

Claims Procedure with WPA

1. Once you have been to see your General Practitioner you must:
2. Contact the WPA Helpdesk on 01823 625270 (opening hours are Monday to Friday 8am – 6pm)
3. WPA will check your level of cover and excess and any exclusions which may apply. An indication of whether your condition will be covered will be sent at this stage, together with a claim form.
4. Take your claim form to your GP for completion, unless otherwise advised by the WPA Helpdesk. Please note that any fee charged by your GP is not covered under the terms of your policy.
5. Send your completed claim form to WPA. They will pre-authorise your claim (if ticked on the claim form) within 2 working days and send written confirmation of their decision.
6. Once your appointment has been authorised, you are able to attend your initial Specialist or therapist appointment. It is usual to discuss your treatment plan at this point. You may require tests, investigations or an operation in the future. Please contact the Helpdesk to discuss your treatment and for further authorisation that all costs will be met.
7. Please advise your provider to send all invoices directly to WPA quoting your customer registration number. Payment will be made directly to the provider unless you have paid these yourself. If you have paid then forward the original invoice marked as paid to WPA, remembering to take copies for your own protection.