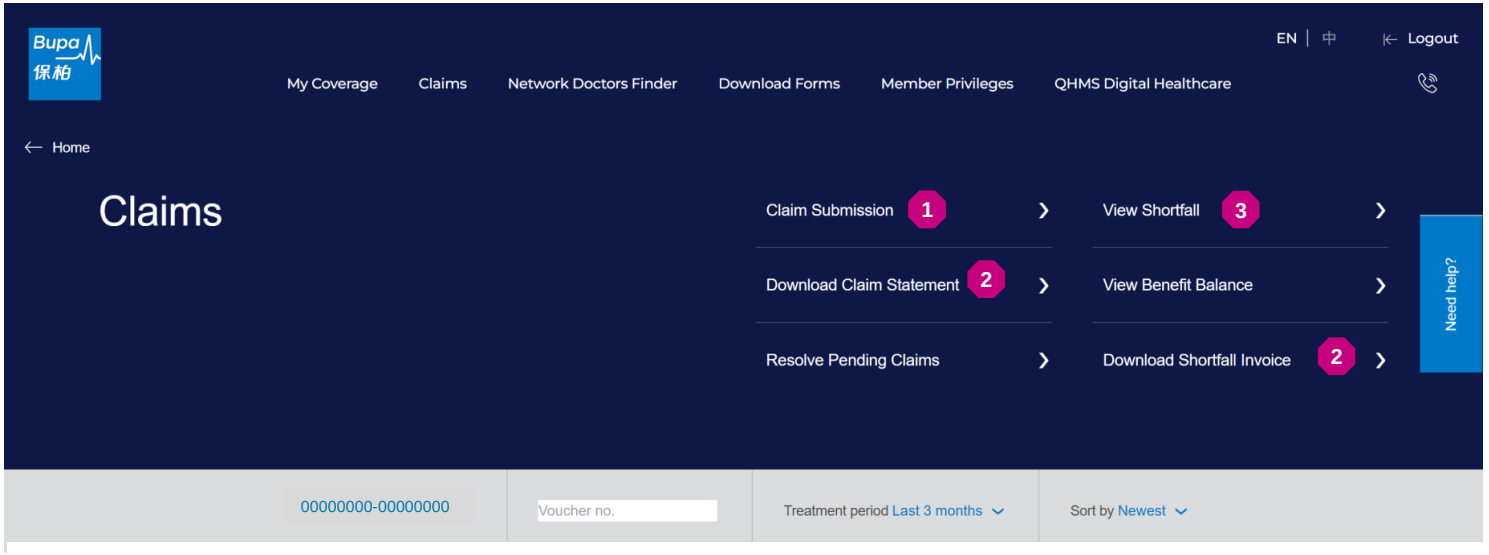
5.2 Claims

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.

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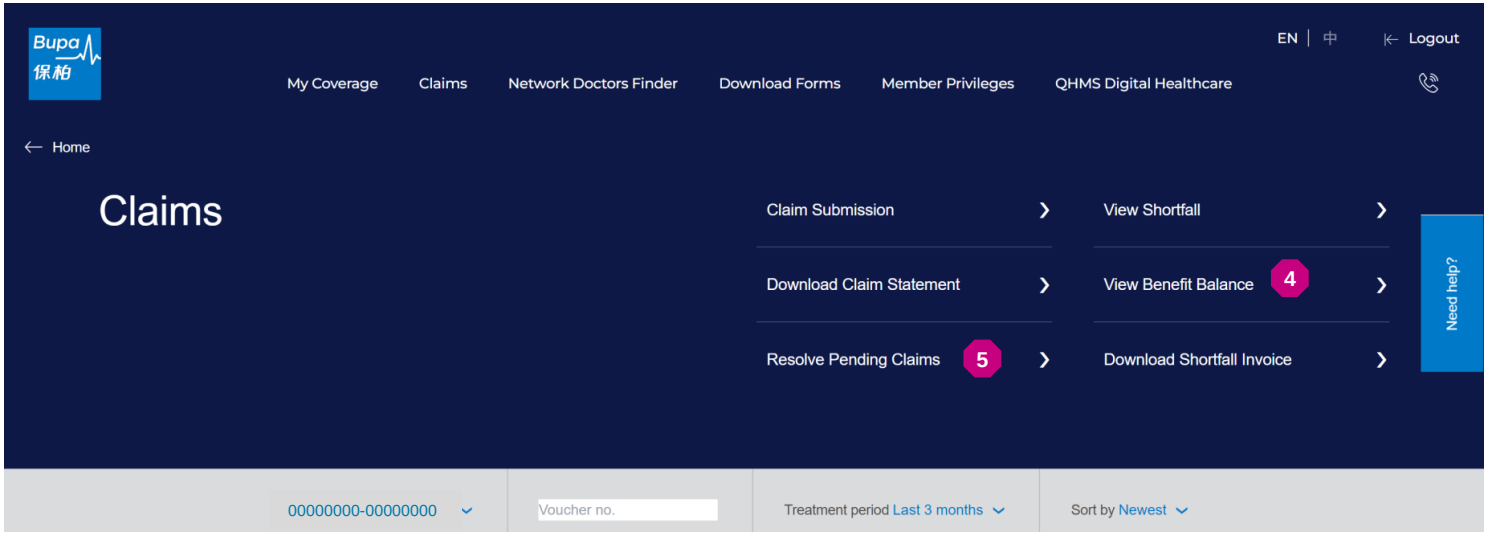
5.2 Claims

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.

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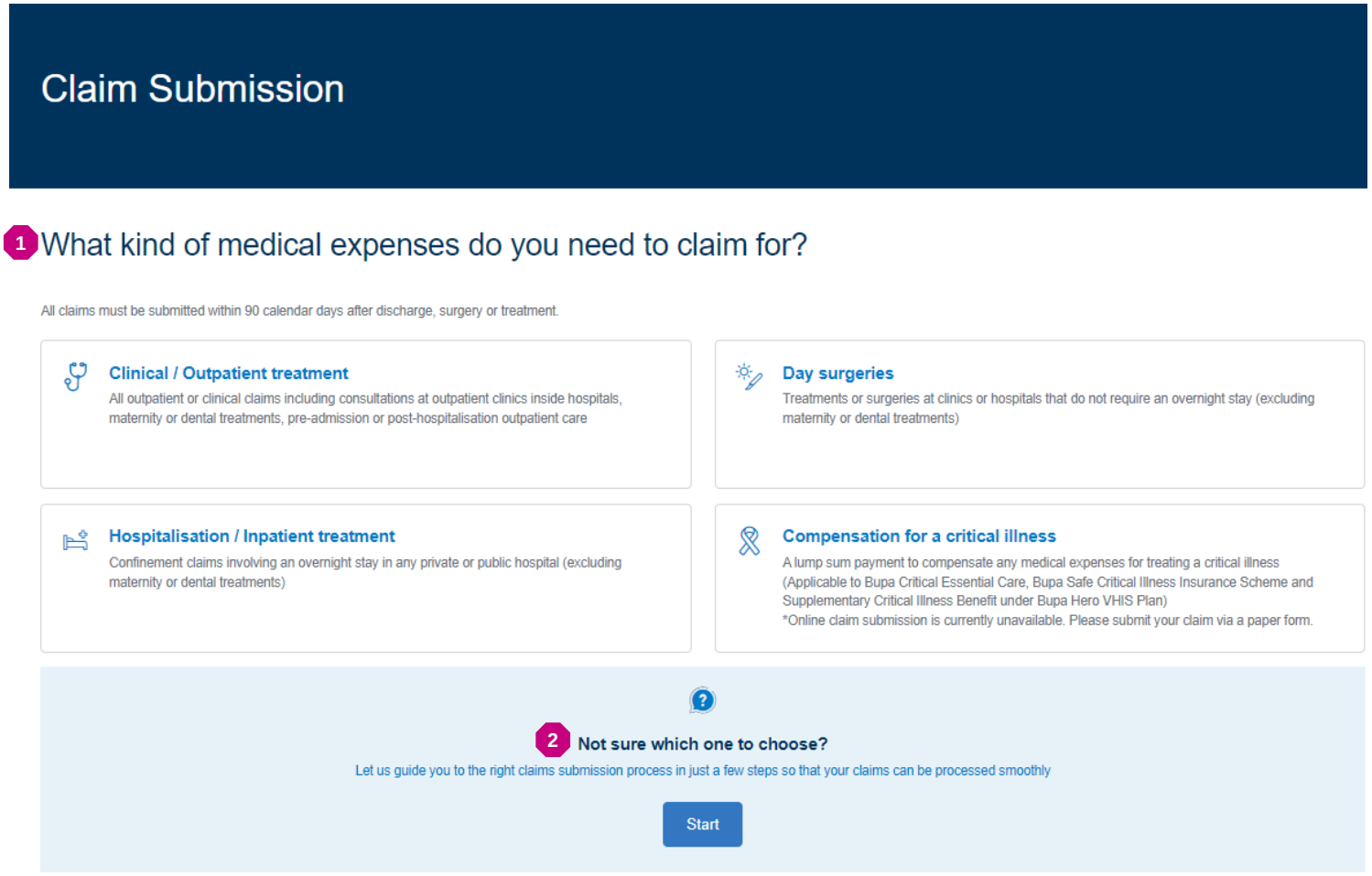
5.3 Submit a claim

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.



