



Benenden Healthcare

Putting your health and wellbeing first

The services you have access to include:

Private medical diagnostics[†]



Our service provides support to help you achieve a diagnosis for any symptoms for which you have been referred by your NHS GP practice.

- ✓ Available if NHS referrals involve waiting more than three weeks for an appointment
- ✓ We will pay up to £1,800 towards private consultations and tests
- ✓ Access to a national network of over 500 facilities

In 2017, it cost **an average £624** to provide diagnostic support for our members and **80% were diagnosed for less than £1,000**.

Private medical treatment and surgery[†]



Our service allows you to request assistance for medical treatment and surgery for our approved procedures.

- ✓ We can help to treat over 250 conditions when the wait on the NHS is more than five weeks
- ✓ We pay for the full cost of all approved and available surgery/treatments (Full list of treatments available at www.benenden.co.uk/businessexcl)
- ✓ Access to a national network of over 26 hospital facilities

We know it's not always easy or convenient to see an NHS GP. That's why with Benenden Health you get convenient 24/7 access to our helplines from anywhere in the world, 365 days a year.



GP 24/7

Our advice service aims to provide GP support and advice through the convenience of a phone call or online eConsultation. You can call GP 24/7 whenever you need at no additional cost or request an eConsultation between 8:30am and 6:30pm on weekdays, excluding bank holidays. It can help:

- ✓ Provide medical advice and diagnosis
- ✓ Provide prescriptions over the telephone. Please note these are private prescriptions, only available in the UK and separate charges apply

24/7 Psychological Wellbeing Helpline



Our 24/7 helpline means you can speak to a qualified therapist whenever you need advice. They can help support with:

- ✓ Relationship worries
- ✓ Money worries
- ✓ Employment anxiety
- ✓ Bereavement and more

Last year we helped our members **78,733 times**, 30% of which were through our **24/7 advice and support helplines**.



Physiotherapy⁺

If you think you would benefit from physiotherapy you can call our dedicated support team who will arrange for a chartered physiotherapist to call you to assess your problem.

- ✓ Treatment can include self managed exercises prescribed over the phone, or face-to-face treatment
- ✓ Access to over 700 clinics around the UK
- ✓ We provide funding for up to six sessions

Attach this to your keyring so you can call us whenever you need

**Request diagnosis,
treatment or physiotherapy**

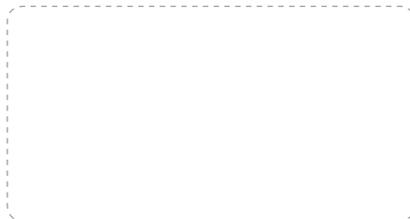
0800 414 8100¹

GP 24/7

0800 414 8247²

Psychological Wellbeing Helpline

0800 414 8247²





Get the most out of your healthcare benefit

As a member you have access to a range of health and wellbeing services to help support you when there's a wait on the NHS.



Additional benefits

- ✓ Exclusive member rewards including discounted family breaks, savings on sportswear and money off delicious healthy recipe kits. Just log in to your My Benenden account to access all of these rewards and more my.benenden.co.uk
- ✓ Receiving our quarterly magazine, Be Healthy, which is packed with handy tips to help you enjoy a healthy lifestyle. Plus, you'll also have access to our online Be Healthy hub www.benenden.co.uk/be-healthy

For full details on all our services check your easy **Guide to Benenden Healthcare** or access it online at my.benenden.co.uk

* For some of our services a six month qualifying period may apply.

¹ Lines are open 8am – 8pm, Monday to Friday (except Bank Holidays). Please note that your call may be recorded for our mutual security and also for training and quality purposes.

² 24/7 lines open 24 hours a day, seven days a week.

Our Privacy Notice can be found at www.benenden.co.uk/privacy-policy or can be requested by calling us. This notice outlines how we use your data and also allows us to undertake a number of marketing activities. If you wish to object to these activities please refer to our Privacy Notice or log onto the Benenden member area my.benenden.co.uk.

Benenden Health is a trading name of The Benenden Healthcare Society Limited and its subsidiaries.

Benenden Healthcare is provided by The Benenden Healthcare Society Limited is an incorporated Friendly Society, registered under the Friendly Societies Act 1992, registered number 480F. The Society's contractual business (the provision of tuberculosis benefit) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, FRN 205351. Verify our registration at register.fca.org.uk. The remainder of the Society's business is undertaken on a discretionary basis.

At Benenden, we look after your details carefully. We adhere to the requirements of the UK Data Protection Act 2018 and are registered on the public register of data controllers which is looked after by the Information Commissioner's Office. We are keen to keep you informed about how we use your information and have a 'Privacy Notice' which makes clear, in one place, what these uses are. Our Privacy Notice is available at www.benenden.co.uk/privacy-policy. Changes to the Privacy Notice are made occasionally, so please revisit our website and read it through again from time to time. A printed copy is also available on request.

Registered Office: Holgate Park Drive, YO26 4GG registered in England and Wales (Company No. 8271017)