



Bluea Health - myBupa User Guide

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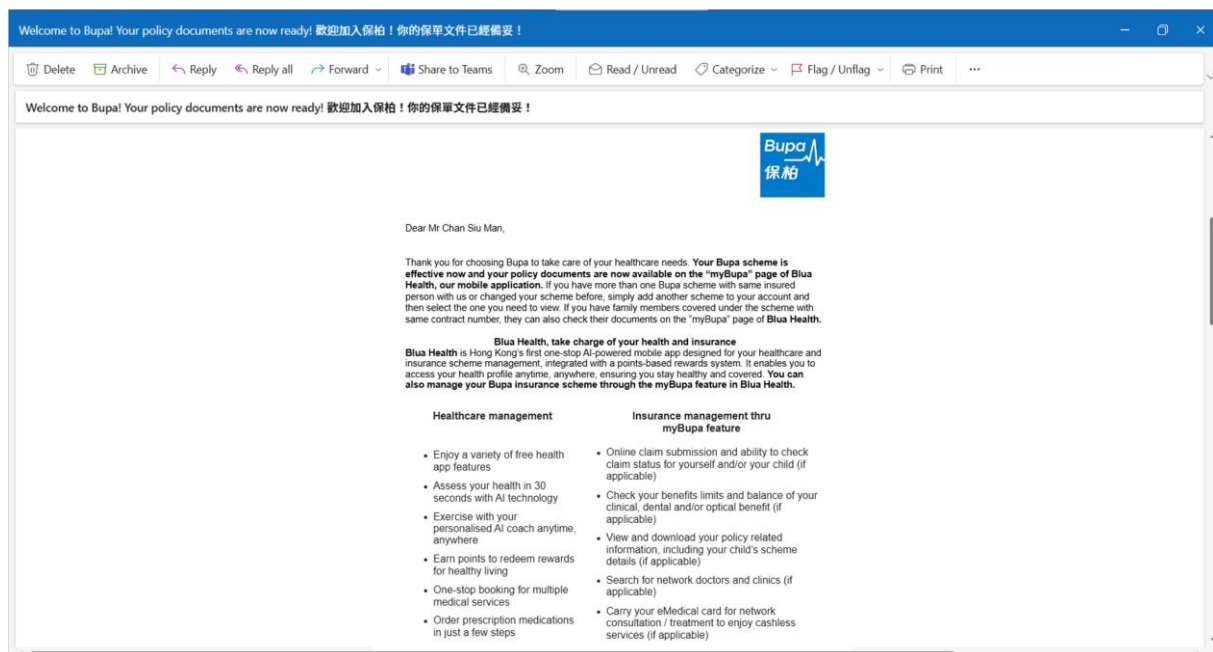
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1. Getting started

1.1 Receive a welcome email from Bupa

If you have already provided us with your email address, you will receive a welcome email. Simply scan the QR code or click the link in the welcome email to download Bluea Health and register your Bluea Health account.

Welcome email



1.2 Download and register Bluea Health



Scan this QR code to download Bluea Health



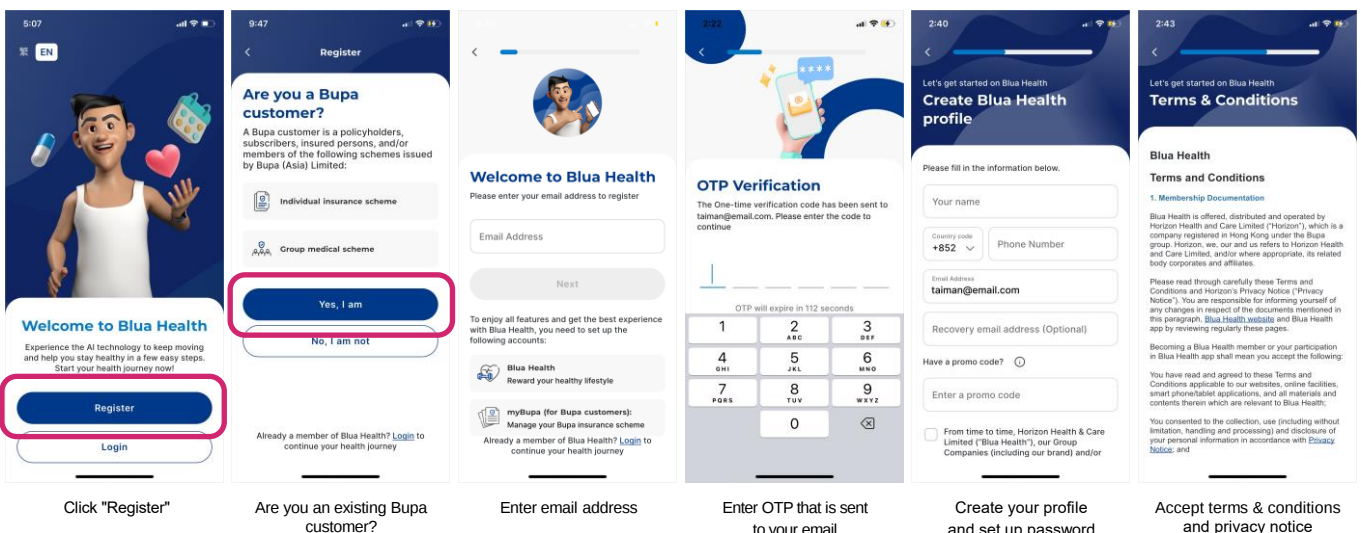
Supported version*
iOS 11.3 and above



Supported version*
Android 9.0 and above

Register for Bluea Health

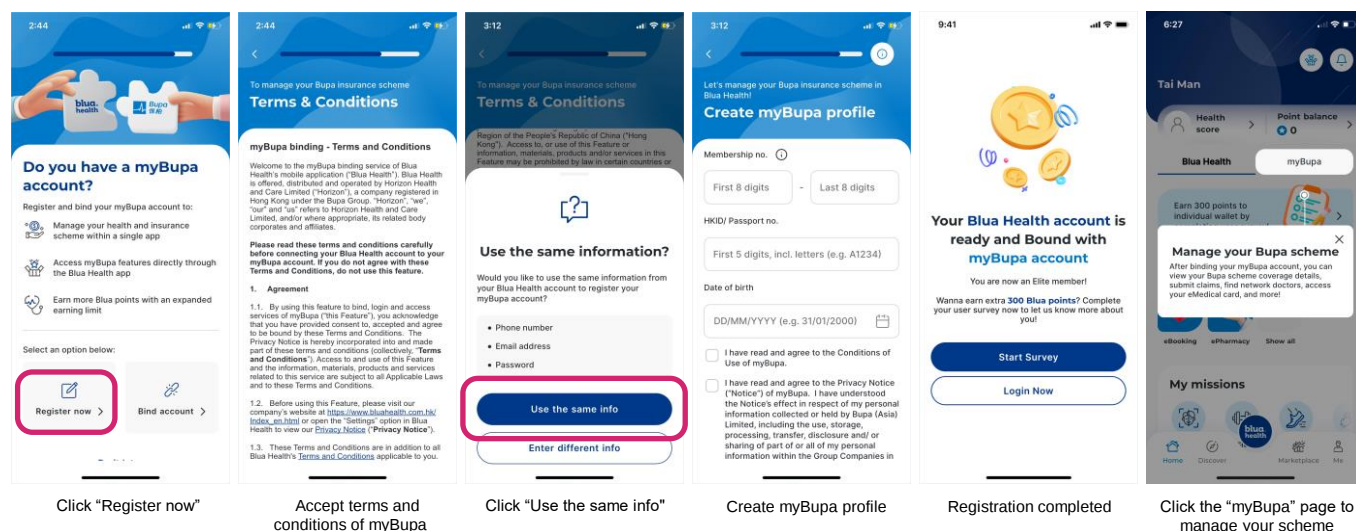
We will need to validate your email address during registration. Your phone number is needed for reward redemption later on. You can check the below steps or refer to the [demonstration video](#).