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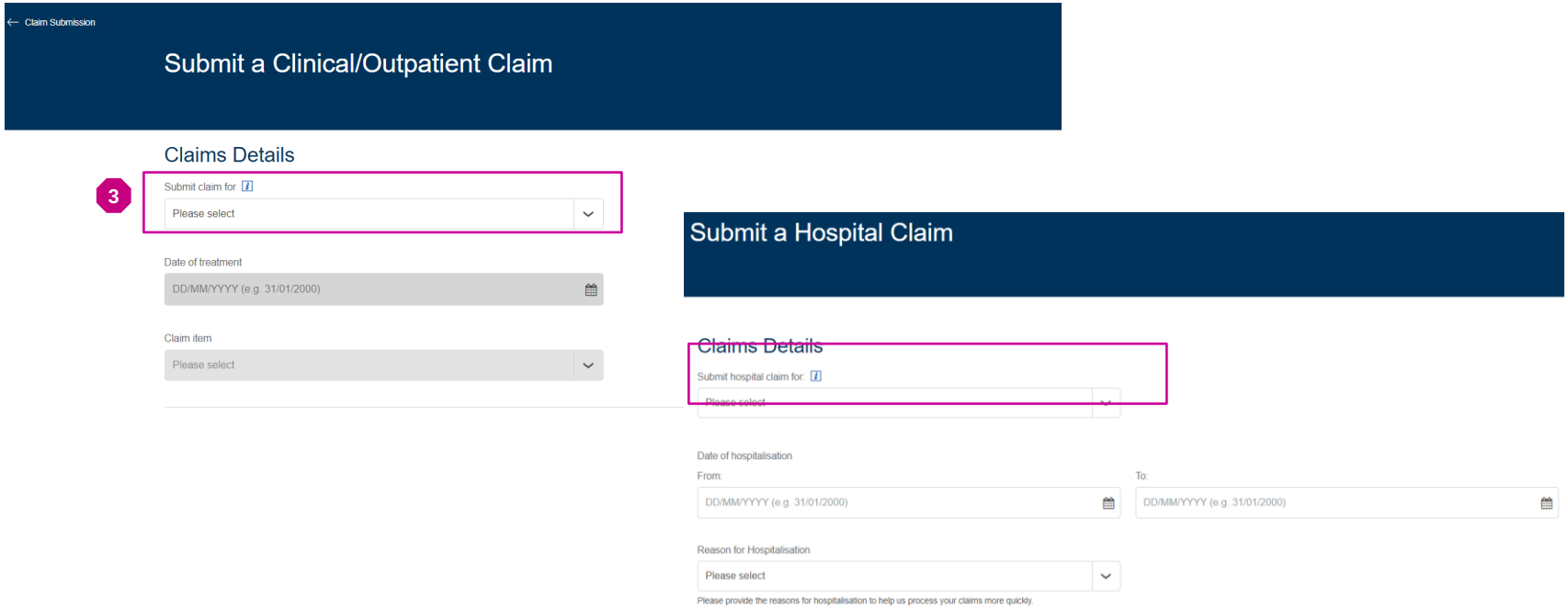
5.3 Submit a claim

- 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.



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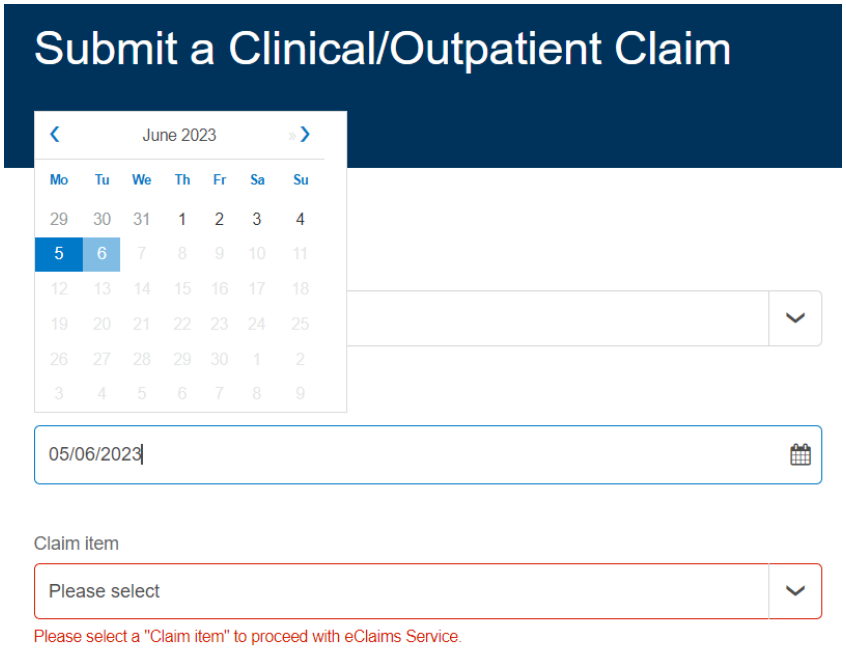
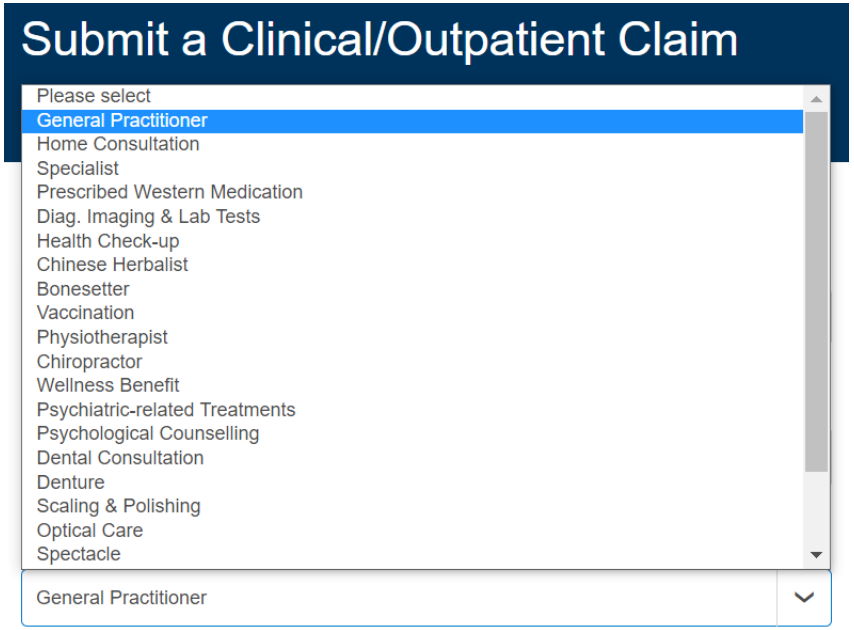
5.3 Submit a claim

Taking clinical claim submission as an example, here what you need to input:

- Select the date of treatment and claim item.





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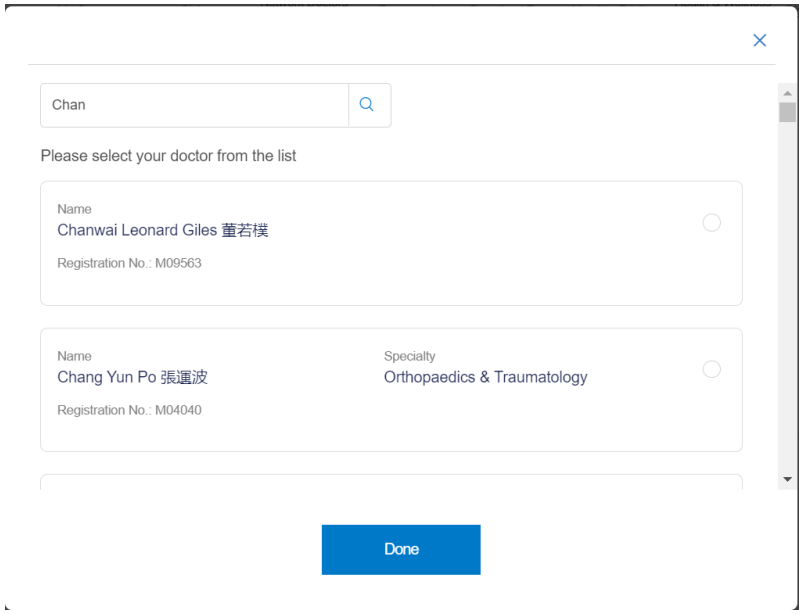
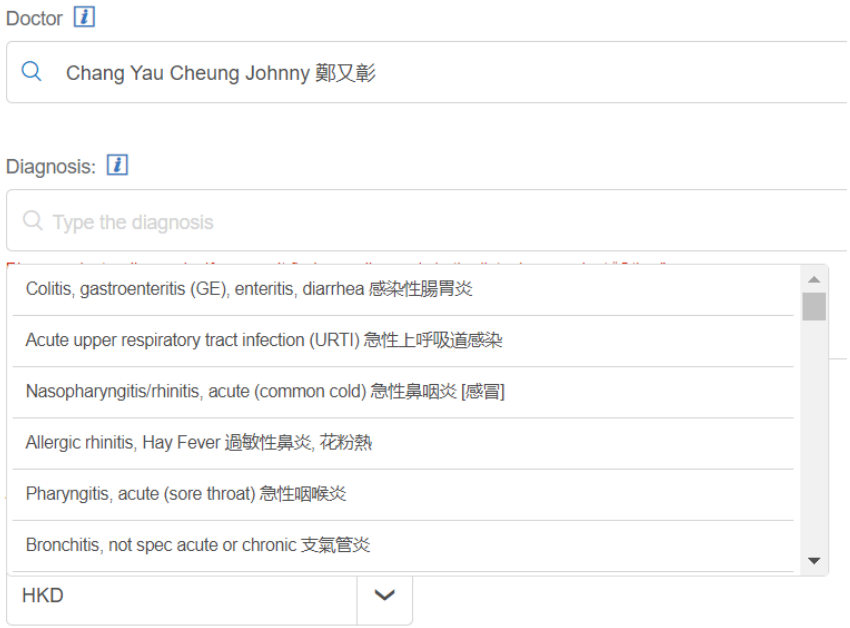
5.3 Submit a claim

