

# Bupa Global

## Your Local Link to IGP for IMEs (Health)

### Why partner with Bupa Global?

Bupa Global is the international health insurance division of Bupa, a major healthcare company founded in 1947, serving over 60 million customers worldwide.

Bupa Global specializes in offering high-quality International Private Medical Insurance (IPMI) to businesses with employees living or working abroad and their families. With Bupa Global's reach, members can access quality healthcare wherever they are.

As a leading provider of IPMI, Bupa Global focuses on the all-round health of its members, offering an extensive range of benefits, including wellness services and preventive care for every stage of life.

Bupa Global has one of the largest global healthcare networks, with over 2 million providers. Members have direct access to any recognized private provider, clinic, or hospital worldwide.

#### Personalized healthcare

By leveraging data analytics and artificial intelligence, Bupa Global can offer more personalized healthcare solutions tailored to individual needs allowing for better outcomes and patient satisfaction.

#### Proactive support

Bupa Global supports employees and their families with a wide range of services – ranging from proactive to reactive solutions. These services include:

- **Healthline** – 24/7 medical phone support
- **Bupa LifeWorks** – a digital solution designed to support mental, physical, social, and financial well-being 24/7. It offers confidential support and short-term counseling in 40+ different languages.

- **Global Virtual Care** – all day everyday access to a network of international doctors and healthcare professionals. Same day consultations via phone or video
- **Clinical case management** – quality care for complex needs
- **Second medical opinions** – diagnosis review by experts

#### Focus on preventive care

With an increasing emphasis on prevention and wellness, Bupa Global has expanded its services to include wellness programs and cover for preventive screenings.

#### Cost containment

Bupa Global actively works to manage the high cost of healthcare through various initiatives such as preventive care and wellness programs, embracing clinical and digital innovations, and balancing business efficiencies.

#### Future-focused healthcare

Digital health technology has the potential to build more inclusive healthcare systems. By enhancing access to care and offering patients more options, digital solutions can ultimately help reduce disparities in healthcare.

- Through MembersWorld, Bupa Global's online portal, employees can interact with their healthcare plan, enhancing the customer experience with convenient access to information and answers to questions. Claims can be submitted and pre-authorizations provided online.
- Bupa's digital health solution, Blua, is used by approximately 7.5 million customers for their healthcare needs, such as online consultations, management of chronic diseases, remote diagnostics, and monitoring.

## Facts & figures

- IGP Network Partner since 2025
- Financial strength ratings:
  - Fitch: A- (5/23/2025)
  - Moody's A1 (10/6/2025)

## Recent awards & recognitions

- Bupa Global was awarded a 5-star service rating by intermediaries in the Stars Health & Protection 2025 IPMI report
- Bupa Global was nominated for two international awards at the prestigious Health and Protection 2024 Awards:
  - Best International Individual Health Insurance Provider
  - Best International Group Health Insurance Provider.
- In the Sustainable Company Awards 2024, Bupa Global received the award for Community Involvement Programme of the Year for its global initiatives.

## Sustainability initiatives

As environmental concerns become more prevalent, Bupa is implementing sustainability practices within its operations to reduce its carbon footprint and promote eco-friendly healthcare solutions.

Bupa implements its sustainability initiatives via three key initiatives:

- **Mission Zero:** focuses on practical solutions to reduce the environmental impact of healthcare and supporting others to do the same.
- **Mission Accelerate:** accelerates innovative solutions to the biggest health-related sustainability challenges.
- **Mission R+egenerate:** Bupa is working with communities and partners to restore our natural spaces.

Bupa is dedicated to reaching Net Zero and meeting its Science-Based Targets (SBT). Bupa's sustainability strategy promotes behaviors and actions across various ESG (Environmental, Social, and Governance) matters, including fostering inclusion and diversity, caring for its employees, contributing to communities, and ensuring robust governance and business ethics.



## More information

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