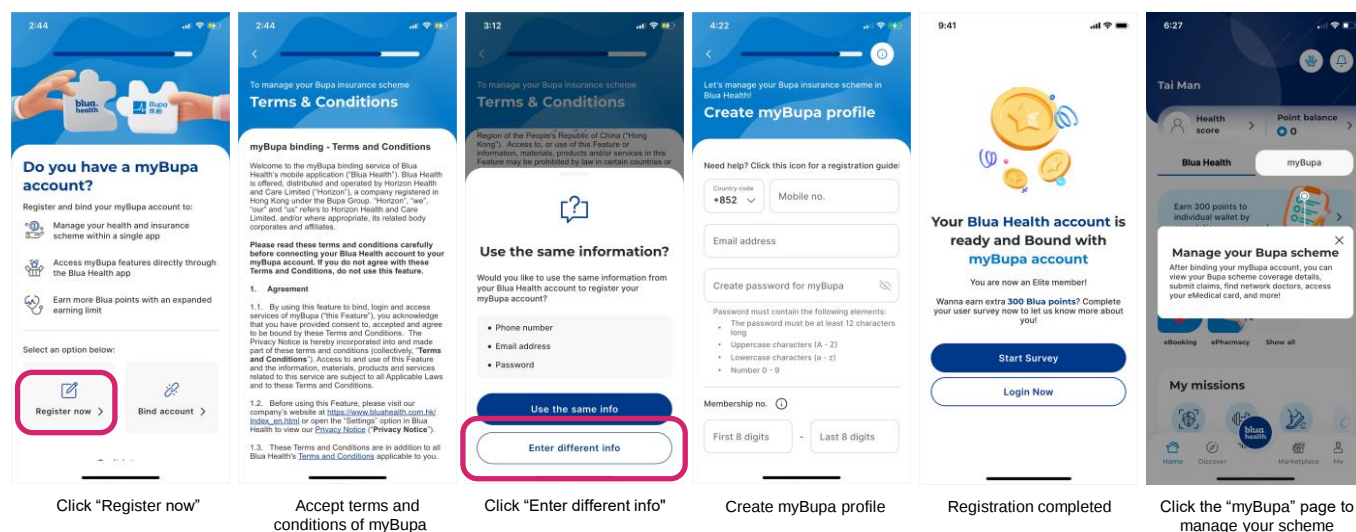
1.3 Register myBupa account on Bluea Health

You can manage your Bupa insurance scheme through the myBupa features in Bluea Health. Please register a myBupa account on Bluea Health if you don't have a myBupa account yet. You can check the below steps or refer to the [demonstration video](#).

Register myBupa using the same information of your Bluea Health account



Register myBupa using different information

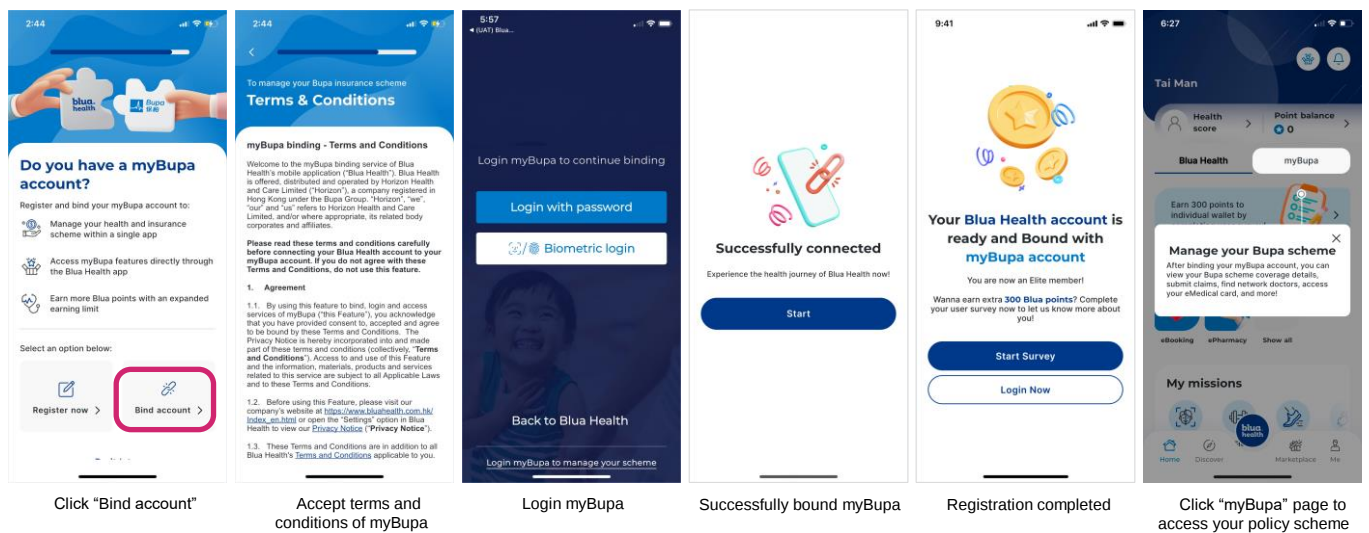


1.4 Ways to bind myBupa account with Bluea Health for existing myBupa users

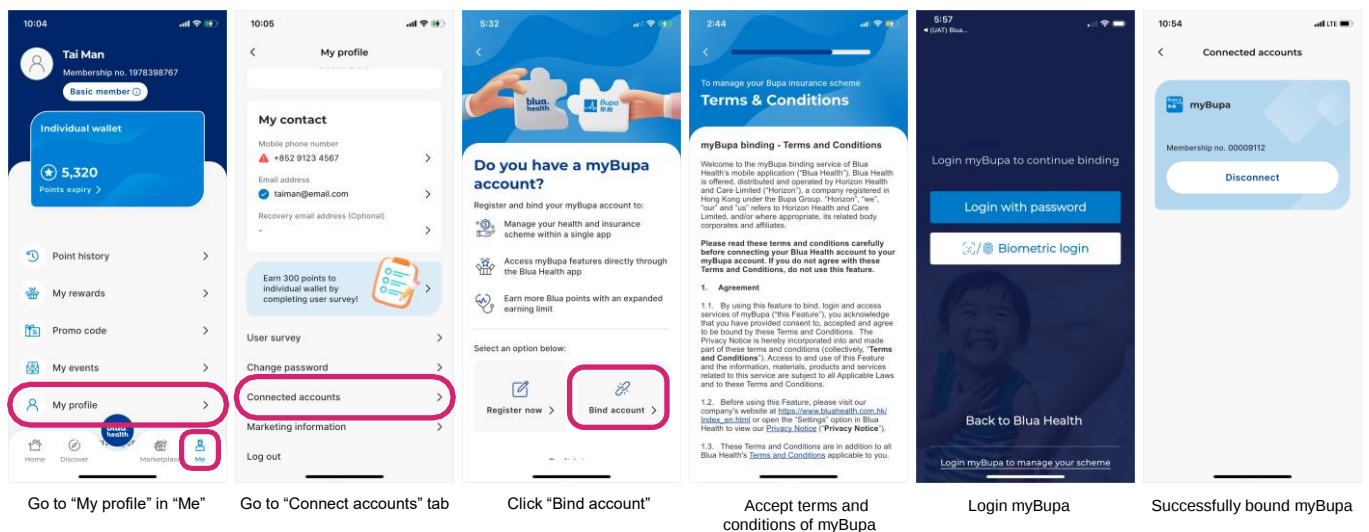
There are two ways to bind myBupa to your Bluea Health account.

New to Bluea Health: Bind myBupa when registering Bluea Health

After your Bluea Health profile is created, you will be asked to bind your myBupa account using your myBupa login credentials.



