

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 text 'Register to access your account'. Below this is a form with fields for 'Policy number (if known)', 'Surname *', 'Post code *', and 'Date of birth *'. There are also fields for 'Email address *', 'Password *', and 'Confirm password *'. A red error message for the password field states: 'Required field Passwords must be at least 10 characters long, contain at least 1 uppercase character, 1 lowercase, 1 digit and 1 special character.' At the bottom are 'Cancel' and 'Register' buttons. To the right, a box titled 'Why register?' lists benefits: 'View your online policies', 'View your claims history', 'Access your policy information', 'Amend your personal details', and 'View documents and letters'.

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. At the top, there's a dropdown menu for 'Select a policy to view' with 'Benenden Personal - Personal level 4' selected. Below this is a navigation menu with 'My policies', 'My details', 'My profile', 'Providers', and 'Log off'. The main content area is divided into 'Policy' and 'Claiming' sections. The 'Policy' section shows details for 'Benenden Personal - Personal level 4', including 'Start date: 30 Apr 2017', 'Benefit over start date: N/A', and 'Premium: £35.20 per Month by Direct Debit'. The 'Claiming' section has tabs for 'Claiming', 'Dependents', and 'Payments'. Under 'Claiming', there are links for 'Claim online' and 'Claim Form'. Below this is a 'Claim history' table with columns for 'Claim date', 'Treatment date', 'Claimant', 'Benefit', 'Receipt £', 'Paid £', and 'Status'. The table lists several claims from August 2019 to May 2020.

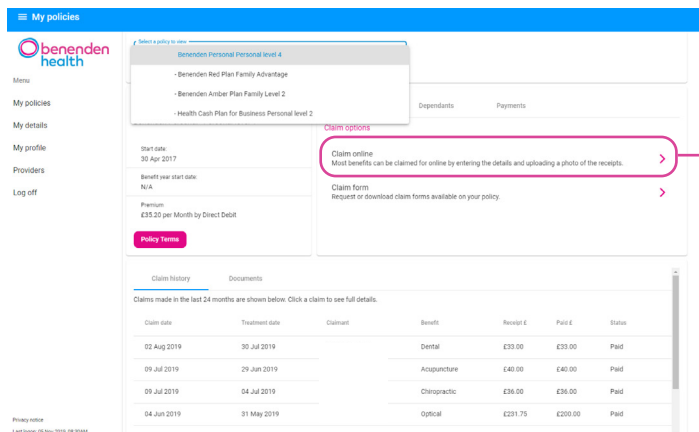
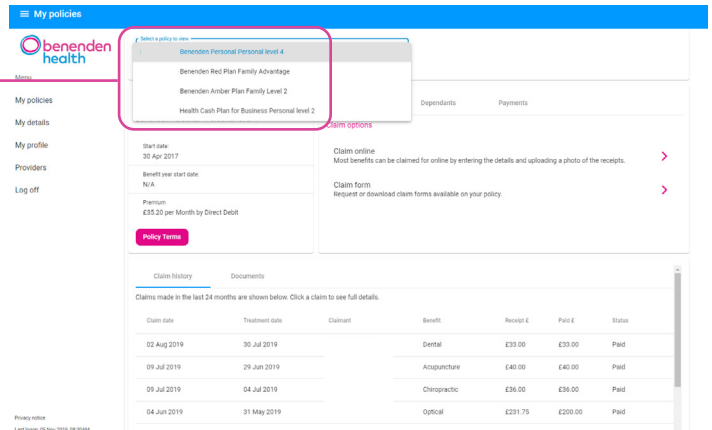
Claim date	Treatment date	Claimant	Benefit	Receipt £	Paid £	Status
02 Aug 2019	30 Jul 2019		Dental	£33.00	£33.00	Paid
09 Jul 2019	29 Jun 2019		Acupuncture	£40.00	£40.00	Paid
09 Jul 2019	04 Jul 2019		Chiropractic	£36.00	£36.00	Paid
04 Jun 2019	31 May 2019		Optical	£231.75	£200.00	Paid

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.

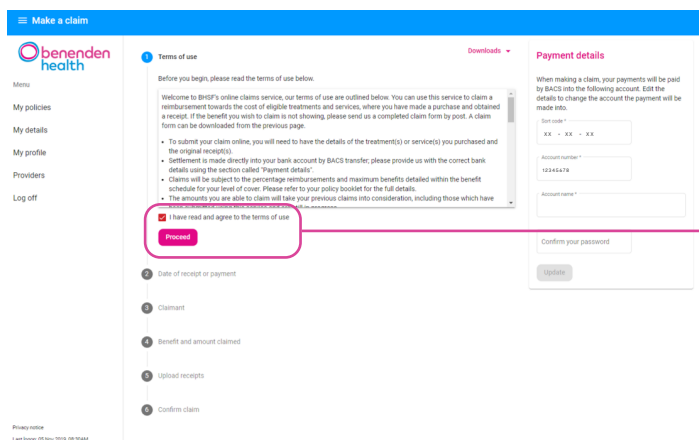


Making a claim

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'.

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Make a claim

Terms of use

Date of receipt or payment

Enter the date of your receipt or payment for the service.

Select the date
01/11/2019

Abandon claim Next

1 Claimant

2 Benefit and amount claimed

3 Upload receipts

4 Confirm claim

Payment details

When making a claim, your payments will be paid by BACS into the following account. Edit the details to change the account the payment will be made into.

Sort code
XX - XX - XX

Account number
12345678

Account name

Confirm your password

Update

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Make a claim

Terms of use

Date of receipt or payment
01 Nov 2019

1 Claimant

Please select the person who you are claiming for

Claimant

Abandon claim Next

2 Benefit and amount claimed

3 Upload receipts

4 Confirm claim

Payment details

When making a claim, your payments will be paid by BACS into the following account. Edit the details to change the account the payment will be made into.