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





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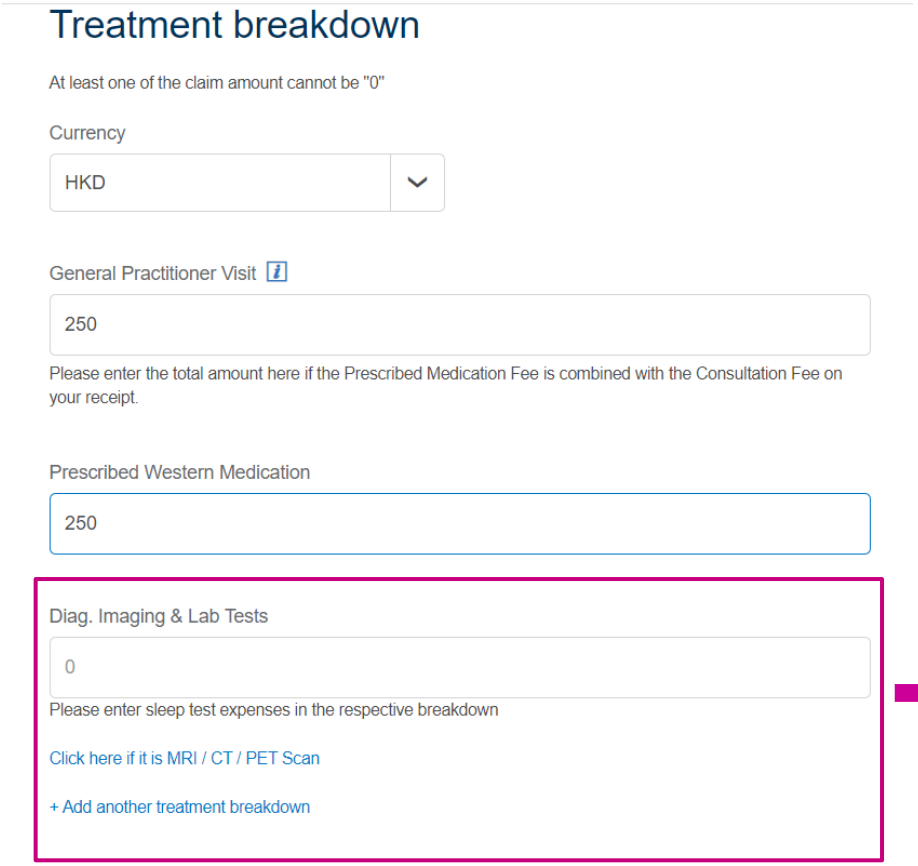
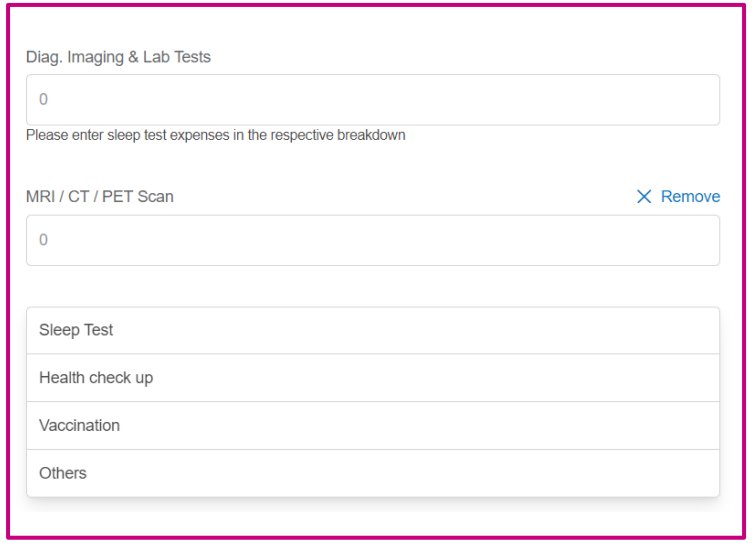
5.3 Submit a claim

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





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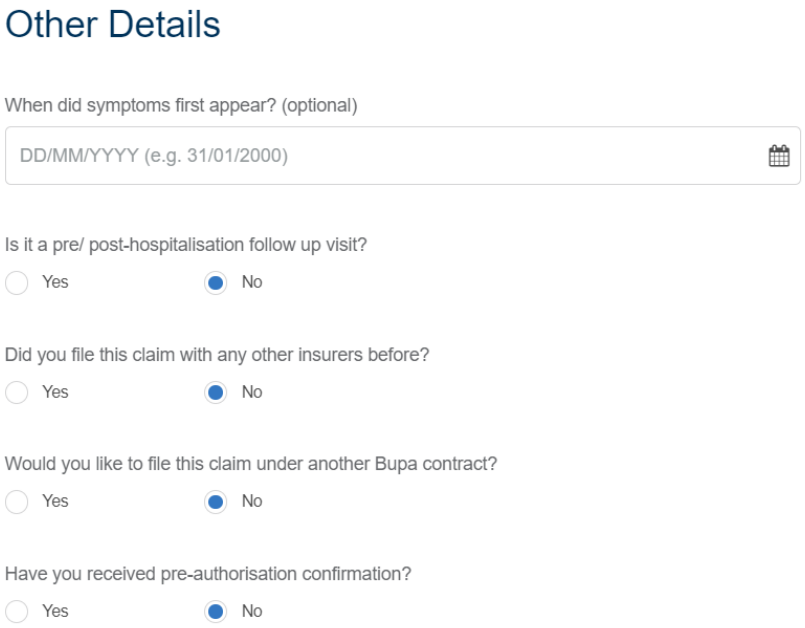
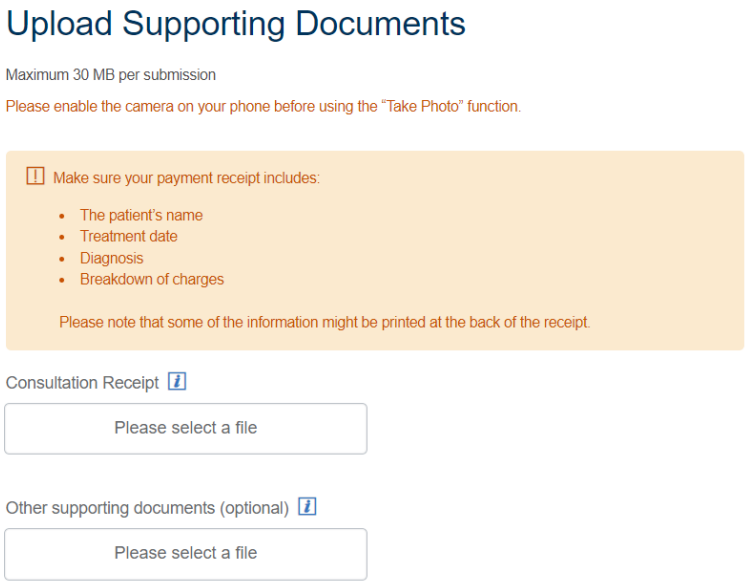
5.3 Submit a claim

- 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.).