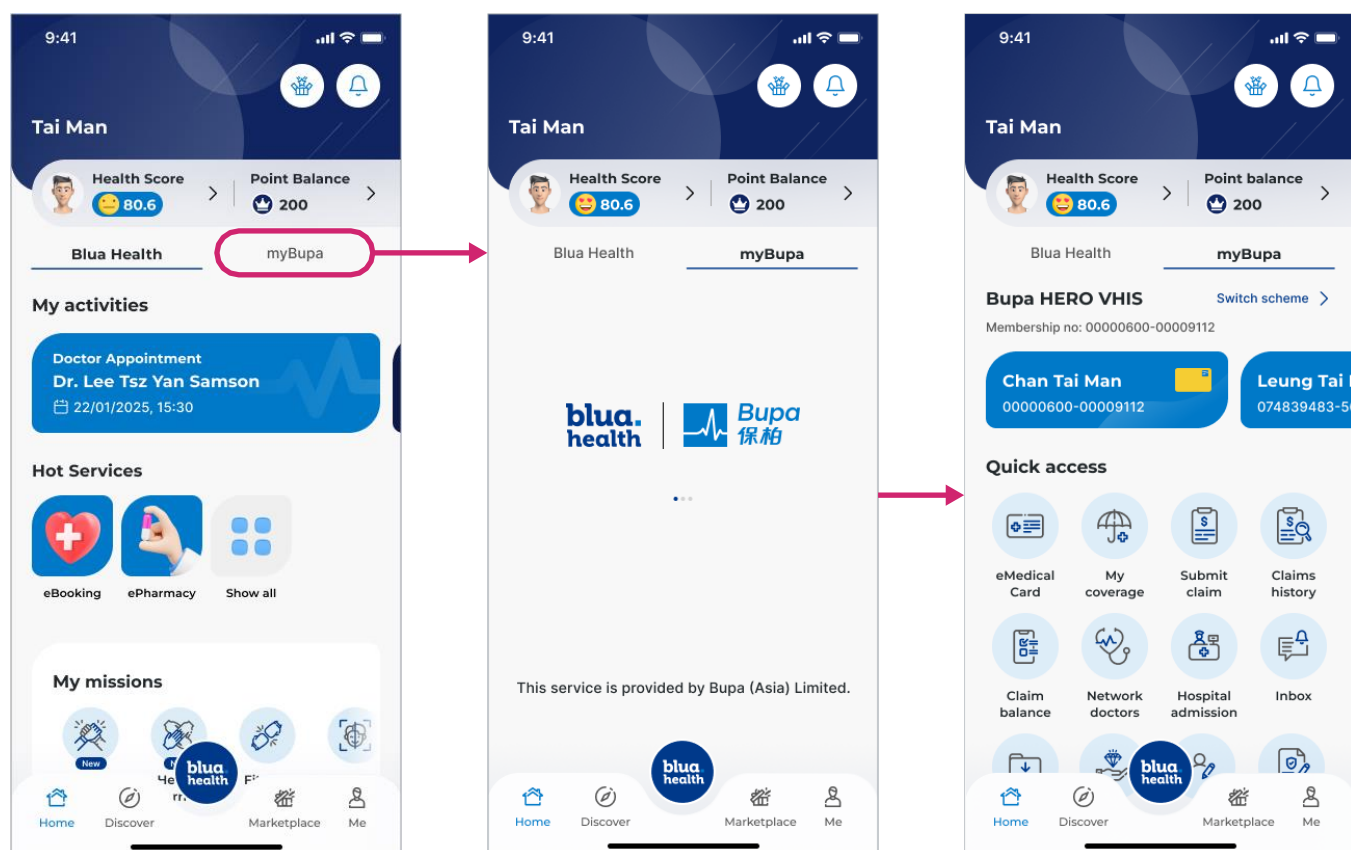
Existing Bluea Health member: Bind myBupa on "My Profile" page



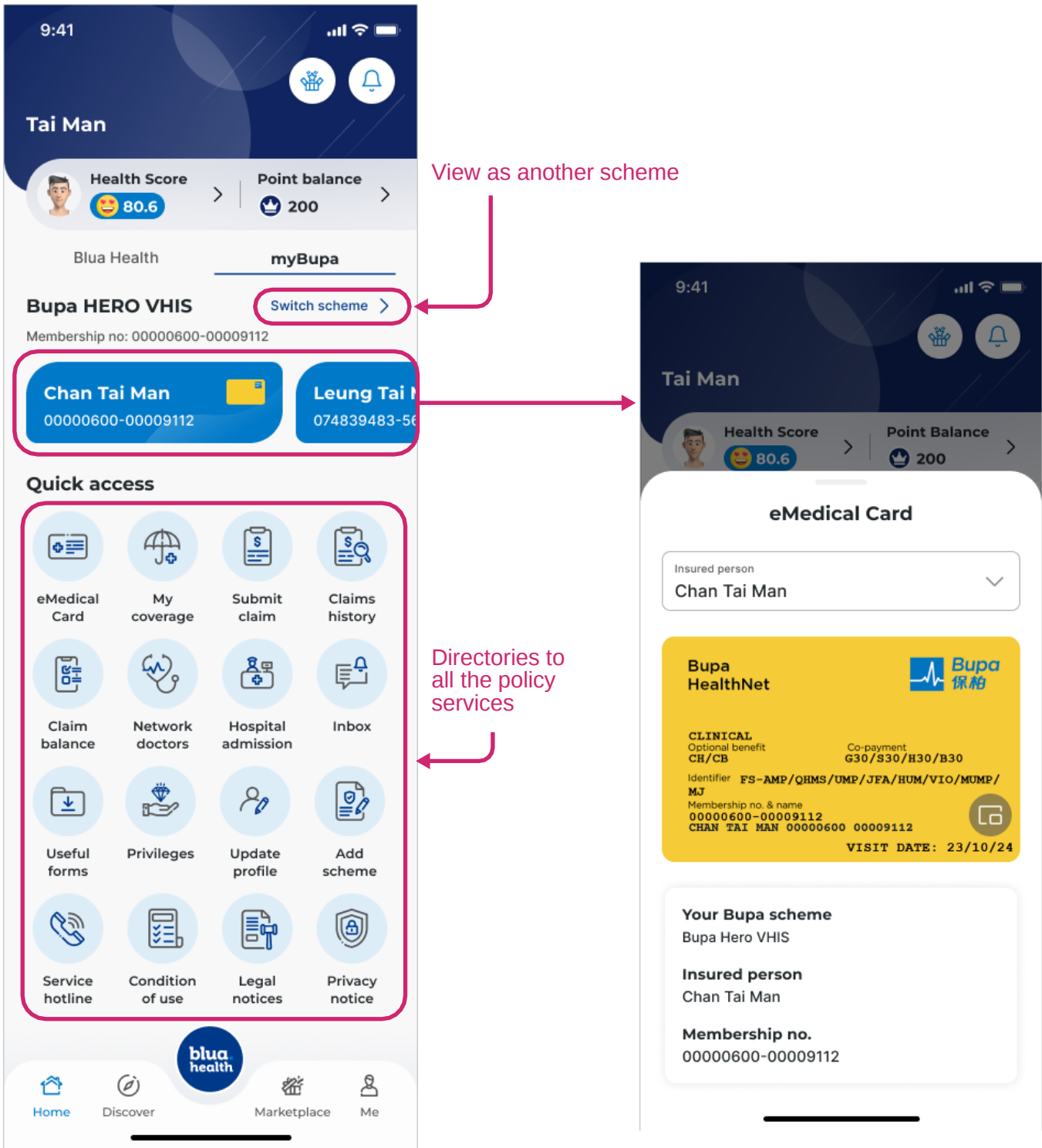
2. Navigation

2.1 Home page

Go to "myBupa" page to manage your policy and access all the policy services.



