

Helping your clients know what to expect when using private healthcare



At WPA, we believe healthcare should be clear, supportive and accessible. Many customers will be new to health insurance and not know what to expect when they come to use their policy.

We are creating a series of videos to help our advisor community and your clients understand and prepare for various aspects of healthcare treatment – the first two, focusing on physiotherapy and health screening, are below.

WPA Fast Track Physiotherapy

In this video, Sam from WPA's Business Development Team takes you through what to expect at a typical physiotherapy appointment with Ascenti, one of our therapy providers. From the initial assessment to understanding the next steps in your treatment, you'll see how physiotherapy can help someone understand what's causing their symptoms, explore ways to manage them and support recovery.

In this video, we cover:

- ▶ What to expect at the first appointment
- ▶ How the physiotherapist assesses symptoms
- ▶ What treatment and advice someone may receive
- ▶ What happens after the appointment

<https://www.youtube.com/watch?v=jB7neNx7K0Q>



What to expect at a health assessment

In this video, Chloe from WPA's Corporate Client Relationship Management Team takes you through what to expect at a typical Bluecrest Health Assessment, from the tests involved to how the results are delivered. Health screenings can help someone better understand their current health and identify potential concerns early, providing information needed to take a more proactive approach to wellbeing.

In this video, we cover:

- ▶ What happens during the assessment
- ▶ The types of checks and tests that can be included
- ▶ How the results are shared
- ▶ Tracking health over time

https://www.youtube.com/watch?v=dVLn_gGQlhE



Find out more about WPA Health & Wellbeing support [here](#).

Continuing to put our members at the centre of all that we do

WPA are currently **rated excellent** on Trustpilot.