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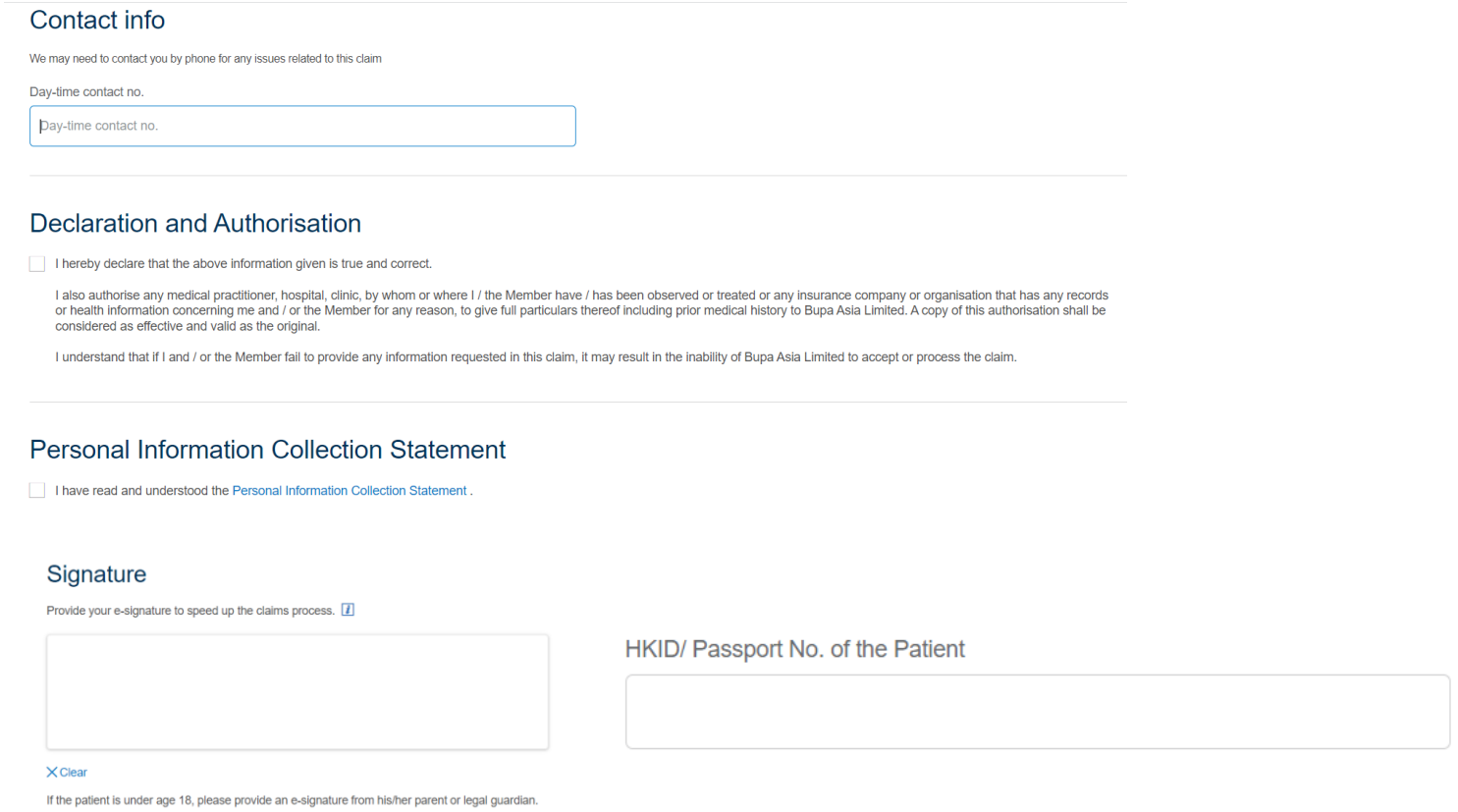
5.3 Submit a claim

- 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.



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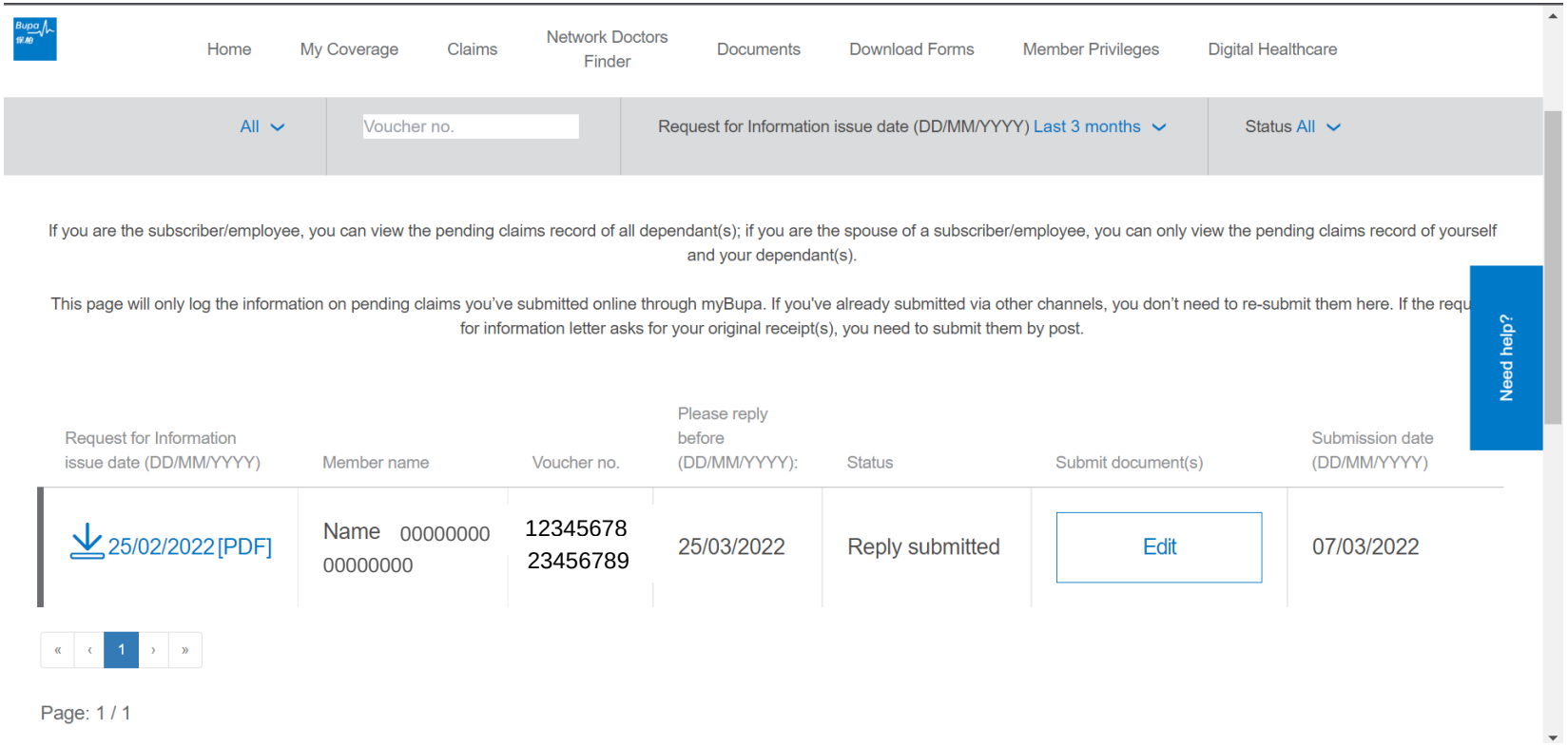
5.4 Resolve Pending Claims

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.



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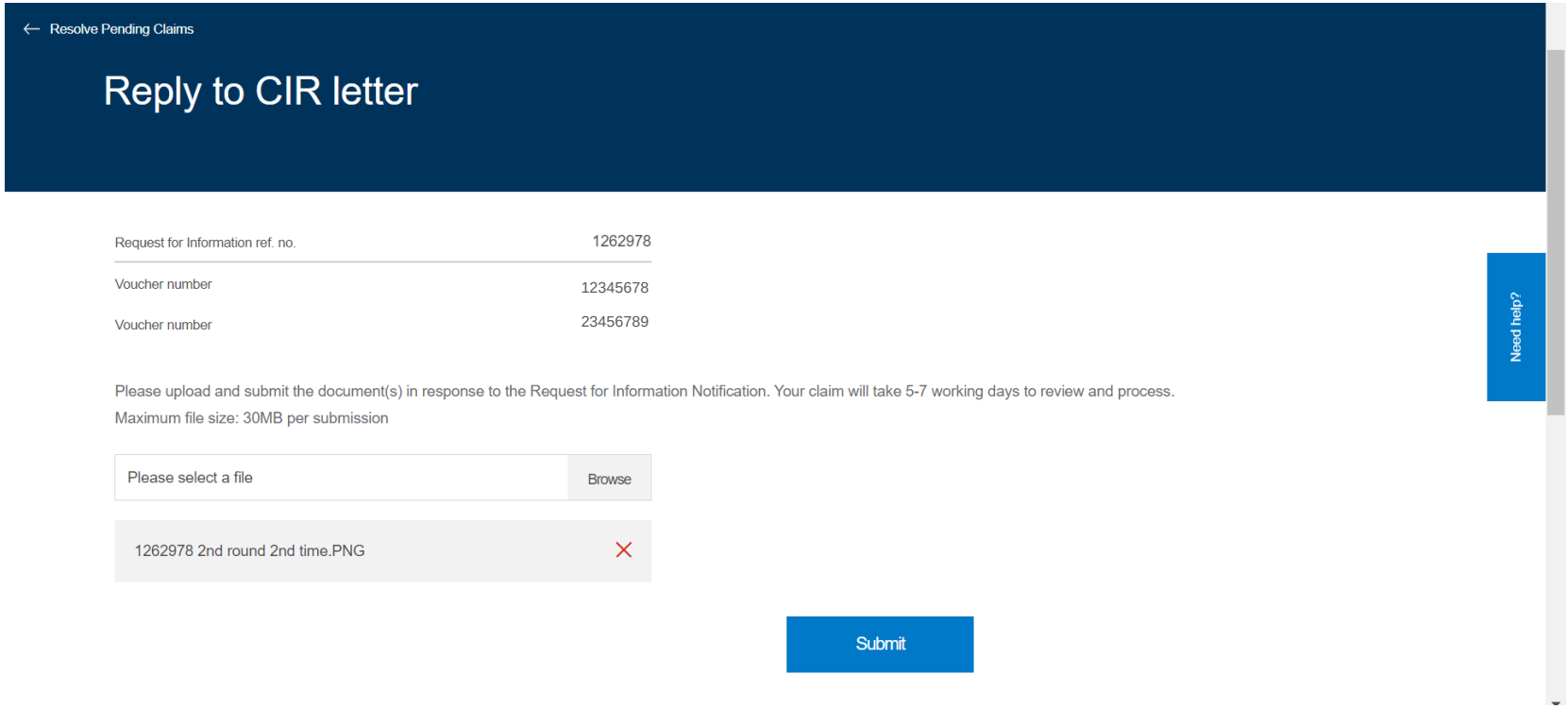
5.4 Resolve Pending Claims