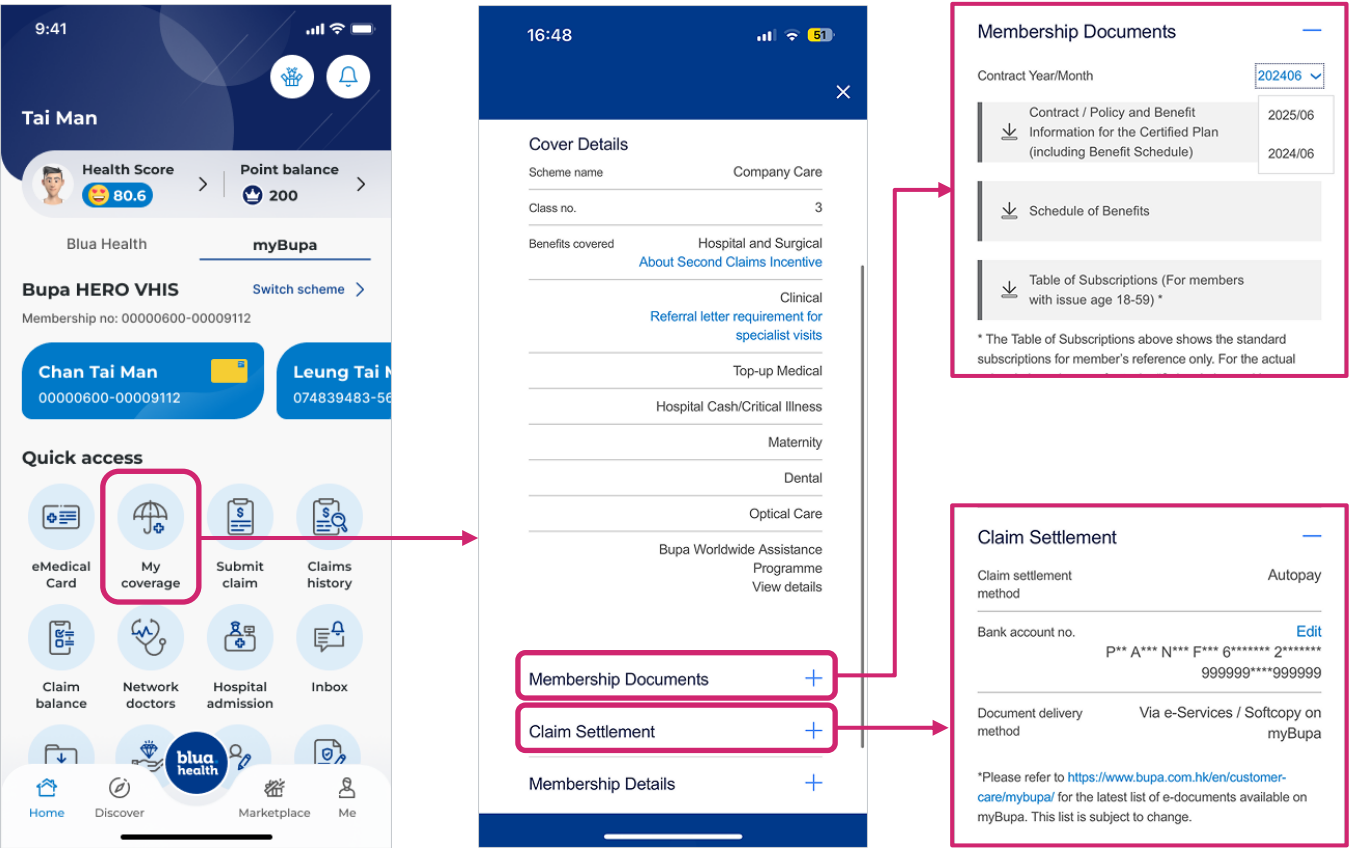
2.2 myBupa features



3. myBupa Features Highlight

3.1 My coverage

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.



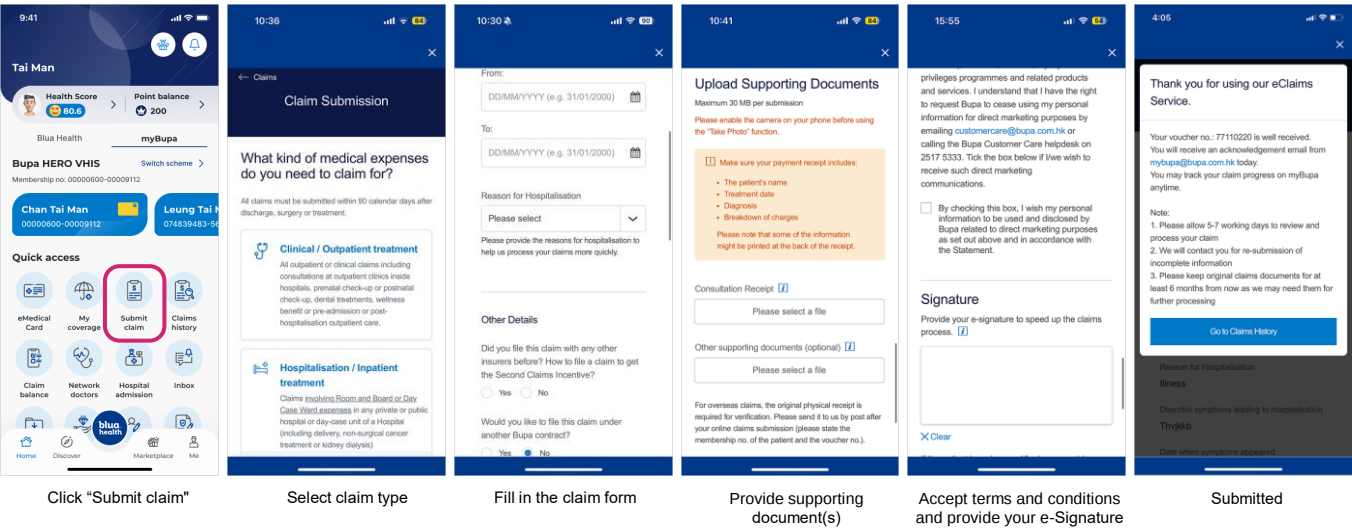
* This service is not applicable to group members.

3.2 Claims submission

You can submit hospital, day surgeries and clinical claims online.

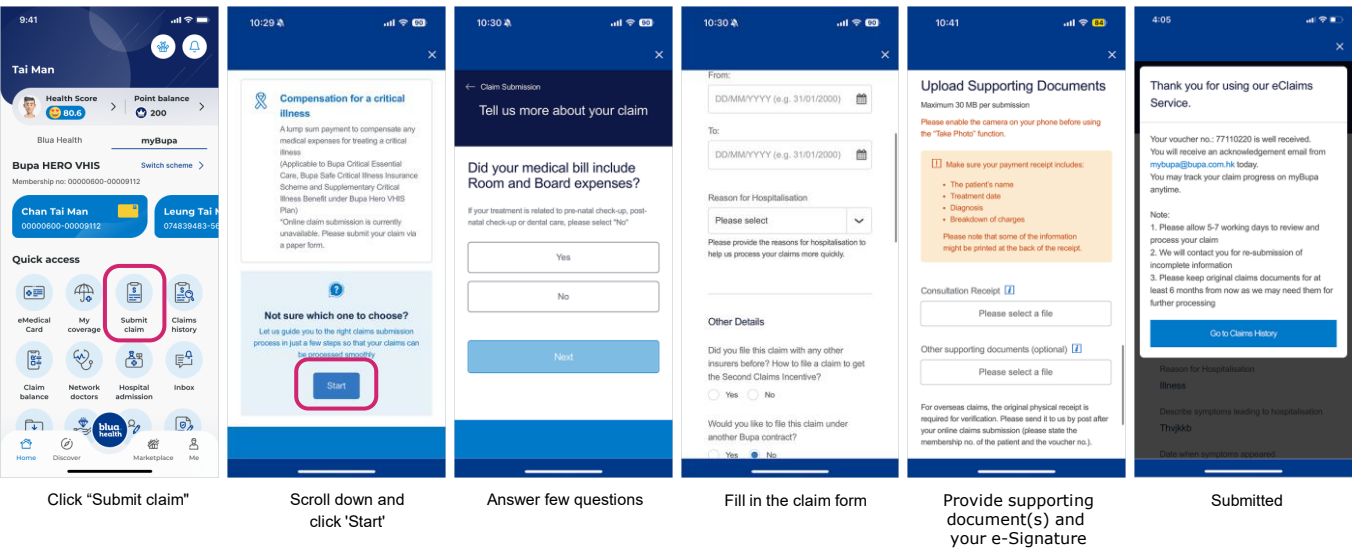
Submit a claim

You can submit hospital, day surgeries and clinical claims online.



Not sure which one to choose?

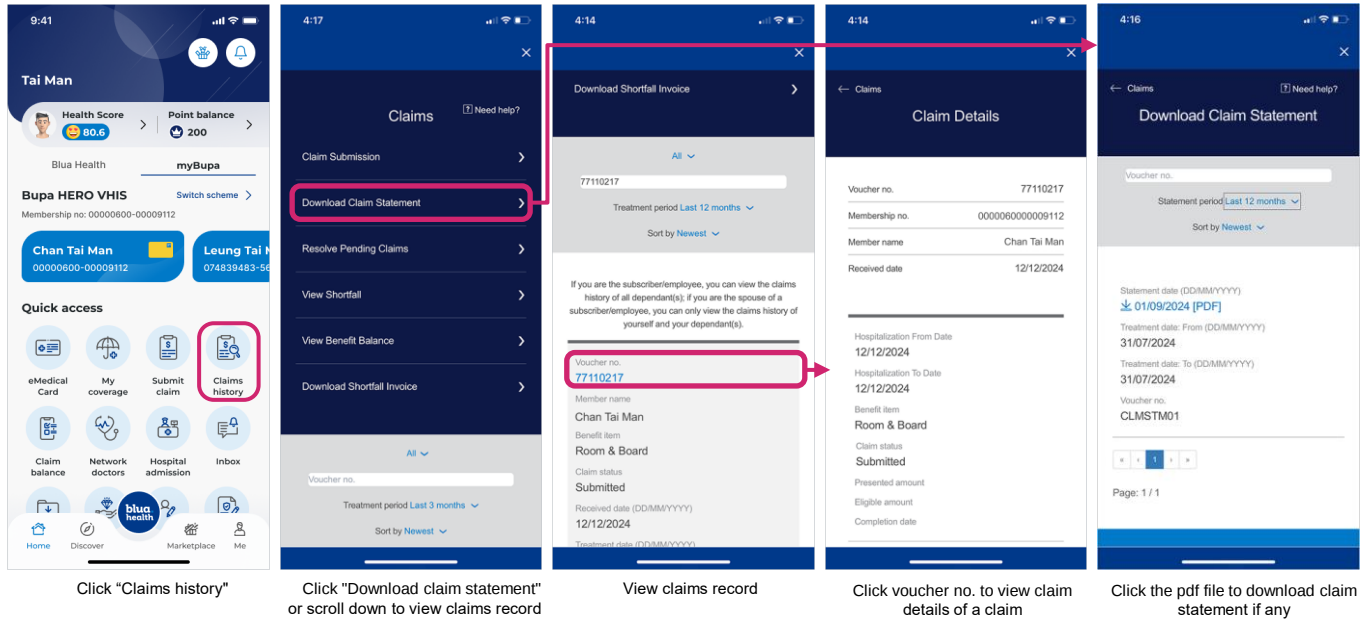
Let us guide you to the right claims submission process in just a few steps so that your claims can be processed smoothly.



