



Dear Client,

Please print and keep this information for your records.

BUPA International is available 24hrs a day, 7 days a week. It is important to contact BUPA International as soon as possible in case of necessary Air-Evacuation, Pre-Authorization, or in the event of an Emergency. BUPA International will coordinate with the aircraft carrier, attending physician, qualified medical personnel, destination hospital, Mexico and US Customs. BUPA International has a system via SOS International which knows where all qualified Aircraft are located, in the entire world.

The member insured by BUPA International must carry their medical card at all times. In the event of a life threatening emergency and if the member has the Worldwide Platinum plan or if their plan covers that benefit, the member or someone needs to contact BUPA International Directly via one of the following methods as soon as possible:

If you need to contact BUPA directly in the event of an emergency or pre-authorization of a medical e-vac or hospital stay,

Dial the phone number on the back of the medical card, or call the 24 hr. customer services on +44 Country Code (Brighton, UK) then 1273 323563. You can then ask BUPA to call you back. Also they will accept international collect calls.

**In Mexico** please dial the medical pre-authorization phone number for Consulmed as they need to be contacted at **Mex. Tel. 01-800-552-8181** or email: [siniestros@consulmed.com.mx](mailto:siniestros@consulmed.com.mx)

If you are **in the United States**, you may dial the pre-authorization number **1800-554-9299** or 972 461 5103 in Texas.

**\*\*\* Please refer to the back of your medical card when in the United States, as you will see US claims are administered by: [UNITED HEALTH CARE](#)**

BUPA's direct email is:  
[platinum@bupa-intl.com](mailto:platinum@bupa-intl.com)

or they will call you back at any number you choose, 24x7 visit:  
<http://www.bupa-intl.com/asp/contact/callme.asp>

And we encourage you to register at:  
<https://www.bupainternational.com/membersworld>  
Enter your date of birth as DD/MM/YY

Sincerely,

West Coast Insurance Services

Dan Cooper/ Jason Wagner  
Email: [Info@InsureBaja.com](mailto:Info@InsureBaja.com)  
Web: [www.InsureBaja.com](http://www.InsureBaja.com)