

# Five Steps Understanding Accommodation, Care Charges & Payments at Bupa\*



Welcome to Bupa! We're so pleased you're joining our community. We want to keep money matters simple, so you know what to expect, and what to plan for. To help, we've created the following Five Steps. Let's get started!

## Step

1

### Discuss your Bupa accommodation and care charges

First, we'll listen to your needs and preferences; and then provide you with your accommodation and care charges.

1. What type of care have you been assessed as needing? For example:

- Rest home       dementia or  
 hospital-level care

2. What type of Bupa accommodation have you chosen?

- Standard Room       Premium Room

3. Would you like additional services?

- Find out more on our website  
[bupa.co.nz](http://bupa.co.nz)

4. Are you applying for a Residential Care Subsidy?

- Your Needs Assessor will give you the application form. To find out more:  
[www.workandincome.govt.nz](http://www.workandincome.govt.nz)

## Step

2

### Confirm your Bupa accommodation and care charges

- Meet with your Care Home General Manager to talk through your daily charges

- Review and sign your Admission Agreement

- Receive your first Bupa invoice/statement and Direct Debit form

## Step

3

### Consider your payment options

Typically, 'who' pays for your monthly charges is a combination of you, from your private/Superannuation funds, Te Whatu Ora, and any subsidies you may be eligible for. See an example of what that breakdown could look like on our website [bupa.co.nz](http://bupa.co.nz)

## Step

4

### Set up your Direct Debit

- Complete and return your Direct Debit form to [receivables@bupa.co.nz](mailto:receivables@bupa.co.nz)  
 Provide evidence of your bank account e.g., a screenshot or bank statement showing the account number, name of the account and bank logo

Every month on or around the 5<sup>th</sup>, you'll be emailed your monthly invoice/statement, which needs to be paid by the 20<sup>th</sup> of that month.

## Step

5

### Move in — welcome to Bupa!

Please remember that we're here to help. We're committed to making payment an open, honest and ongoing conversation with you and your whānau.

**Have questions about your bill?**  
**Talk to your Care Home General Manager or**  
**Call us: 0800 60 80 99      Email our Accounts Team: [fonza@bupa.co.nz](mailto:fonza@bupa.co.nz)**

**Welcome home.**