

Medical & extras claim form

Please read the important information on the back of this form. Mark appropriate answer boxes with a tick

Member information

Membership number

I would like to update my permanent address details

If you're authorised to manage this membership and you've indicated you'd like your address to be updated, your membership records will be changed to reflect the address you've written below.

Title

First name/s

Family name

Address

Suburb

State

Postcode

Home

Business

Mobile

Claims information

Please note, Medibank Private will only pay benefits for claims lodged within two (2) years of the date of service.

Australian Residents

Extras, ambulance or pharmacy claim

In-hospital medical claim (25% gap)

Visitors to Australia

Extras, ambulance or pharmacy claim

Medical claim

1. Patient's name

Service provider (eg. Dr Smith)

I've paid the account in full

This service is subject to compensation or damages claim

I'm claiming a bonus (see over for details)

2. Patient's name

Service provider (eg. Dr Smith)

I've paid the account in full

This service is subject to compensation or damages claim

I'm claiming a bonus (see over for details)

Privacy statement and declaration

Medibank Private Limited collects and uses your personal (including sensitive) information (*Information*) to provide you with products and services, including insurance and health related services and to continue to develop these services. These products and services may be offered or provided by us, one of our subsidiaries or a third party. We may not be able to perform these functions if you do not provide us with your *Information*. We may collect your *Information* from you, another person on your membership, a person authorised to provide us this information on your behalf, a Medibank subsidiary or a third party.

We may disclose your *Information* to third parties (including overseas) such as the parties named above, our service providers, government agencies, financial institutions, your employer (if you have a corporate product) and your educational institution, migration agent or broker (if you have OSHC or a visitors cover). These third parties may also collect your *Information* directly from you. You are permitted by law to access and correct *Information* we hold about you.

From time to time, we may also use your *Information* to contact you (including by phone, text message or email) about other products or services we think may be of interest to you. We may also collect and disclose your *Information* from or to our subsidiaries, and they may also share your *Information* with each other, to have an integrated view of our members and provide you with a personalised service (including health service). Our subsidiaries may use your *Information* to contact you (including by phone, text message or email) about their services. You may withdraw your consent to these specific uses and disclosures by calling us on 132 331, visiting one of our stores, or accessing the Manage My Preferences page within the Online Member Services facility.

As a Medibank member, you consent to the collection, use and disclosure of your *Information* in accordance with our Privacy Policy. As the person responsible for the management of your membership you must ensure any spouse/partner and dependant children are aware of and consent to how their *Information* is handled. For more information about how we handle your *Information*, you can obtain the latest copy of our Privacy Policy (effective 26 September 2011) at medibank.com.au or by visiting a Medibank store or contact our Privacy Officer at 16/700 Collins Street, Docklands, Victoria 3008 or privacy@medibank.com.au

I declare and acknowledge that:

- All information supplied in connection with this claim is true and correct.
- I consent to the handling of my personal information provided with this claim in accordance with the Medibank Private Privacy Policy.
- I authorise any hospital or health service provider to give Medibank Private any information as may be necessary to assess this claim.
- The expenses detailed in this claim are not, and will not be, subject to a compensation or damages claim.*
- If I am lodging this claim for another person, I declare that I have their consent to lodge this claim and to make the above declarations and acknowledgements on their behalf.

*Benefits are not payable where you have, or may have, an entitlement to receive compensation or damages. In such circumstances, we expect that you will pursue that entitlement. We may make provisional benefit payments on application, subject to our Fund Rules and policies, but you must agree to repay such payments, in full, from your final settlement.

Date

Signature

Making a claim

There are a number of ways you can claim with Medibank

1. On-the-spot claiming for some extras services

Available at all of our Members' Choice dentists and some other extras providers. Just swipe your Medibank membership card and your benefit will be processed on the spot. You only pay the difference between the benefit we pay and the provider's charge. OSHC Members can also claim on-the-spot for medical services at our Direct Billing Medical Centres. For a list of our Direct Billing Medical Centres log on to Online Member Services.

2. Online Member Services

Online Member Services is a straightforward, secure way to lodge your claims for most extras services. Members with Visitors Health Insurance cover, Working Visa Health Insurance cover and OSHC can also claim benefits for their GP visits.

3. By mail

Download a claim form from our website and send it with your accounts and any receipts to: Medibank Private, Medical and Extras Claims GPO Box 2984, Melbourne, VIC 3001

4. In person at a Medibank store

Simply drop off your claim at a Medibank store and any payments will be made directly into the bank account registered to your membership, or by cheque.

Australian residents

Benefits for in-hospital medical services (25% gap)

For Australian residents with hospital cover, Medibank pays up to 25% of the Medicare Benefits Schedule (MBS) fee for in-hospital medical services and Medicare pays 75% of the MBS fee for in-hospital medical services. No benefits are payable by Medibank for services that are excluded under your cover. To lodge your claim with Medicare, you must be eligible to receive Medicare benefits.

