

# 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

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Enter your username	
Please enter your username	
Enter your password	
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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.

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# 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.

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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.

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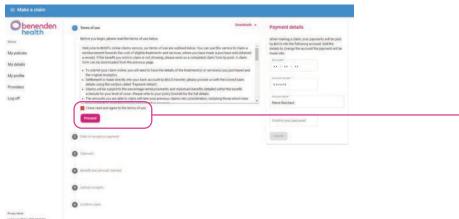
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## Making a claim

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

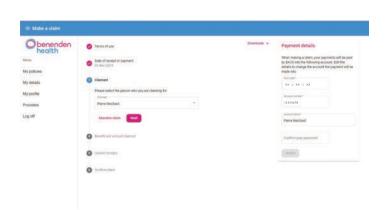
You'll then see this page, where you'll find the terms and conditions to your claim on the left hand side and your payment details on the right hand side.

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'.

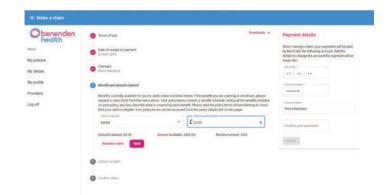
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Step 3 – Select who you're making a claim for, this would be yourself, your partner or your dependents. Once selected click 'Next'.

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'.



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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

6 Confirm claim

Please read and accept the terms

- I wish to submit the information and image(s)/photograph(s) of the original receipt(s) to BHSF.
- I agree to the terms of use.
  The information I provide to BHSF is true and correct.
- I confirm that any medical or other practitioner or any other person who has provided healthcare or services for which the benefit is being claimed may give BHSF information necessary for the processing of this claim.
   I understand that serious action may result from the submission of a false or misrepresented claim.
   I understand that we may inform the Police of the details of any fraudulent or misrepresented claim(s).



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.

#### Request a claim form

#### Cash plan

To request a cash plan claim form enter your email address and we will email one to you. Please be aware that original receipts become BHSF's property and cannot be returned. Please post forms to BHSF Health Cash Plan, PO Box 4959, SLOUGH, SL1 0LG

Dental trauma form?

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'.

# 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.

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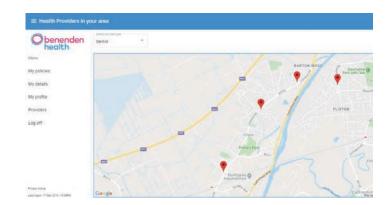
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Obenenden	Enter your new password and confirm it in the bases below. Passwords must be at least 10 characters long, contain at least 1 uppercase character, 1 lowercase, 1 dig character.
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# My profile

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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