

Frequently Asked Questions

About the Health Scheme

- **I didn't sign up during induction can I still join?** You can join the scheme at any time point in the year. Fill in an application and hand to the Health department who will ensure your application is processed.
- **How long does it take to process my application?** Applications typically take 7-10 working days to process.
- **Can I cancel if I change my mind?** You can cancel the scheme at any time by contacting your bank or building society to cancel the direct debit. You will also need to contact BHSF and notify them.
- **Do I have to wait a month before I start claiming?** No, you can start claiming as soon as you have received your welcome pack.
- **I have reached the maximum allowed for Physiotherapy treatment this year but I still need more treatment. Can I upgrade to a higher level?** You can upgrade to a higher monthly premium if you have reached the maximum allocated amount on your current level. You will need to fill in another application with the new premium amount. Contact the health department if you need any further assistance.
- **Can I register with an international bank account?** No, you must have an English bank account to register for the scheme.
- **Do I need to have a National Insurance number to register?** No, you can still register for the plan without a National Insurance number.
- **I want to stay on the scheme but on a lower level, is this possible?** You can downgrade your monthly premium once a year.
- **I want to have some treatment at the on-site health clinic but I have only just applied to the Health Scheme, can I still claim back for this treatment?** You can claim back for any treatment you have started at Trinity Laban Health while you are waiting for your application to process. Once you have received your welcome pack, bring this to the Health reception and we will issue your receipts for you.
- **Will you have a record of my treatment so I can claim back?** Yes, we keep all records/bookings on our system. We will be able to see how much you paid and issue you with any receipts.

- **What treatments can I claim back for at Trinity Laban Health?** You can claim for Acupuncture, Physiotherapy, Acupressure Massage appointments and for the Musculoskeletal and Fitness Screen. You will also be able to claim back for any workshops led by an Acupuncturist, Reflexologist or Physiotherapist.
- **Do I have to have treatment at the on-site treatment clinic?** No, it is your choice where you have the treatment. We recommend having treatment at the on-site treatment clinic as it specialises in the assessment and treatment of Performing Artists while offering student rates.
- **What other therapies/treatments can I claim for?** You can claim back for other therapies Trinity Laban Health does not offer. Other therapies which are covered by the Health Cash plan are; Osteopathy, Chiropractic, Chiropody, Homeopathy and Reflexology.
- **Can I claim back for a routine dental appointment?** Yes, the plan covers root canal treatments, crowns, bridges and even a trip to the hygienist for a routine clean and polish. The plan does not cover any cosmetic dentistry such as teeth whitening.
- **Does my dentist need to offer/ be part of the Health cash plan in order for me to claim it back?** No, you will be able to claim back as long as they are a registered and qualified dentist. The plan covers both NHS registered dentist and private dentists. Please ensure you ask for a receipt which provides proof of treatment from the dentist. BHSF does not accept debit/credit card receipts.
- **I have contact lenses, can I claim back for these?** Yes, you can claim back for the cost of eye-tests, contact lenses, lenses and frames.
- **I purchase my glasses from Boots Opticians, can I still claim back for this?** Yes, you will be able to claim back as long as it is from a registered optician. Please ensure you ask for a receipt which provides proof of treatment from the optician, not a credit/debit card receipt.
- **How do I book for an Acupuncture session at Trinity Laban Health if I have the scheme?** You must pay upfront for any treatment you have at the on-site treatment clinic. We will then issue you with a receipt which you can claim back via BHSF.
- **How long do I have to make a claim?** You have 13 weeks from the date of your receipt to claim from BHSF. We encourage you to claim for any treatment/appointments as soon as possible.
- **Do I have to submit one receipt for each claim form?** No, you can collect and send all your receipts together with one claim form. Just make sure that they are all submitted within the 13 weeks of the treatment date.

- **How can I make a claim?** In your welcome pack you should receive a claim form. You fill in your details on the claim form and attach any receipts you have. Please make sure you write the full amount of the all treatments on the form as BHSF pay a proportion of this back. You then post both the claim form and receipts to the following address;

Claims Department

BHSF Limited

Darnley Road

Birmingham

B16 8TE

If you have any problems filling in the details on the claim form please contact the health department who can assist you. Once you make a claim, your next claim form should be emailed to you. If you do not receive another claim form you can request one from the BHSF website:

<http://www.bhsf.co.uk/personal/claimform>

- **Can I add my partner on to the scheme?** Yes, there is an option on the application form for family cover. This ensures your partner and children can be covered on the scheme. The pricing differs for this type of cover.
- **What is the best level to start on?** We recommend, especially for injured students, to start on the Silver level. This ensures you can claim back £350.00 worth of any combined treatments of Physiotherapy and Acupuncture. If you are not currently injured and think you will only have one treatment every two months than we recommend for you to start at Bronze level and upgrade the policy if you do need more treatments.
- **Can I apply for the Dancers Benevolent Fund even if I haven't reached the maximum level for the year?** Yes, the Dancers Benevolent Fund is for a Dance or Musical Theatre student exists to support injured dance and musical theatre performance students where the injury is limiting the participation in class/performance. You must have held a Health Cash plan policy and provide proof of this with your application. For further information contact the Health department.
- **What other benefits can I get with the Cash for Health plan?** The plan provides;
 - A 24 hour helpline which offers a counselling service.
 - GP helpline. The helpline provides a consultation with GPs 24 hours a day. It also provides an online webcam consultation available Monday-Friday, 8.30am-6.30pm.
 - Private prescription service provided by the GP following a consultation. Medicines are delivered in the post but costs a little bit more than an NHS prescription. Please note for on-going medication you will need to speak to your registered GP. The service is mainly for routine antibiotics.
 - Enhanced Network benefits. A shopping and lifestyle website which is free for policy holders. Discounts and money saving offers in shops and for branded goods and services.