

# Introducing your Benenden Health Cash Plan Policyholder Online Account

**A step-by-step guide**

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# Your Benenden Health Cash Plan Policyholder Online Account

Your online account allows you to view your policy, claim on your policy, track your claim, update your personal details and search for your local health providers.

Here's a simple step-by-step guide to help you navigate through your account.

## Logging into your account

The screenshot shows the 'Health Cash Plan Portal' login page. At the top left is the Benenden Health logo and the phone number 0800 414 8071. The page title is 'Health Cash Plan Portal' with the subtitle 'Logon to your account'. There are two input fields: 'Enter your username' with a red error message 'Please enter your username', and 'Enter your password'. A 'Logon' button is centered below the fields. At the bottom, there are links for 'Forgot password' and 'Register'.

Please note, this online portal relates to your Benenden Health Cash Plan only. Should you need to access support for any other Benenden Health services, please contact 0800 414 8100

1. Go to <https://cashplan.benenden.co.uk/portal> and enter your username and password, then click 'Logon'. You will have already registered for these details.

If you haven't already registered, you can do this by going to <https://cashplan.benenden.co.uk/portal> and then clicking 'register'. You'll then need to fill in your details to register.

The screenshot shows the 'Register to access your account' page. It includes the Benenden Health logo and the heading 'Register to access your account'. A note says: 'To register for online access to your account, please enter your details below and click "register"'. The form has several fields: 'Policy number (if known)', 'Surname', 'Post code', 'Date of birth', 'Email address', 'Password', and 'Confirm password'. A 'Required fee' section is also present. A 'Why register?' box lists benefits: 'View your online policies', 'View your claims history', 'Access your policy information', 'Amend your personal details', and 'View documents and letters'. 'Cancel' and 'Register' buttons are at the bottom.

## Viewing your policy details

2. Once you have logged in, you'll reach this page. Here you can see an overview of your policies and can access the following: My policies, My details, My profile and Providers.

This page allows you to claim on your policy, request a claim form (for claims that cannot be made online), view dependents, check and update bank details and track your claim payments.

The screenshot shows the 'My policies' page for policy BEN200018. It has tabs for 'Claiming', 'Dependents', and 'Payments'. The 'Claiming' tab is active, showing 'Claim options' like 'Claim online' and 'Claim form'. Below is a 'Claim history' table with columns for Claim date, Treatment date, Consultant, Benefit, Received, Paid £, and Status.

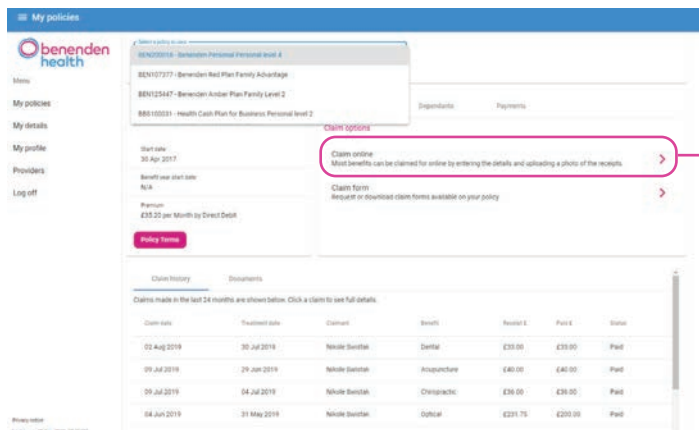
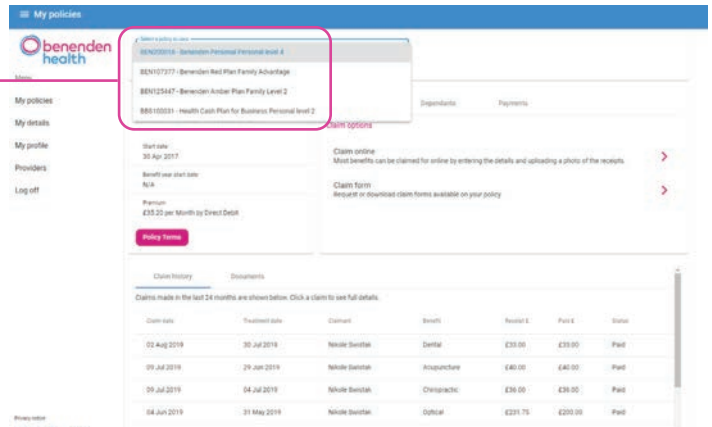
Claim date	Treatment date	Consultant	Benefit	Received	Paid £	Status
02 Aug 2019	30 Jul 2019	Nikola Benetak	Dental	£33.00	£33.00	Paid
09 Jul 2019	29 Jun 2019	Nikola Benetak	Acupuncture	£40.00	£40.00	Paid
09 Jul 2019	04 Jul 2019	Nikola Benetak	Chiropractic	£36.00	£36.00	Paid
04 Jun 2019	31 May 2019	Nikola Benetak	Optical	£231.75	£230.00	Paid