Note: Under OSHC, Visitors Health Insurance covers and Working Visa Health Insurance covers benefits for in-hospital medical services are calculated as a percentage of the MBS fee. Please see our brochures or call us for more information.

You can lodge a claim for in-hospital medical expenses (25% gap) one of two ways

Claim with Medicare

- Complete a Medicare claim form
- Complete a Medicare two-way claim form
- Attach your accounts including receipts for any payments you have made
- Lodge your claim with Medicare

Claim with Medicare & Medibank

- Complete this claim form
- Attach the Statement of Benefits which Medicare will provide to you
- Lodge your claim with us

Copies of these forms are available at medibank.com.au and medicareaustralia.gov.au

Claiming a bonus

Flexi-Bonus

Our MyOptions cover (and its corporate equivalent) includes a Flexi-Bonus which can be used to help top up selected extras, including benefits for a range of approved natural therapies.

PackageBonus

Our HealthyPlus, SmartPlus, AdvantagePlus and PremierPlus covers and their corporate equivalents include a PackageBonus. This bonus enables you to claim benefits for a range of approved membership and health related expenses. Please visit medibank.com.au for more information.

Note: A 6 month waiting period applies to PackageBonus.

Ultra bonus

Our Ultra Health Cover includes the Ultra bonus which will be used automatically to help reduce eligible out-of-pocket costs. The Ultra bonus will only be used towards hospital and in-hospital medical out-of-pocket expenses where a benefit has been paid under Ultra Health Cover.

Note: A 6 month waiting period applies to the Ultra bonus.

These bonuses are not applicable to OSHC, Visitors Health Insurance or Working Visa Health Insurance.

What happens next?

If you've paid your account in full, we'll transfer any benefit that's payable by Electronic Funds Transfer (EFT) directly into the bank account registered to your membership. If no bank account details are registered, a cheque, usually made payable to the contributor, will be sent to the address registered on the membership.

For unpaid medical accounts we'll pay the benefit directly to the service provider. You'll receive a statement of benefits from us detailing the payment made to the provider on your behalf and any associated out-of-pocket costs you'll need to pay.

For unpaid extras services or items, a cheque will be made payable to the contributor and it's your responsibility to ensure that the account with the service provider is paid.

You're responsible for paying any difference between the service provider's total charge and the benefit we pay.

For privacy reasons, where the service was received by a member aged 16 years or over, the remittance advice relating to the claim will be addressed to that member.

Visitors to Australia

Overseas students on OSHC

Benefits are payable for hospital and medical treatment, prescription medicines and ambulance services where immediate professional attention is required. However, benefits aren't payable on extras services (e.g. dental, optical items or physiotherapy) unless you have taken out separate extras cover.

Under our OSHC, Visitors Health Insurance covers and Working Visa Health Insurance covers, no benefits are payable for medical examinations, associated x-rays and pathology, required by the Department of Immigration and Citizenship as required for employment or visa renewal purposes.

Overseas visitors on Visitors Health Insurance covers and Working Visa Health Insurance covers

For services included under your cover, benefits are payable for hospital and medical treatment, prescription medicines and ambulance services where immediate professional attention is required. On some covers, benefits are also payable for extras services (e.g. dental, optical items or physiotherapy).

Note: Working Visa Hospital Insurance does not pay benefits towards medical services provided out-of-hospital.

Benefits and conditions

Medibank Private's Fund Rules and policies (as amended from time to time) contain the terms and conditions of membership of our Australian resident covers, Visitors Health Insurance covers and Working Visa Health Insurance covers, including the rules for paying benefits. A summary of the main Fund Rules is contained in your Membership guide and additional information is contained in your Cover summary.

Medibank Private's OSHC Membership guide and policies (as amended from time to time) contain the terms and conditions of membership of OSHC, including the rules for paying benefits. Our Fund Rules and Membership guides are available for you to view at medibank.com.au or at any of our Medibank stores.

Managing my membership online

Our Online Member Services is an easy, secure way to manage most aspects of your membership 24 hours a day, 7 days a week including:

- make an extras claim (if you have extras cover)
- view online claims history
- pay premiums or renew membership
- view payment details
- view membership details
- order a replacement membership card
- update contact details
- send secure mail to us
- add a dependant or baby (except OSHC)
- register EFT payment details
- submit a doctor's claim (GP claims only).*

Note: All current Medibank Private members aged 16 years and over can use Online Member Services. If you're the contributor, you'll have access to all the features under your cover type. Access to some functions may be limited for your spouse/partner and dependants.

*Only available on our OSHC, Visitors Health Insurance covers and Working Visa Health Insurance covers.

Getting started...

Simply go to medibank.com.au and select 'Register for Online Member Services'. Once you've completed the quick and easy registration process your login ID will appear on the screen. We'll also send you an email and a letter confirming your details (please keep your ID and password safe).

We're here to help

Visit us at medibank.com.au if you'd like to manage your membership online or if you'd like to submit an enquiry. Alternatively, you can call us on **132 331** or drop into one of our Medibank stores.