On this page, you can:

- Reply with additional information as required through myBupa directly.



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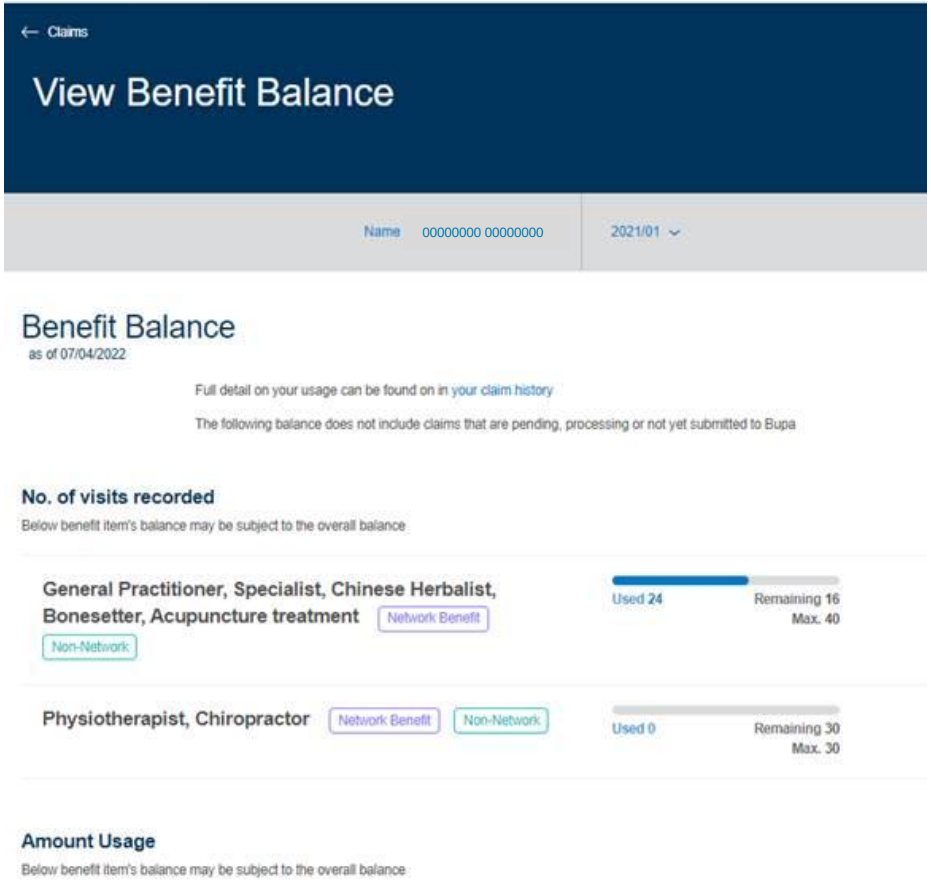
5.5 View Benefit Balance

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.



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

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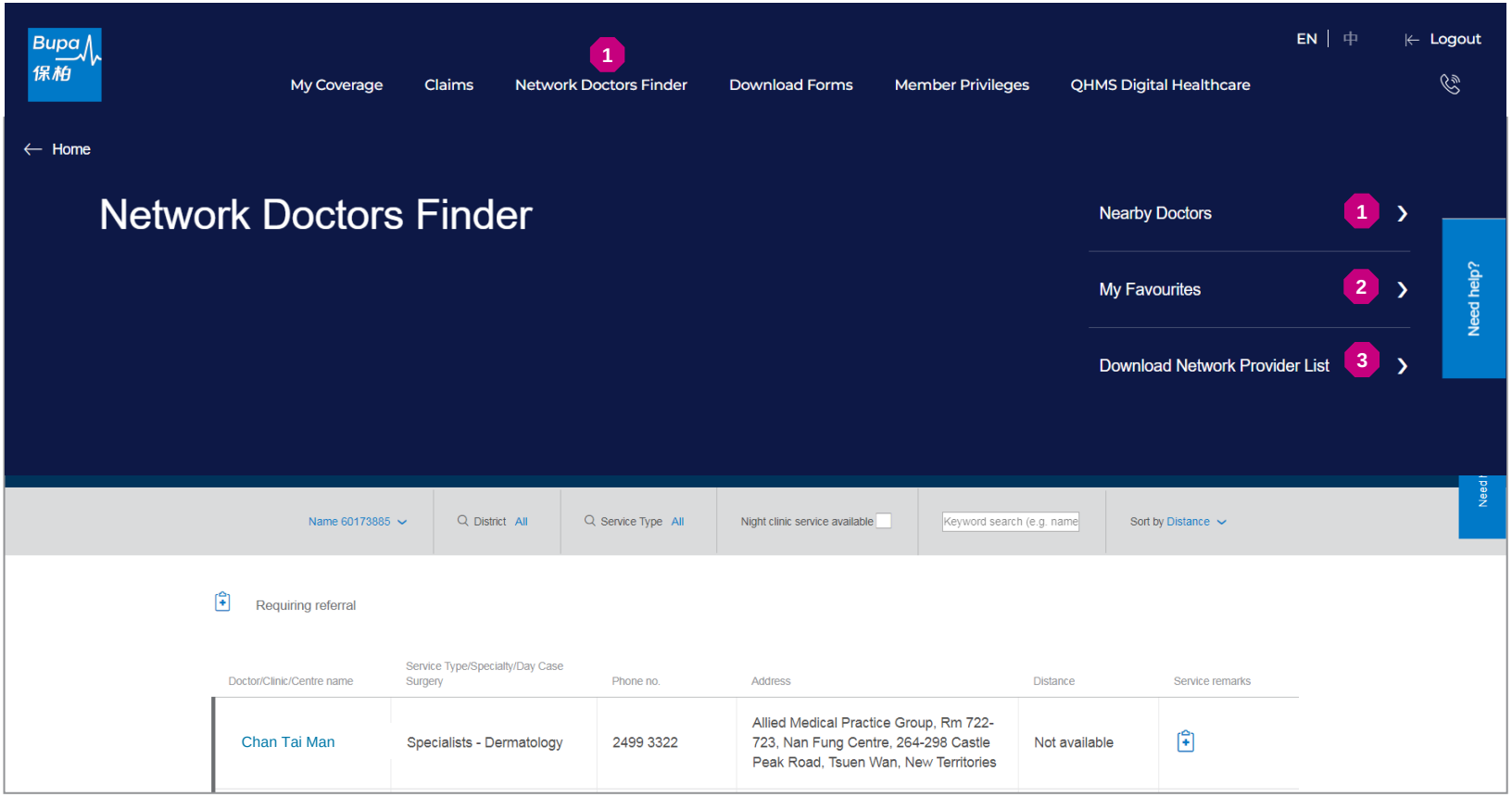
5.6 Doctors Finder

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)



