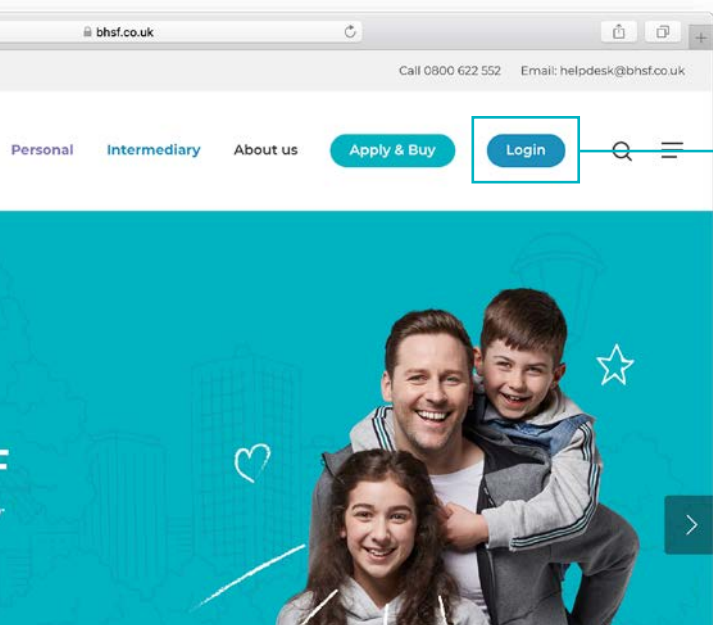


Policyholder Portal User Guide

*Manage your health and
wellbeing more effectively*

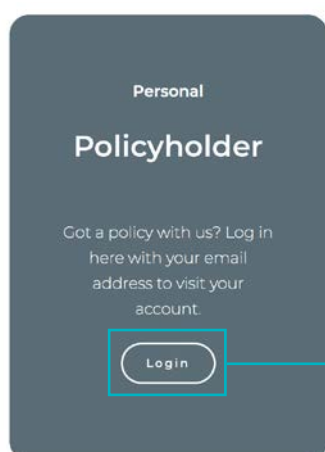
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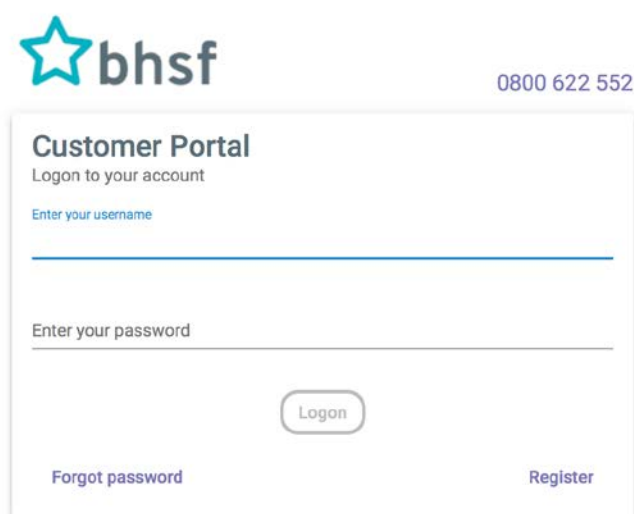


Log in Screen

Go to **www.bhsf.co.uk**. The login tab/button can be found in the top right hand corner of the homepage.



On the next screen, you click the '**Login**' button under the Personal Policyholder section.