3.3 Claims history and resolve pending claims

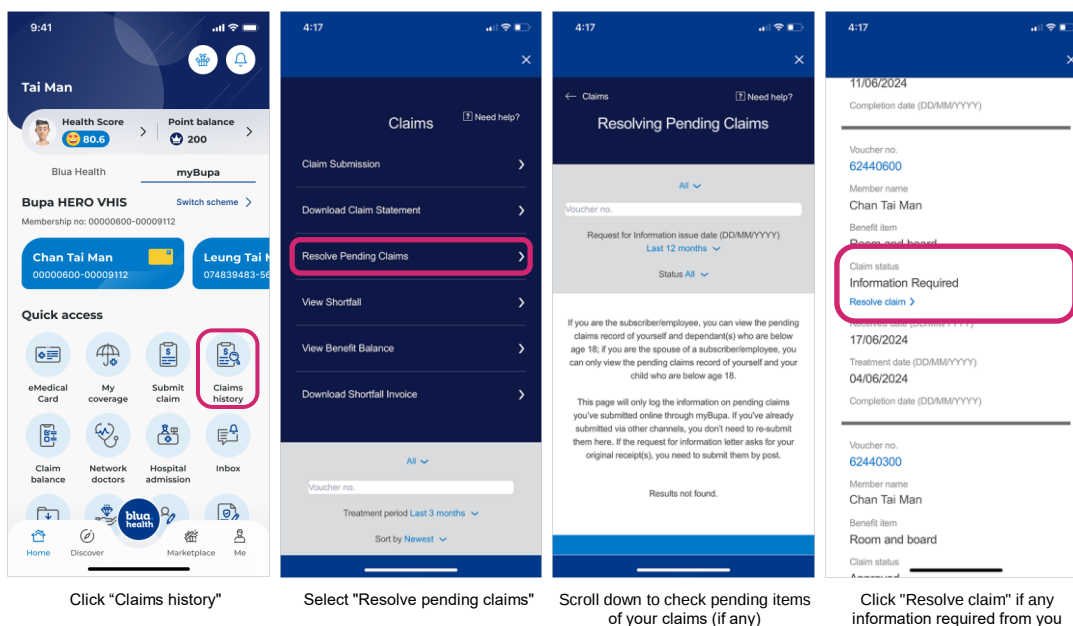
View claims history and download claims statement

You can check the claims history and download claims statement for the past 12 months.



Resolve pending claims

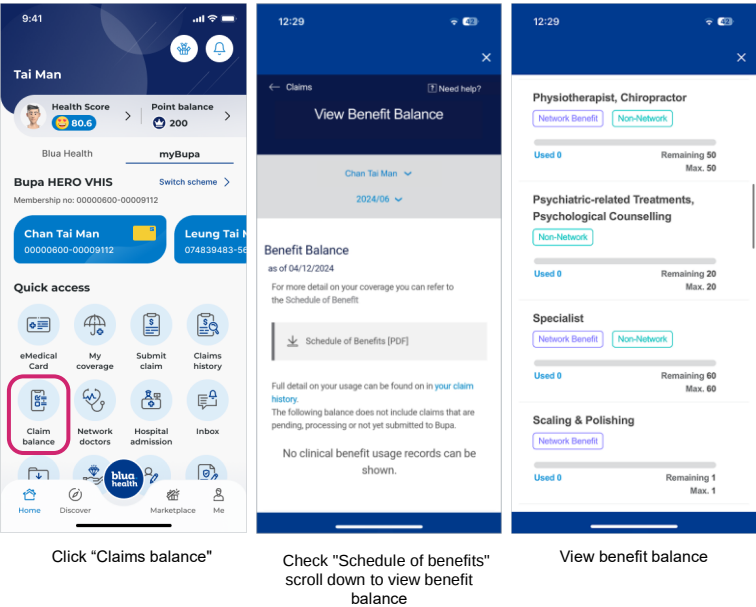
You can view the pending items of your claims and reply with additional information as required through the "myBupa" page of Bluea Health directly. A notification will be sent to you by email or post if any pending items are required.



3.4 View claim balance and view shortfall

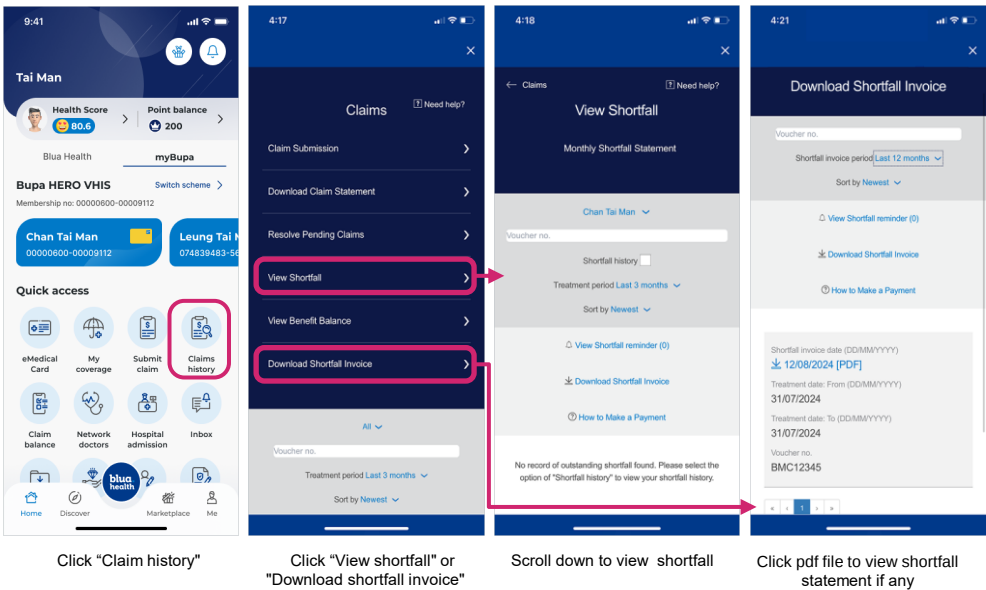
View Benefit Balance

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.



View shortfall and download shortfall invoice

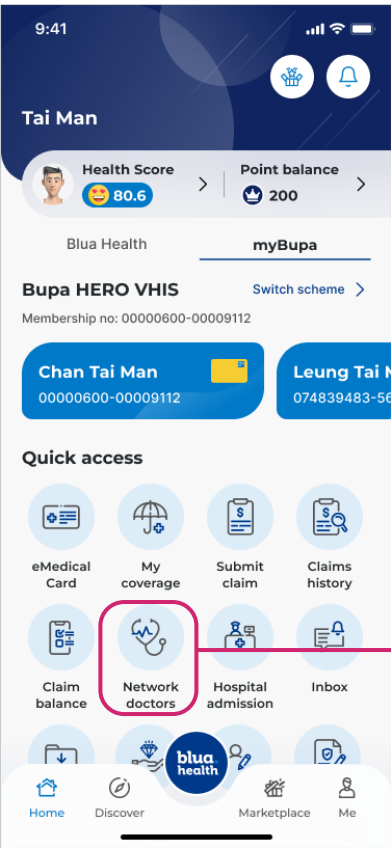
You can view your outstanding shortfall records since the start of your membership, download and view shortfall invoice (if you or your company have registered to use e-statement service).



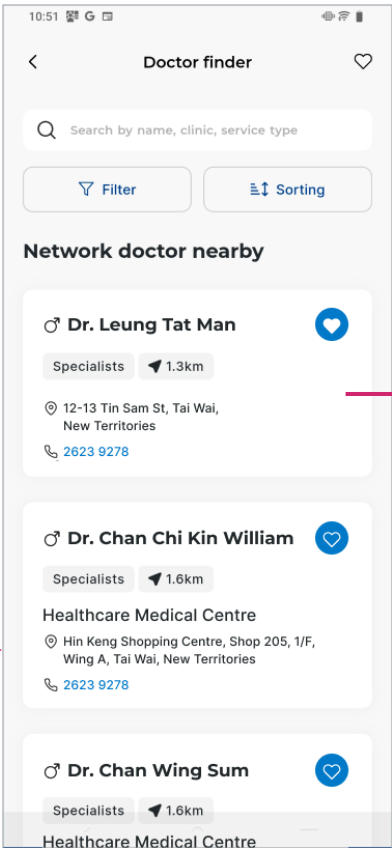
* The summary does not include claims that are pending, processing or not yet submitted to Bupa.