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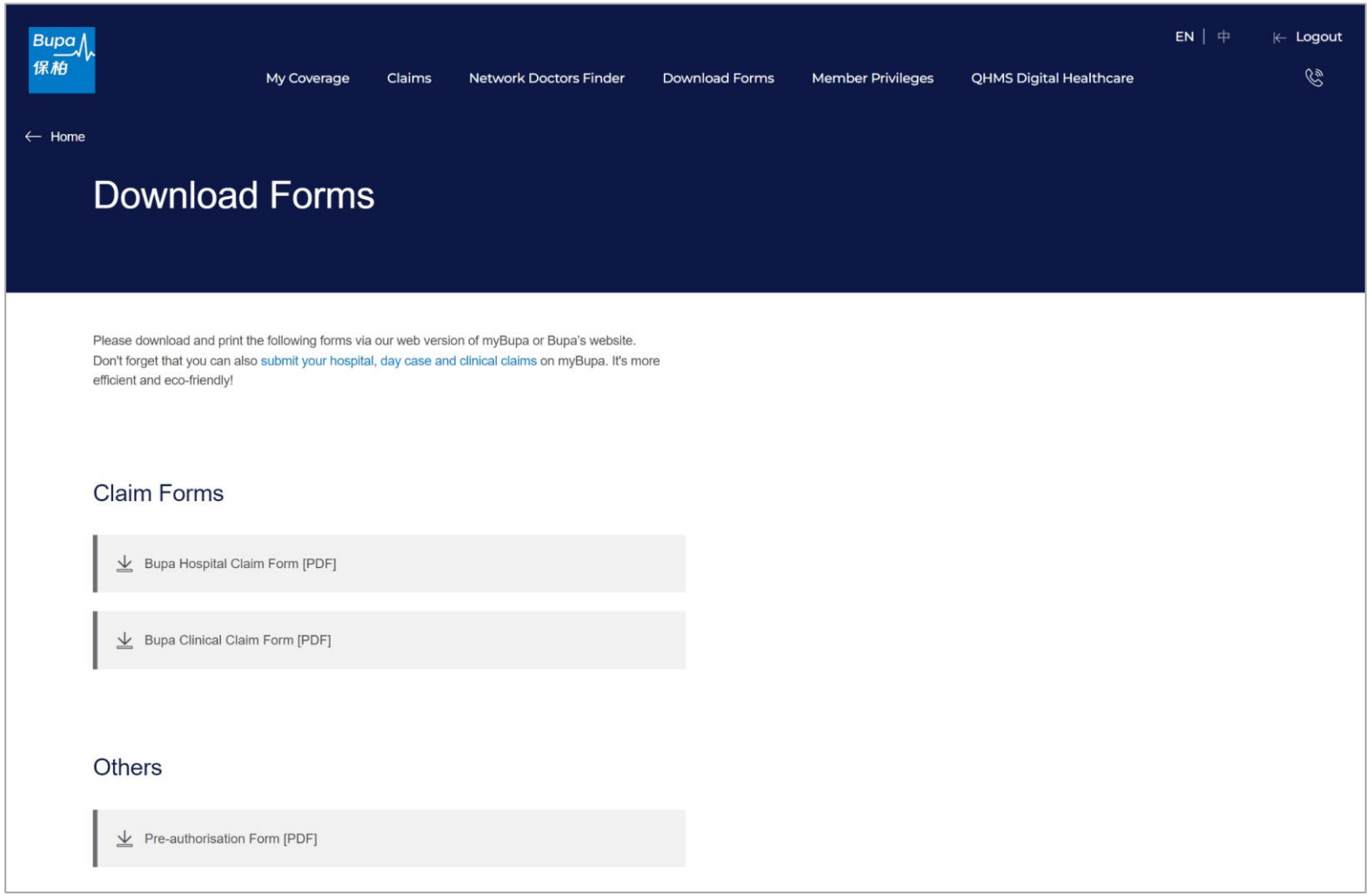
5.7 Download Forms

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



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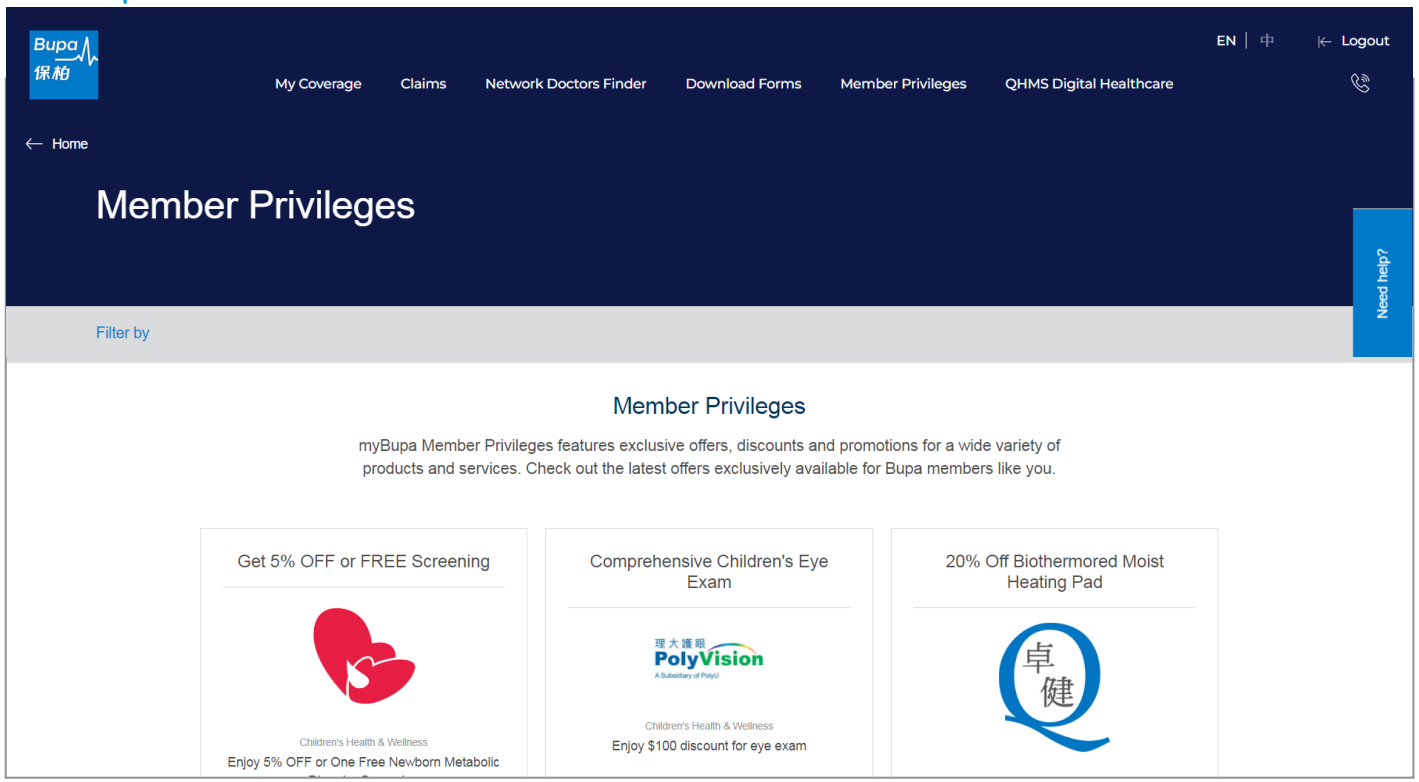
5.8 Member Privileges

- 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.



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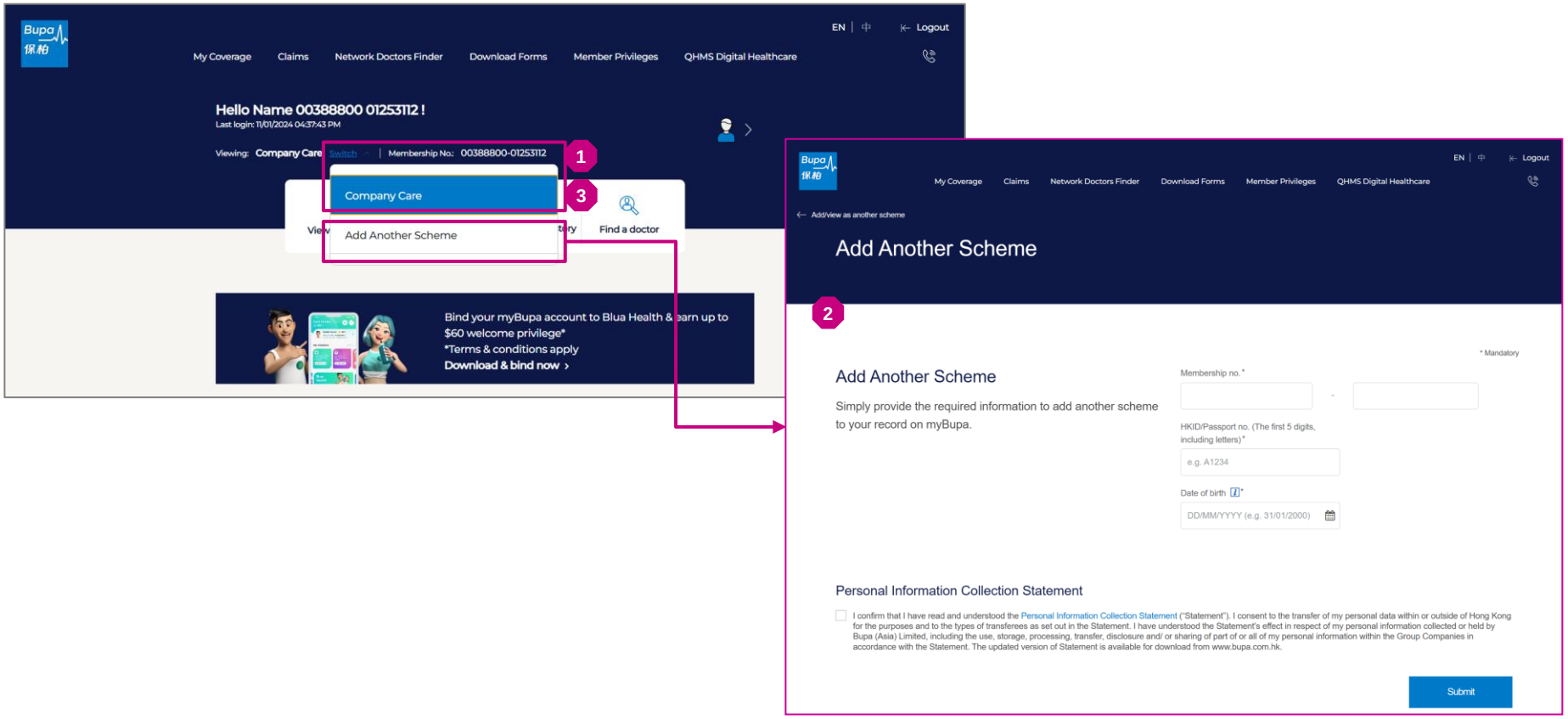
5.9 Add/view as another scheme