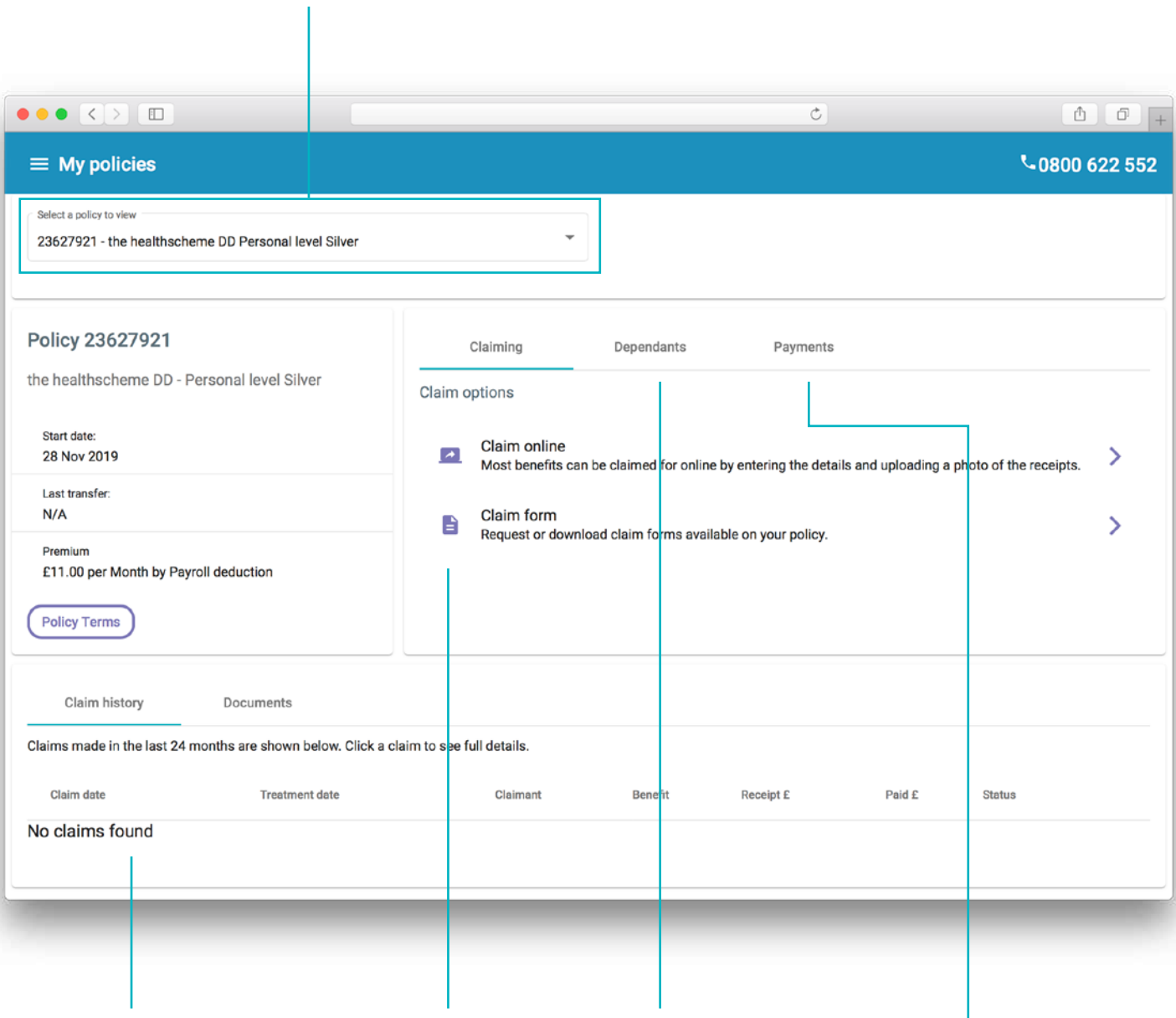
Which will take you to the Customer Portal login screen, where you can login using your username and password details. You will have already registered for these details.

If you haven't already registered, you can do this by clicking '**register**'. You will then need to fill in your details.

Main dashboard

Once you have logged in, you will reach this page. Here you can see an overview of your policies and 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.

To select a policy, choose from the drop down menu.



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

You can make a claim online or download a claim form.

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

You can manage your payment details online.

Making a claim

To claim online, within the main dashboard view, click claim online. You will then see this page, where you will find the terms and conditions to your claim on the left hand side and your payment details on the right hand side.