3.5 Network doctors finder

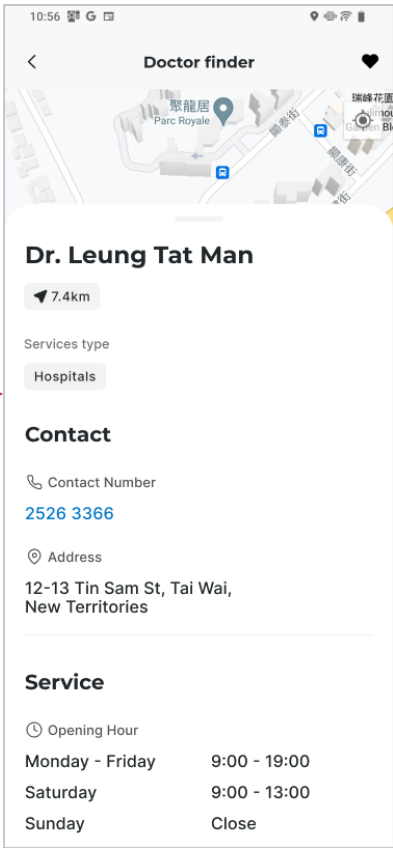
You can find network doctors' contact information based on provider name, service type or location.



Click "network doctors"



Search network doctors nearby



View network doctor's contact information

Support

myBupa Helpline

Tel: **3572 0077**

Mon - Fri, 9am - 9pm (Except public holidays)

Bluea Health – myBupa 用戶指南

最後更新: 2025年5月

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- 1.4 現有 myBupa 用戶將 myBupa 帳戶與 Blua Health 綁定的方法

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- 2.2 myBupa 功能

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- 3.3 查看索償紀錄及補充索償資料
- 3.4 查看保障結餘及差額
- 3.5 搜尋網絡醫生

1.開始

1.1 收到保柏的會籍迎新電郵

如果你已經向我們提供了你的電郵地址，你將收到一封迎新電子郵件。只需掃描電子郵件上的二維碼或點擊連結，即可下載及登記Bluea Health。

會籍迎新電郵



1.2 下載及登記 Bluea Health



掃描此二維碼下載 Bluea Health



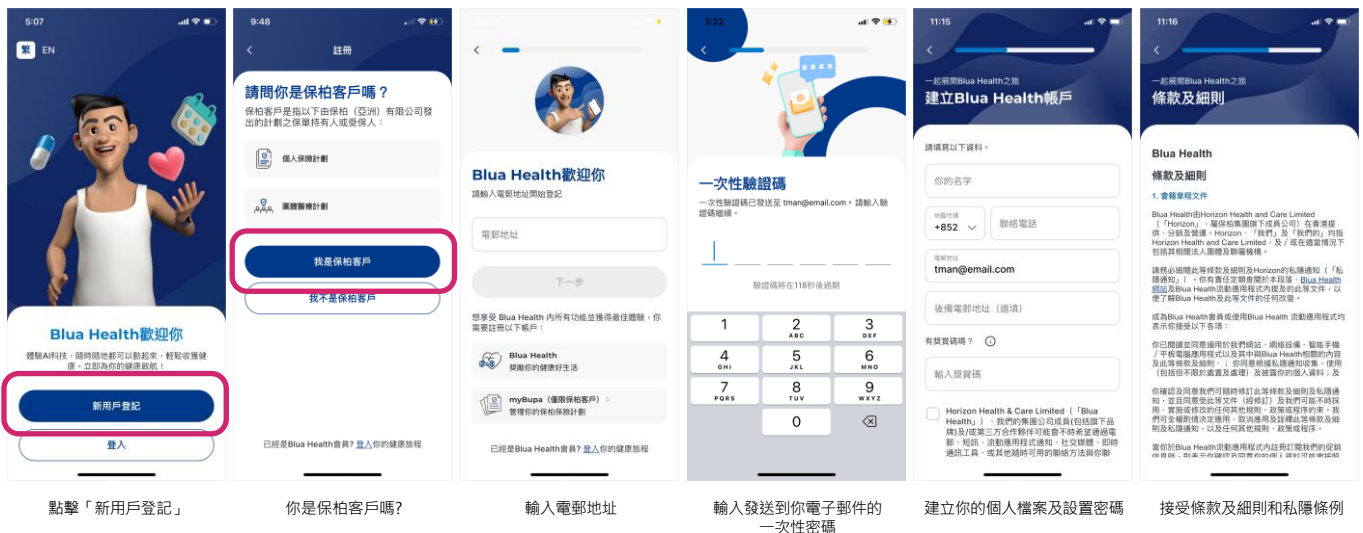
版本支援#
iOS 11.3 或以上



版本支援#
Android 9.0 或以上

登記 Bluea Health

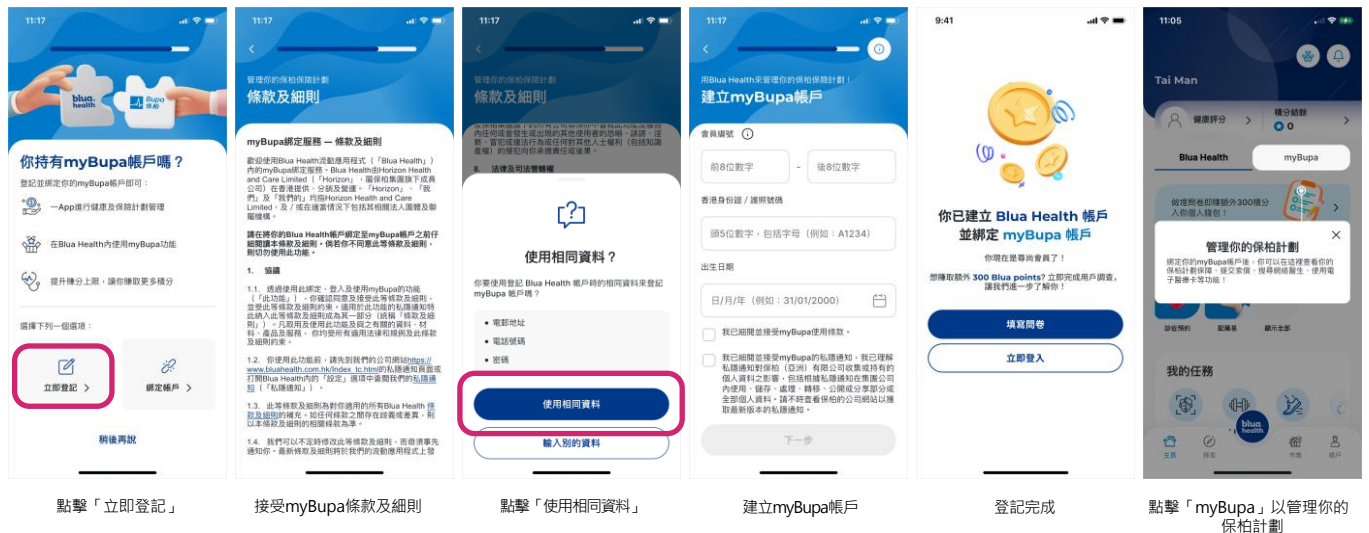
我們需要在註冊過程中驗證你的電郵地址，以便為你建立帳號。你亦需要輸入電話號碼以作稍後兌換獎賞之用。你可以查看以下步驟或參考[示範短片](#)。