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



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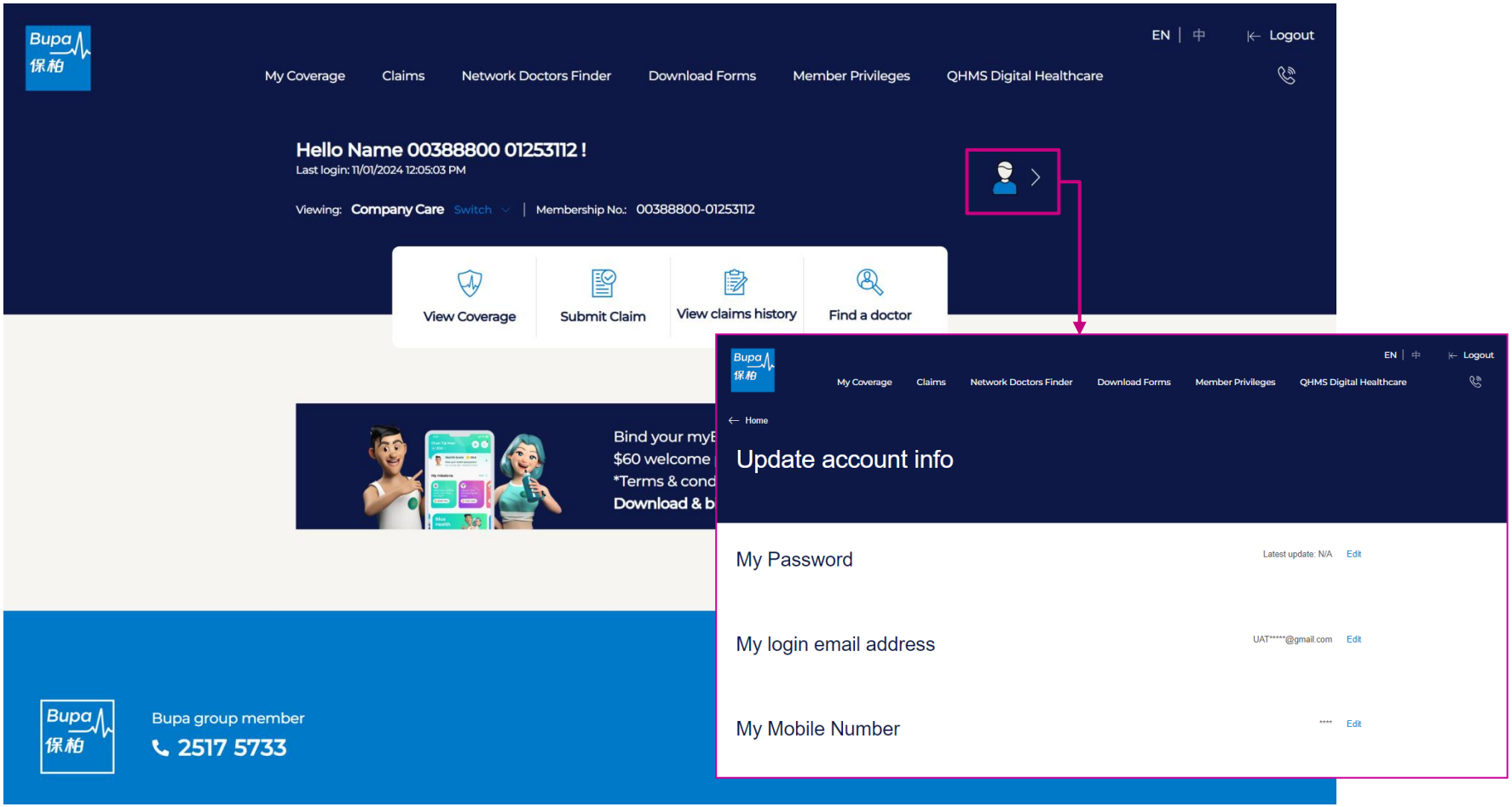
5.10 Update account info New

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



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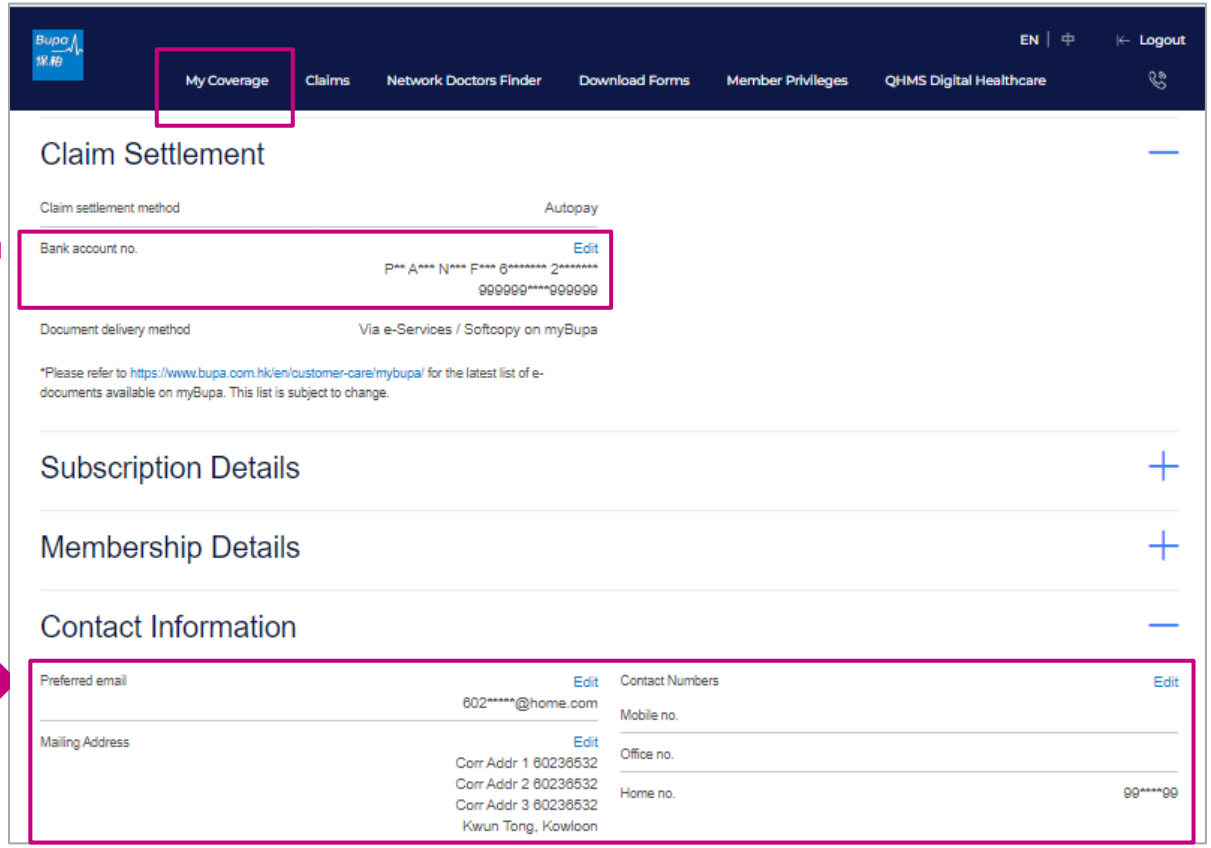
5.11 Update bank account no. and contact information*

- 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.



*This service is not applicable to group members.