Sort code
XX - XX - XX

Account number
12345678

Account name

Confirm your password

Update

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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Make a claim

Terms of use

Date of receipt or payment
01 Nov 2019

Claimant
Pierre Richard

1 Benefit and amount claimed

Benefits currently available for you to claim online are listed below. If the benefit you are claiming is not shown, please request a claim form from the menu above. Your policy terms contain a 'benefit schedule', listing all the benefits included on your policy, and also describe what is covered by each benefit. Please read the policy terms before claiming to check that your claim is eligible. Your policy terms can be accessed from the policy details link on this page.

Select the benefit
Dental

Total amount claimed
£ 23.00

Amount claimed: £0.00 Amount available: £400.00 Reimbursement: 100%

Abandon claim Next

2 Upload receipts

3 Confirm claim

Payment details

When making a claim, your payments will be paid by BACS into the following account. Edit the details to change the account the payment will be made into.

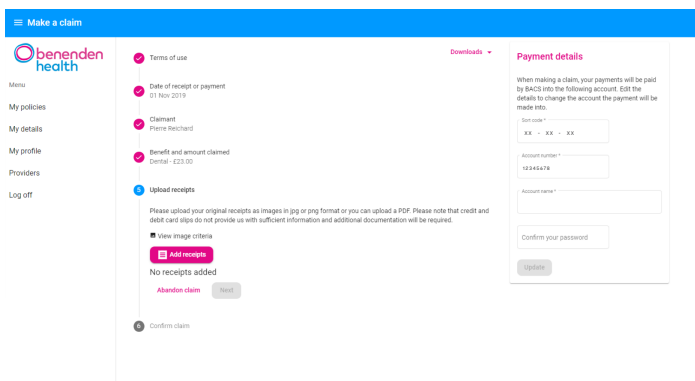
Sort code
XX - XX - XX

Account number
12345678

Account name

Confirm your password

Update



Step 5 – Then upload your receipt(s).

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

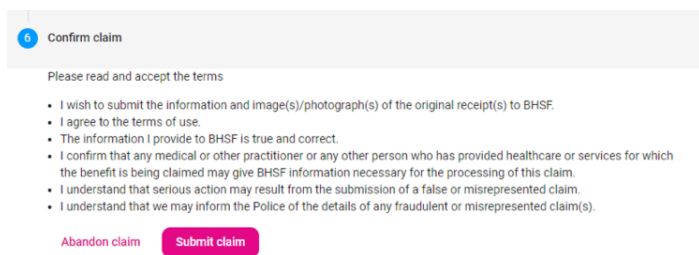
When uploading your receipts there is information provided to help you.

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.

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

Email address

Dental trauma form?

Request form

Close

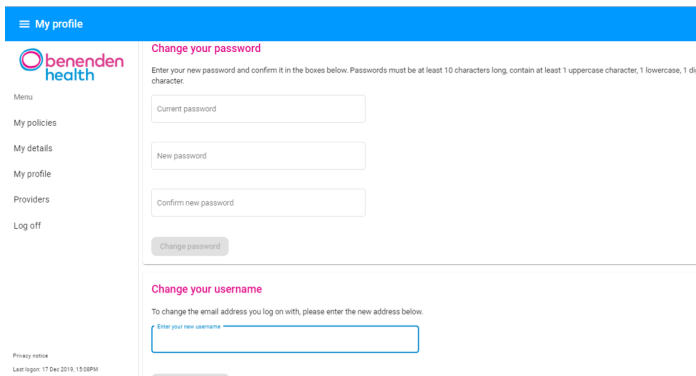
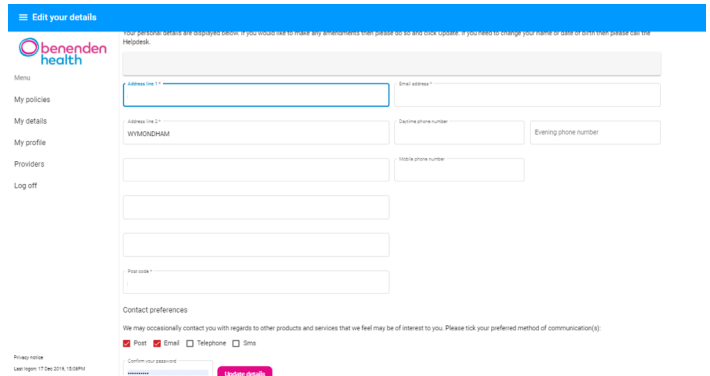
You can request a claim form from your home screen by clicking 'Claim form' in the 'Claiming' section. Enter your email address and click 'Request form'. If you're claiming for dental trauma please tick the box before clicking 'request form'.

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.



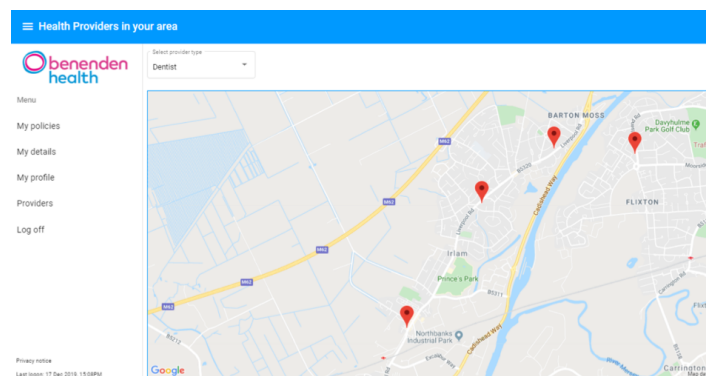
My profile

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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