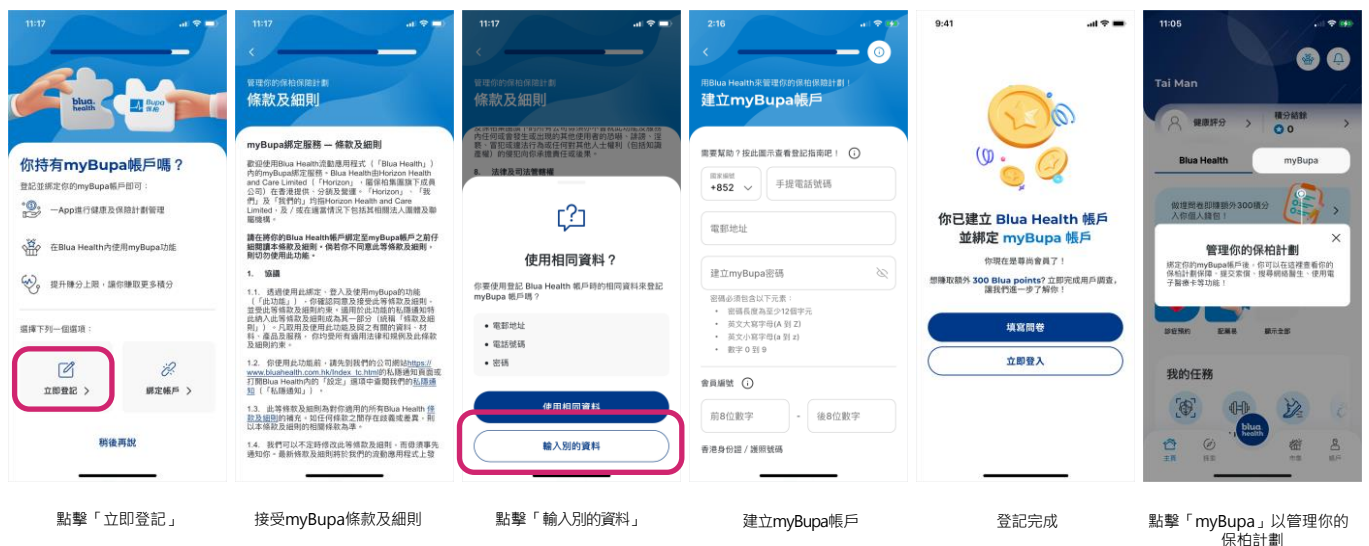
1.3 透過 Bluea Health 登記 myBupa 帳戶

你可透過 Bluea Health 中的 myBupa 功能管理你的保柏計劃。如果你還沒有 myBupa 帳戶，請透過 Bluea Health 上登記 myBupa 帳戶。你可以查看以下步驟或參考示範短片。

使用與 Bluea Health 帳戶相同的資訊登記 myBupa



使用不同的資料登記 myBupa

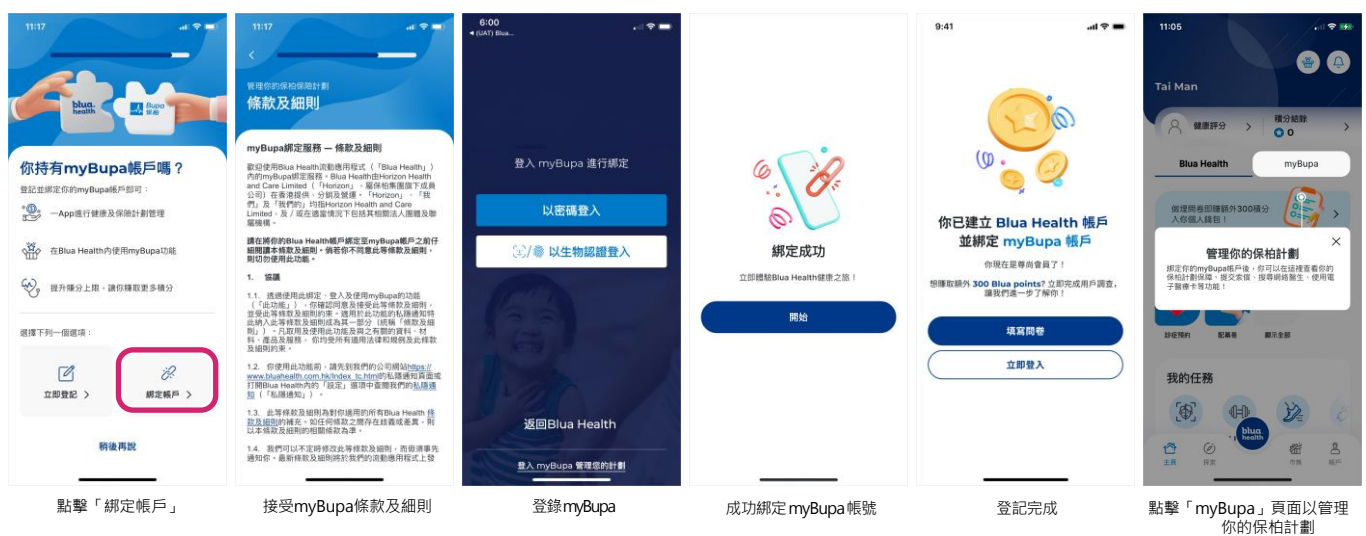


1.4 現有 myBupa 用戶將 myBupa 帳戶與 Bluea Health 綁定的方法

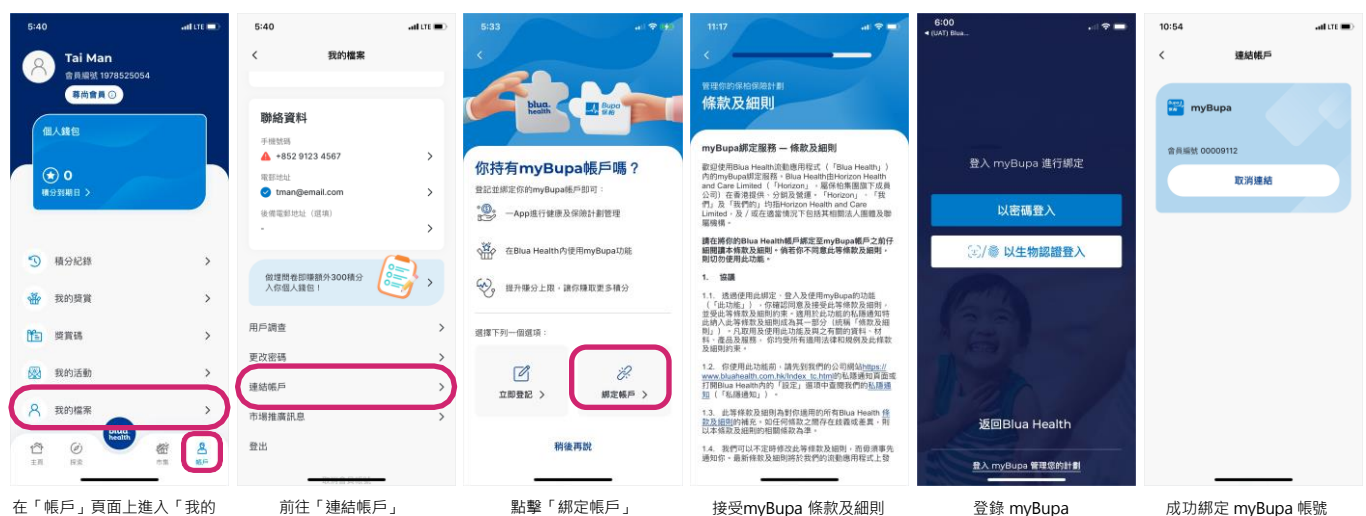
你可透過以下兩種方法將 myBupa 綁定到你的 Bluea Health 帳號。

