

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

health	0800 414 80
Health Cash Plan Portal	
Enter your username	
Please enter your username	
Enter your password	
Logon	
Forgot password	Register

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.

Obenenden			
Register to access your account			
To register for online access to your account, please enter	er your details below and click 'regi	ster'	Why register?
Policy number (if known)	Surname *		By registering for an online account, you can:
Post code *	Date of birth *	5	View your online policies View your claims history
Email address *			Access your policy information Amend your personal details
Required field			View documents and letters
Password *	Confirm password *		
Required field Passwords must be at least 10 characters long, contain a special character.	at least 1 uppercase character, 1 lo	wercase, 1 digit and 1	
Cancel Register			

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.

O benenden health	- Select a policy to view • Benenden F	ersonal Personal level 4		•				
My policies My details My profile Providers Log off	Policy Benenden Personal - Pe Start cale: 30 Apr 2017 Beneti yeer start date: N/A Pensum £35.20 per Month by Dir Pulicy Terms	rsonal level 4 ect Debit	Claim options Claim options Claim online Most benefits can be of Claim form Request or download o	Dependants almed for online by entering laim forms available on your	Payments the details and uplo policy.	ading a photo of th	e receipts.	> >
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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.

Obenenden	e Select a policy to view			-			
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Meru	Benenden	Red Plan Family Advantage					
My policies	Benenden / Health Casi	Amber Plan Family Level 2 h Plan for Business Personal level	2	Dependants	Payments		
My details			claim options	_			
My profile	Start date: 30 Apr 2017		Claim online Most benefits can be cla	imed for online by entering	the details and uploa	ding a photo of th	e receipts.
Providers	Benefit year start date:						
Log off	N/A		Claim form Request or download cli	im forms available on your	policy.		
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	Start date:		Claim online					2
	30 Apr 2017		Most benefits can	be claimed for online by entering	the details and uploa	iding a photo of th	e receipts.	<u>۲</u>
	Benefit year start date: N/A		Claim form					~
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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'.

≡ Make a claim		
O benenden health	Terms of use Downloads +	Payment details
Menu My policies My details	Date of records or payment. Enter the date of your records or payment, for the service. Intertwise Description Description	When making a claim, your psyments will be paid by BACS into the following account. Eait the details to change the account the psyment will be made into: sort once * xx = xx = xx
My profile Providers	Aðandon claim Hent	Account number *
Log off	Ciamant	Account name *
	Benefit and amount claimed	Confirm your password
	oproze receipes Ordem claim	



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'.



≡ Make a claim		
Obenenden health	Terms of use Downloads +	Payment details
Menu	Date of receipt or payment 01 Nov 2019	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
My policies My details	Cleimant Piere Reichard	made into. Son code " XX - XX - XX
My profile	 Benefit and emount claimed Dental - £23.00 	Account number *
Providers	Upload receipts	Account name *
	Please upload your original receipts as images in jog or png format or you can upload a PDF. Please note that credit and debit card slips do not provide us with sufficient information and additional documentation will be required.	
	View image criteria Add receipts	Confirm your password
	No receipts added	Update
	Abandon claim Next	
	Confirm claim	

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

Confirm claim	Step 6 – Here you can confirm your claim. Once you have read, understood and agreed
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 service action may result from the submission of a false or misrepresented claim. I understand that service action may result from the submission of a false or misrepresented claim. Abandon claim Submit claim	to the terms and conditions listed, you can submit your claim.
Request a claim form	
Request a claim form Cash plan	You can request a claim form from
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	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

Close

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.

	Helpdesk.		
health			
nu	Address line 1*	Email address *	
policies	1		
details	Address Time 2*	Daytine phone number	
profile	WYMONDHAM		Evening phone number
viders		Noble phone number	
011			
	Post code *		
	Contact preferences		
	We may occasionally contact you with regards to other products	and services that we feel may be of interest to you. Please tick your I	preferred method of communication(s):

≡ My profile	
Oheeedee	Change your password
health	Enter your new password and confirm it in the boxes below. Passwords must be at least 10 characters long, contain at least 1 uppercase character, 1 lowercase, 1 digit character.
Menu	Current password
My policies	
My details	New password
My profile	
Providers	Confirm new password
Log off	
	Change password
	Change your username
	To change the email address you log on with, please enter the new address below.
	Citer your new username
Privacy notice	
Last logon: 17 Dec 2019, 15:08PM	

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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