3. To view your policies, select a policy from the drop-down list.

If you have any dependents on your policy, you can view them here.

By clicking 'Payments' you'll be able to check and update your bank details to which the payments will be made.

To make claiming back even easier, you can track your claim to see when your payment has been authorised.

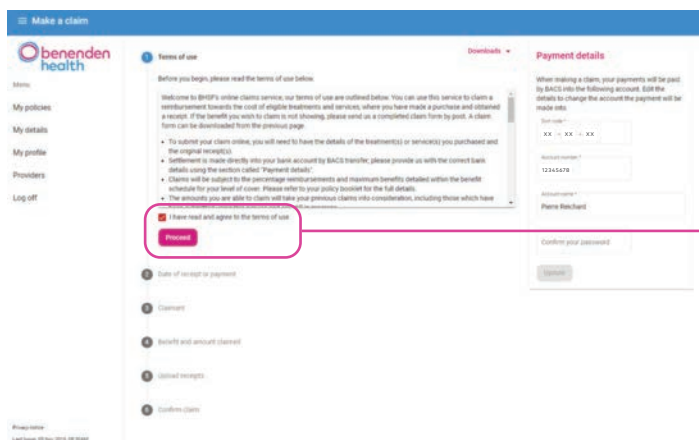


## Making a claim

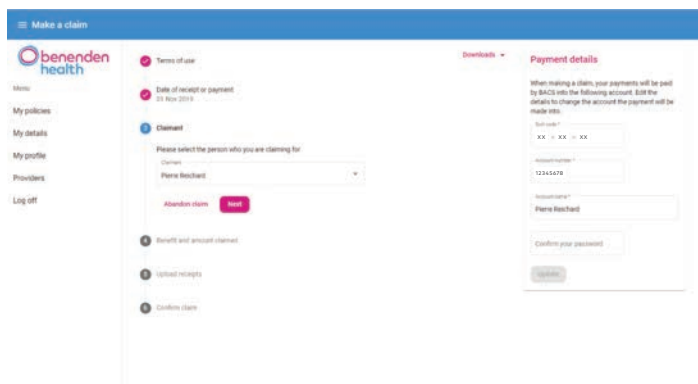
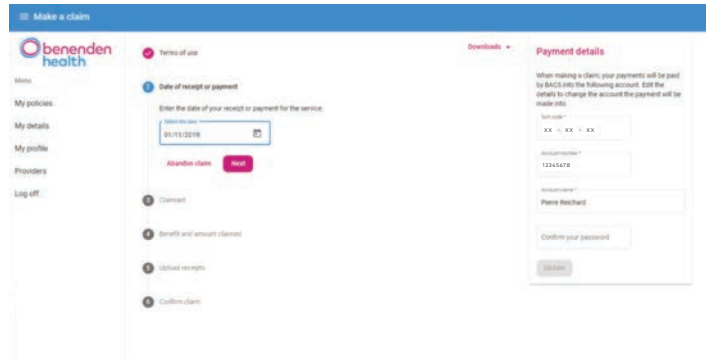
To claim online, go to 'Claim options' and click 'Claim online'.

You'll then see this page, where you'll find the terms and conditions to your claim on the left hand side and your payment details on the right hand side.

**Step 1** – Once you've read and understood the terms and conditions you can tick the 'agree' box to confirm you have read and agree to the terms and click 'Proceed'.