新 Bluea Health 用戶：在登記 Bluea Health 時綁定 myBupa

建立 Bluea Health 個人檔案後，系統會要求你使用 myBupa 登錄憑證綁定你的 myBupa 帳戶。



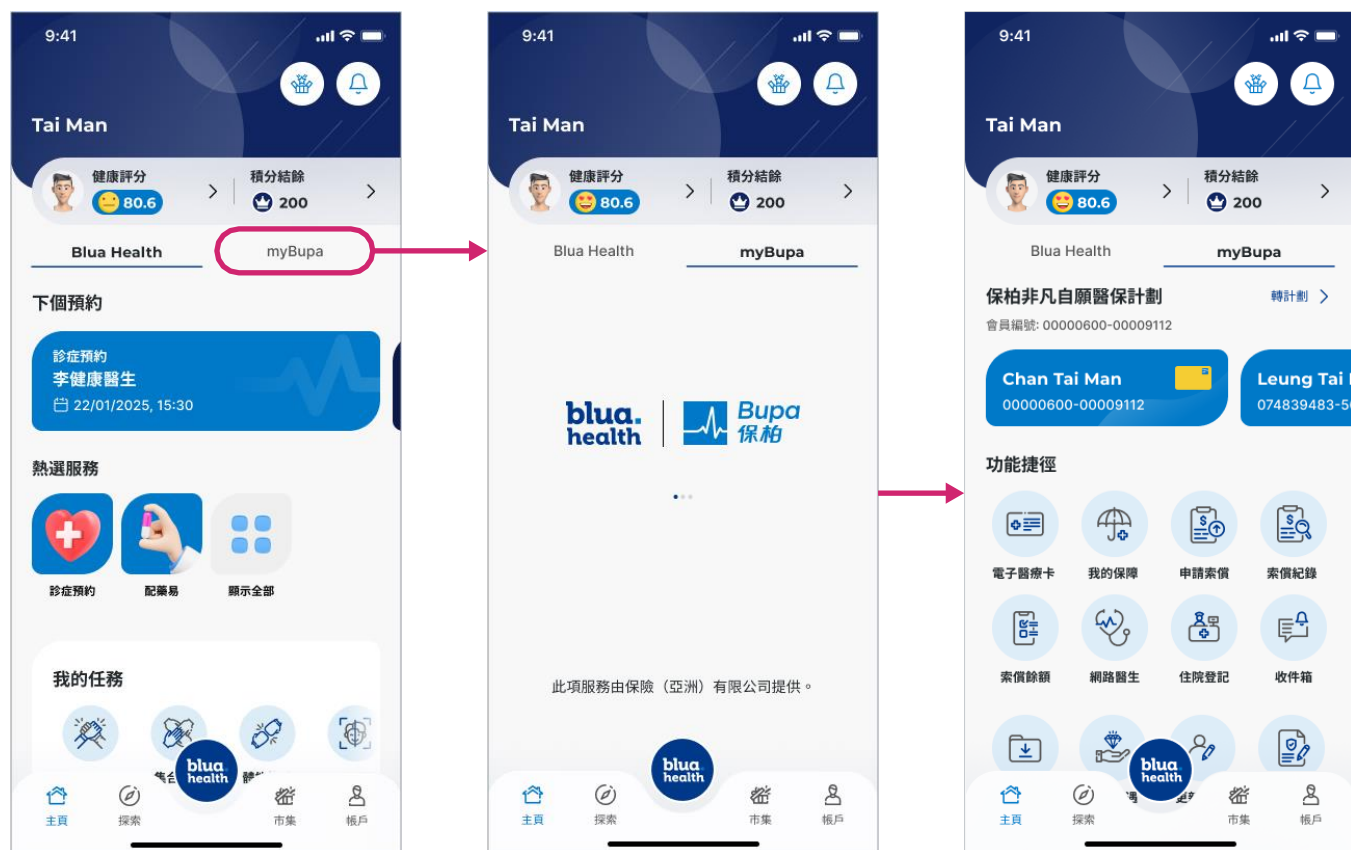
現有 Bluea Health 用戶：在「我的檔案」綁定 myBupa



2. 瀏覽指引

2.1 首頁

前往「myBupa」頁面來管理你的保單及查閱所有保單服務。



2.2 myBupa 功能



瀏覽另一計劃

所有保單服務的目錄



3. mBupa 功能簡介

3.1 我的保障

於此頁面，你可查閱你的計劃詳情、支付賠償的銀行戶口號碼及聯絡資料。你亦可更新你的銀行戶口號碼和聯絡資料，包括電郵地址、電話號碼及通訊地址*。有關修改將於24小時內更新。



* 此服務不適用於團體計劃會員。

3.2 提交索償

你可於網上提交住院、日症及門診索償。

提交索償

你需要選擇索償類別並提交索償表。



不肯定選擇哪個類別？

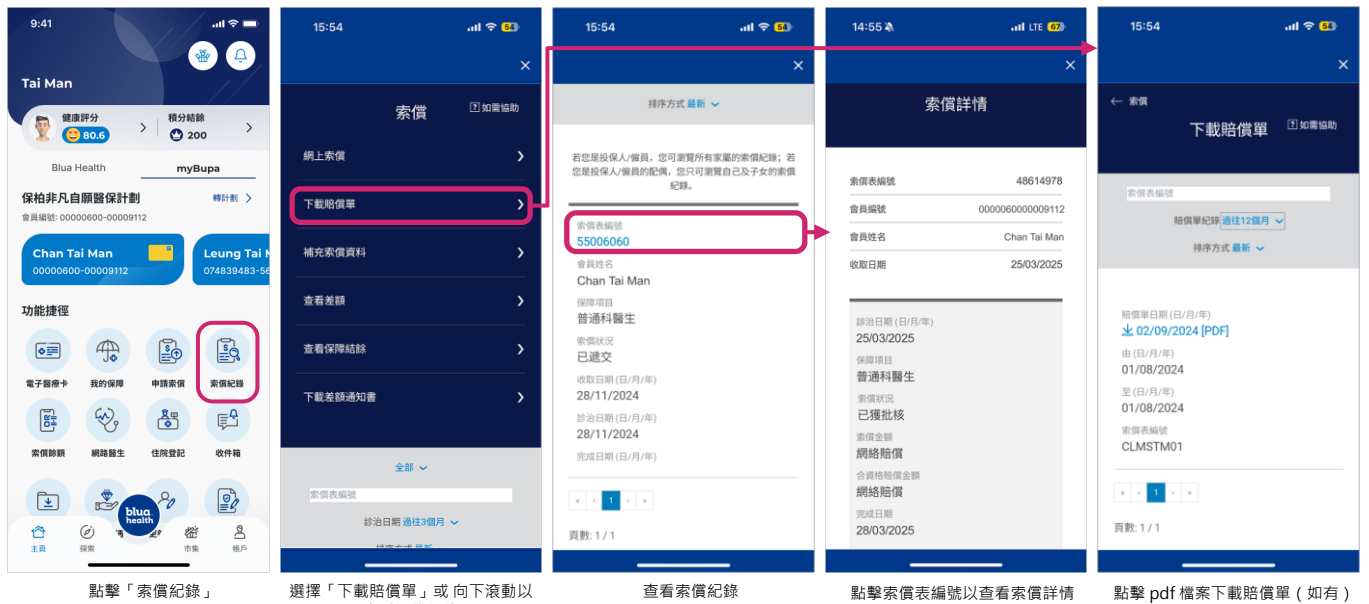
透過回答幾條簡單問題，助你正確地提交索償，令索償更暢順。



3.3 查看索償紀錄及補充索償資料

查看索償紀錄及下載賠償單

你可查閱過往十二個月的索償紀錄並下載你的賠償單。



補充索償資料

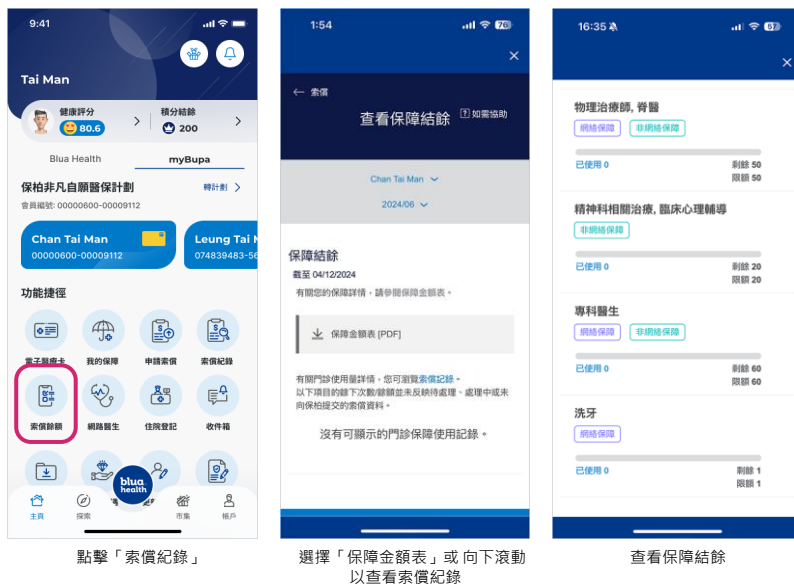
你可以查閱需要補交的索償資料及於Bluea Health 內的「myBupa」分頁中直接上載需要回覆的資料。如我們需要你補交資料，我們會以電郵或郵遞方式向你發出「索取資料通知」。



3.4 查看保障結餘及差額

查看保障結餘

你可查看合約下你的門診、牙科及/或視力保障（如適用）的使用量、賠償限額或餘額*。有關門診使用量詳情，可瀏覽索償紀錄。



查看差額及下載差額通知書

你可查看你自成為會員以來的差額紀錄，下載及查閱你的差額通知書 (如你或你的公司已登記使用電子版本服務)。



* 該摘要並未反映待處理、處理中或未向保柏提交的索償資料。

3.5 搜尋網絡醫生

你可以名稱、服務類型或地區搜尋網絡醫生或醫療機構。



支援

myBupa 支援專線

電話: 3572 0077

星期一至五上午9時至晚上9時(公眾假期除外)