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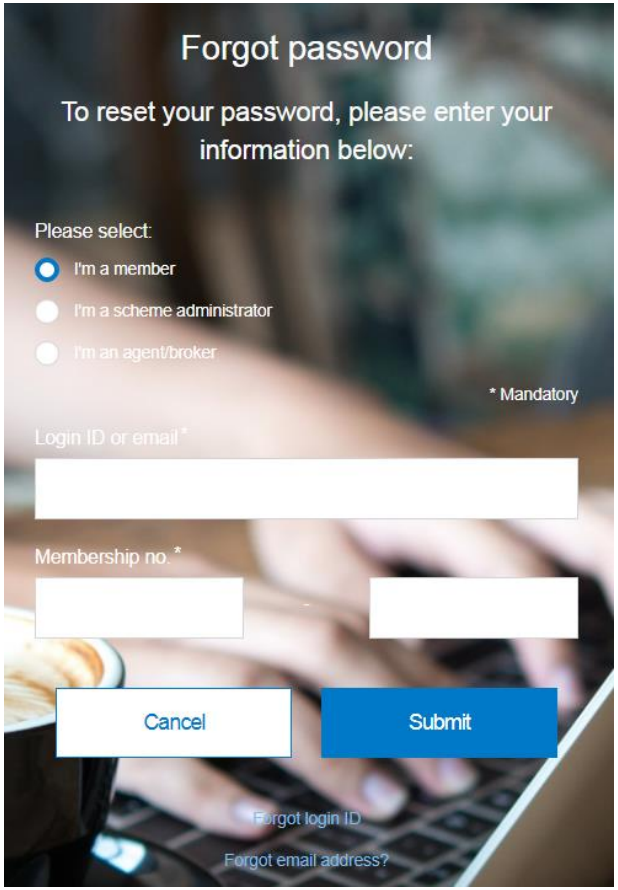
5.12 Forgot Password

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.



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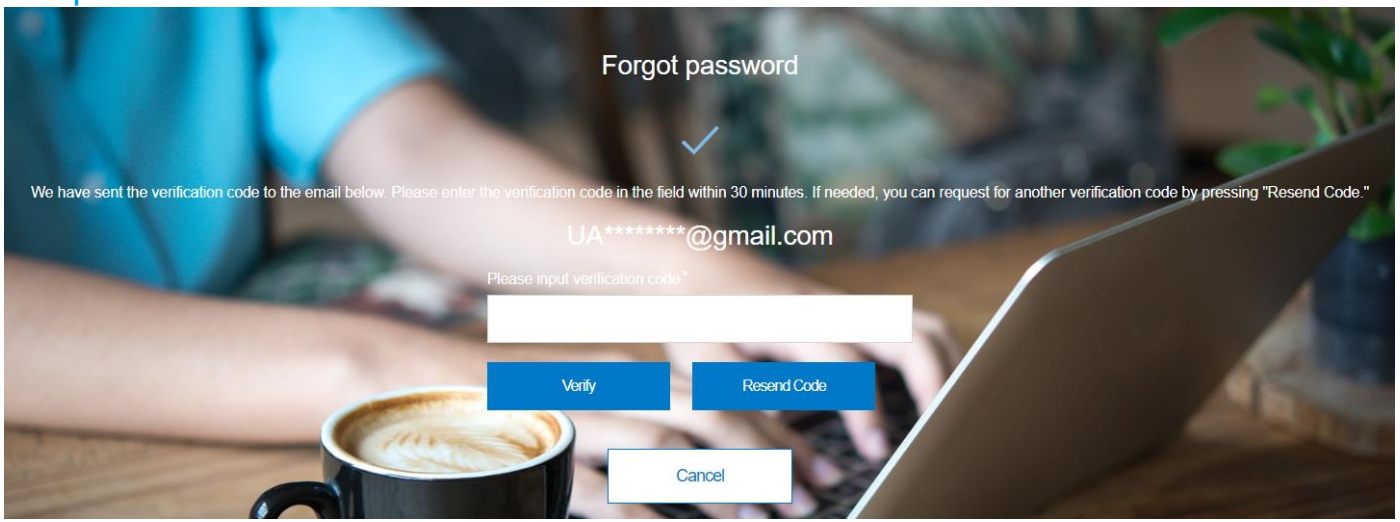
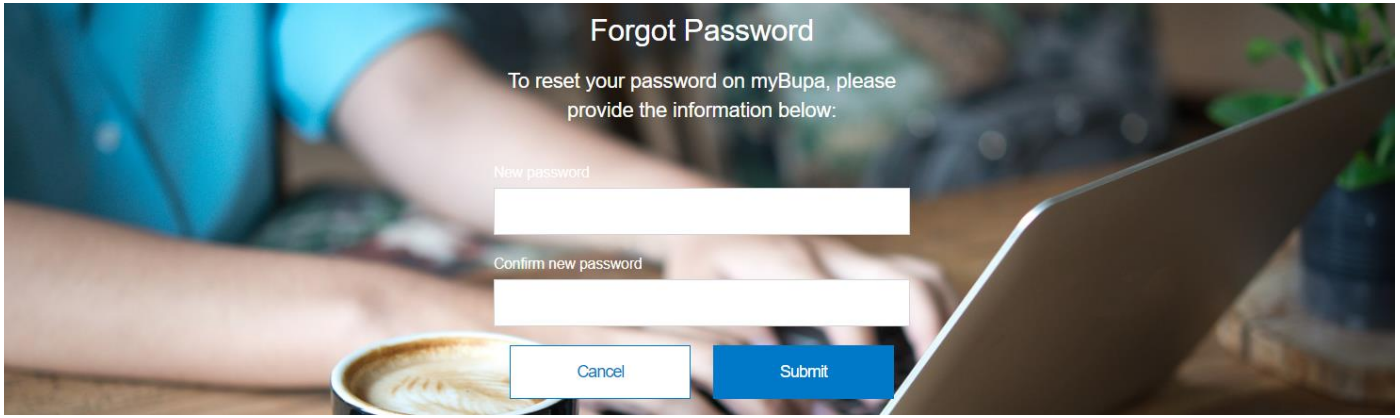
5.12 Forgot Password

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



Step 3: Enter your new password twice to complete.



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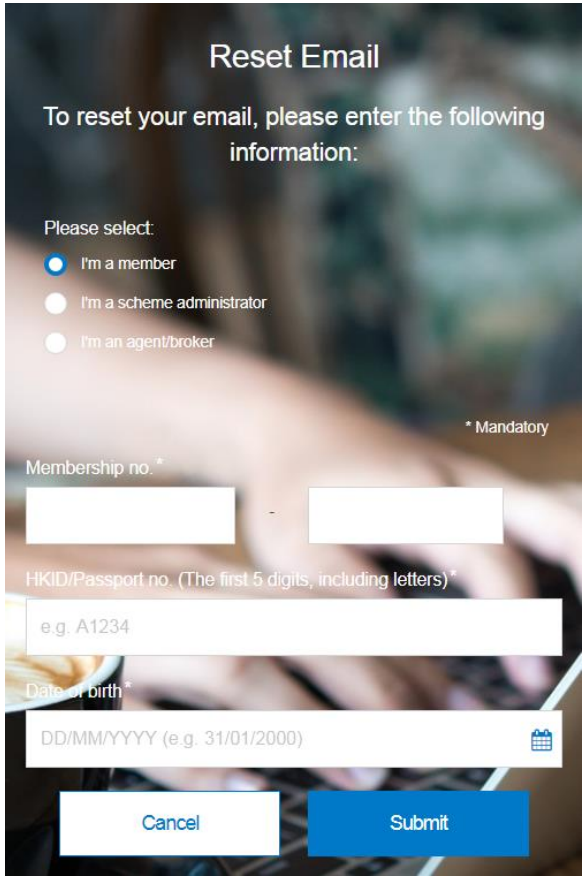
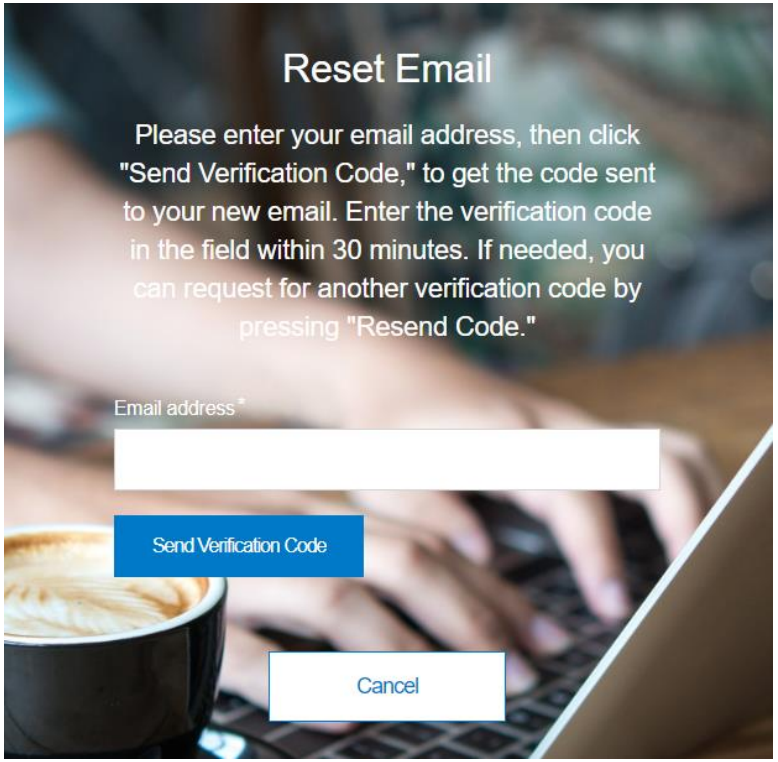
5.13 Forgot Email Address

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.



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.



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