Make a claim 0800 622 552

1 Terms of use Downloads ▾

Before you begin, please read the terms of use below.

Welcome to BHSF's online claims service, our terms of use are outlined below. You can use this service to claim a reimbursement towards the cost of eligible treatments and services, where you have made a purchase and obtained a receipt. If the benefit you wish to claim is not showing, please send us a completed claim form by post. A claim form can be downloaded from the previous page.

- To submit your claim online, you will need to have the details of the treatment(s) or service(s) you purchased and the original receipt(s).
- Settlement is made directly into your bank account by BACS transfer; please provide us with the correct bank details using the section called "Payment details".
- Claims will be subject to the percentage reimbursements and maximum benefits detailed within the benefit schedule for your level of cover. Please refer to your policy booklet for the full details.
- The amounts you are able to claim will take your previous claims into consideration, including those which have been

☒ I have read and agree to the terms of use

Please enter your bank details before continuing.

Proceed

2 Date of receipt or payment

3 Claimant

4 Benefit and amount claimed

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 *
00 - 00 - 00

Account number *
0

Account name *

Confirm your password

Update

Once you have read and understood the terms and conditions you can tick the 'agree' box.

Step 2

You will then need to select the date of your treatment. A calendar will open up for you to select the date. Click 'continue' to move to the next stage of claiming on your policy.

Step 3

Select who you are making a claim for, this would be yourself, your partner or your dependants.

Select what you are claiming for. If your benefit does not appear in the drop down menu, this means you cannot make an online claim for that benefit. You will need to refer back to your 'Policy details' and request a claim form.

Step 4

State how much the claim is for and upload your receipts.

Uploading your receipts

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 continue and you will then be confirming your information and submitting your claim.

Confirming your claim

The example on the right shows the final stage to confirm your claim. Once you have read, understood and agreed to the terms and conditions listed, you can submit your claim.

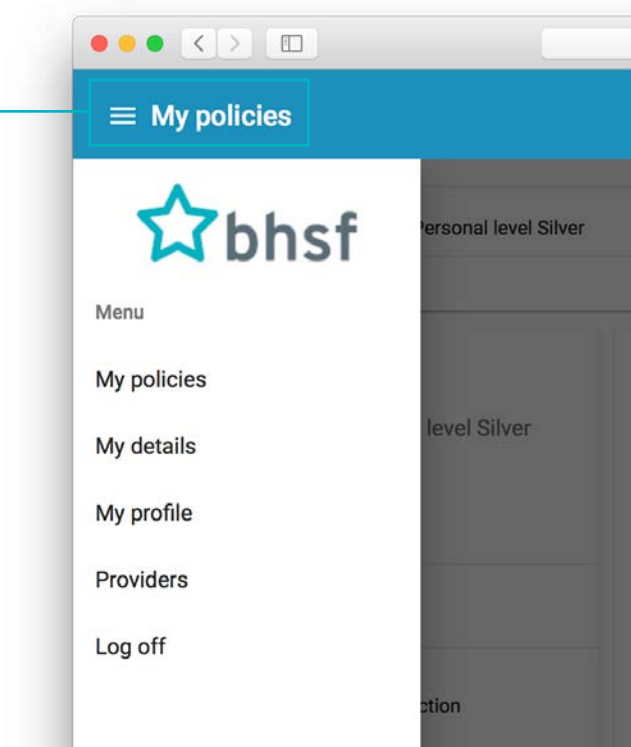
Maintaining your account

Clicking the menu button will show the sidebar with the options for viewing your **Policies, Details, Profile** and **Providers**.

Clicking on '**My details**' will show you your personal details page where you can update your address, phone number or email address when you need to. You can also update your contact preferences.

Clicking on the '**My profile**' option will take you to the page where you can change your email address and password used for logging in.

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.



Getting support

If you need help or advice on using the Portal,
please contact our helpline on **0800 622 552**
or email us at: **enquiries@bhsf.co.uk**