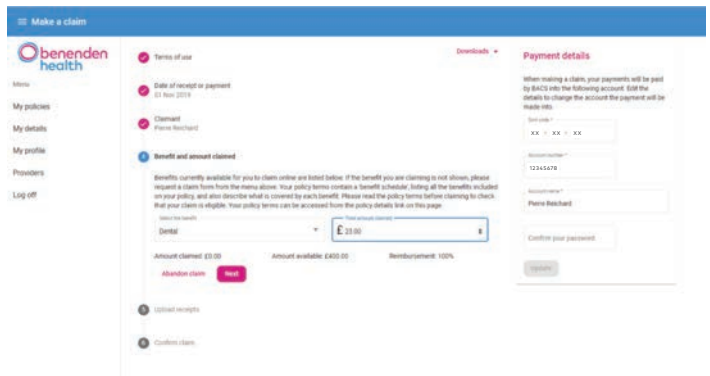
**Step 2** – You'll then need to select the date of your receipt/treatment. A calendar will open up for you to select the date. Once a date has been selected click 'Next'.

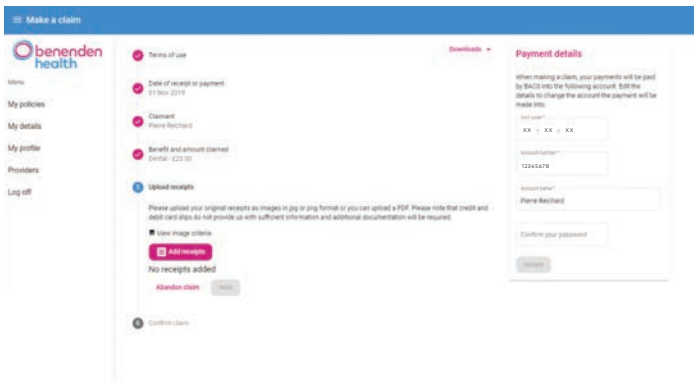


**Step 3** – Select who you're making a claim for, this would be yourself, your partner or your dependents. Once selected click 'Next'.

**Step 4** – Then choose the benefit from the list and enter the amount the claim is for.

If your benefit doesn't appear in the drop down menu, this means you cannot make an online claim for that benefit. You'll need to refer back to your 'Policy details' and request a claim form. Then click 'Next'.





Step 5 – Then upload your receipt(s).

You can upload one or more images if you have multiple pages to your receipt.

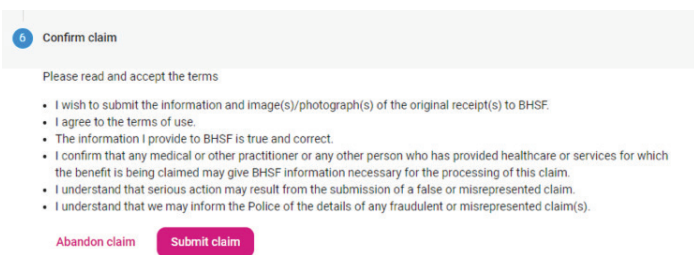
When uploading your receipts there is information provided to help you.

Once you have done this you can click 'Next'.

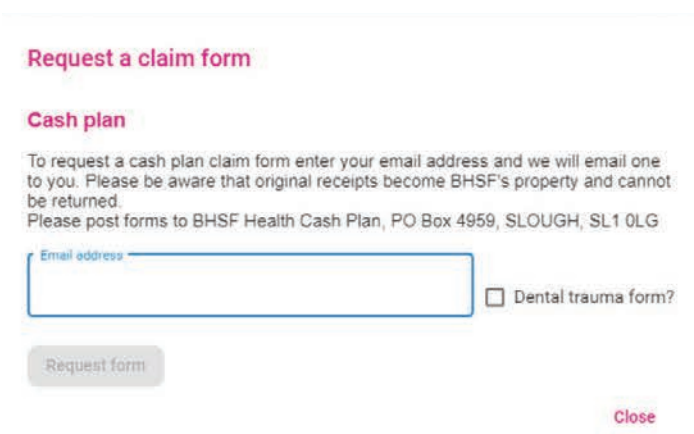
Images must meet the following criteria:

- The information is clear and legible and the entire document(s) can be seen, including the edges of the page(s).
- Only one page of the original receipt(s) is shown within each file or photograph.
- The photograph(s) are taken from directly above the original receipt(s) without any glare/reflection that conceals the information.
- The provider/practitioner's details are shown, including their address and telephone number and for therapy claims, confirmation of their professional registration such as a registration number and/or the name of the registering organisation.
- The claimant's name is shown.
- The claimant's purchases are shown, including a list of the item(s) received and their cost(s), the date(s) the items were purchased and/or received, date(s) of payment and the date the account was finally settled. Please settle any outstanding balances before submitting your claim.
- Birth certificates should show both parents' details, where the child's surname is different to the policyholder's.

Close



Step 6 – Here you can confirm your claim. Once you have read, understood and agreed to the terms and conditions listed, you can submit your claim.



You can request a claim form from your home screen by clicking 'Claim form' in the 'Claiming' section. Enter your email address and click 'Request form'. If you're claiming for dental trauma please tick the box before clicking 'request form'.

Close

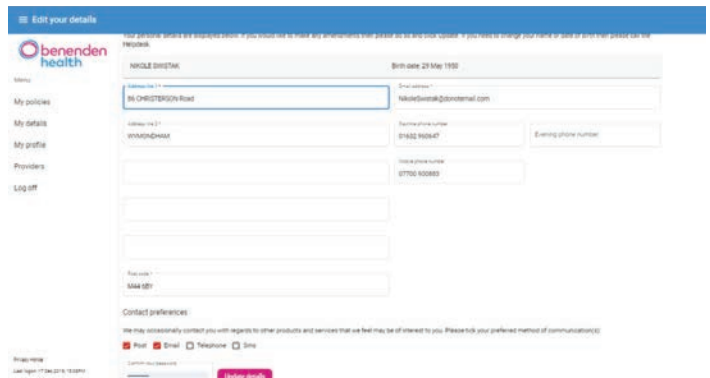
line Account

# Maintaining your account

## My details

### Checking and updating your details

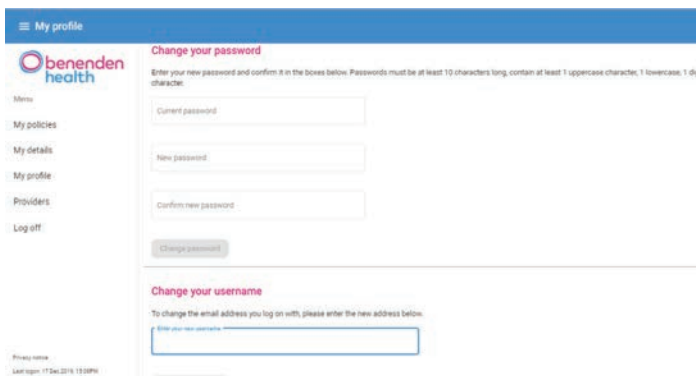
Here you'll find your personal details; if you're on a direct debit policy, you can update your address, phone number or email address when you need to. If you're on a corporate policy, you'll need to contact your employer who'll make these amendments for you. You can also update your contact preferences.



## My profile

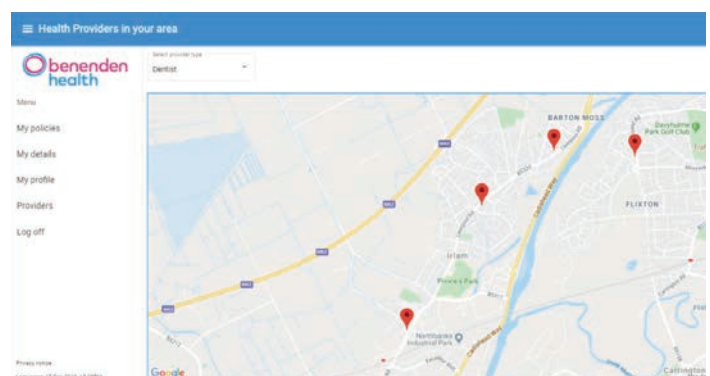
### Changing your username or password

By clicking on 'My profile' you can change your password or your username, whenever you need to.



## Providers

By clicking on 'Providers' you can search for your local health providers. A dropdown menu will appear showing you a list of different providers, such as dentists or opticians. A detailed map will pinpoint where these providers are in your area.



For technical support, or if you require further information about the online portal, please call or email us on

 **0800 414 8071**

 **benenden@bhsf.co.uk**



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