

# Member Claim form

This form is to be completed by the policyholder, an authorised person, or the member to which the claim relates. Please complete all sections and mail your form (with all original receipts) to our freepost address **Health Partners Claims Assessor, Reply Paid 1493, Adelaide SA 5001**. Please note all accounts/receipts and any documents supporting your claim will be retained by Health Partners. Alternatively, download our free app from the App Store or Google Play or go to Members Online to submit a claim electronically in three easy steps.

Health Partners can only pay benefits for eligible treatments and services provided by a recognised provider; check our PDS for more information about recognised providers.

## Member details

Member number .....

Name (first name) ..... (surname) .....

Address ..... Postcode .....

Is this a change of address? *Only the policyholder/authorised person can make this change for the whole membership.*  Yes  No

Home phone ..... Mobile .....

Work phone ..... Email .....

## Claim details

Please attach all your original itemised Accounts & Receipts or Medicare statements.

Patient's full name <i>e.g. Michael Smith</i>	D.O.B <i>(dd/mm/yy)</i>	Name of Provider <i>e.g. Dr S Jones</i>	Fee charged	Date of service	Has the account been paid in full?
.....	/ /			/ /	
.....	/ /			/ /	
.....	/ /			/ /	
.....	/ /			/ /	

If you need more space to fill in claim details, please attach on a separate sheet.

## Hospital details

Were any of the services rendered whilst an Inpatient or a Day Patient in Hospital?  Yes  No

Patient's name	Name of hospital	Date admitted	Date discharged
.....	.....	/ /	/ /

Is any part of this claim related to an incident or accident that may give rise to any form of compensation, damages or payment (eg. work related incident, motor vehicle accident, sports injury), or are you intending to claim any part of this claim via another insurance policy?

Yes (please read the Important Information overleaf)  No



## Claims benefit payment details

Please note benefits for unpaid accounts will be made out to the provider.

If the account has been paid in full, the preferred payment option is:

Direct Credit deposit into bank account we have on file for:

Policyholder .....  Spouse/De facto .....  Dependant .....

*Benefit payments can only be made to spouse/de facto or dependant accounts for their own personal claims, and if bank account details are/have been provided. Otherwise benefit payments are simply paid to the policyholder.*

**If you wish to add or update bank account details for benefit deposits, please do so here. Policyholders can also easily check or update their bank details at any time at Members Online.**

Name of financial institution .....

Name of branch .....

Account in the name/s of .....

BSB number ..... Account number .....

Please register the above bank account for payment of benefits by Direct Credit for

Policyholder .....  Spouse/De facto .....  Dependant .....

If you would rather a cheque to be posted to you, please tick this box

## Declaration

In respect to the services provided, by signing this declaration you declare that:

All information supplied is true and correct.

You have attached original itemised receipts and accounts, plus any relevant supporting documentation as required for the items outlined in the *Programs, Health Aids and Appliances explained* section of the PDS.

You authorise Health Partners to contact the hospital or provider for clarification about any details relating to the attached claims.

You have read and understood, and ensure that each member is aware of, the Health Partners Privacy Policy.

You are authorised to submit a claim for this membership, and if applicable, have provided information about each member with their consent.

Signature .....

Date ..... / ..... / .....

# Member **Claim form**



## Important claiming information

### When submitting your claim please note the following

- Claims must be supported by the original itemised account(s) and/or Medicare Statement(s). We cannot pay benefits on quotes. Itemised accounts must show the following information:
  - provider's name, provider number and address
  - patient's full name and address
  - date of service
  - description of service, including any item numbers
  - amount charged.
- Claims are payable by direct credit bank deposit (or cheque where required):
  - Once Direct Credit payments have been processed a statement will be sent outlining benefits paid
  - Payments for benefits paid cannot be put into a credit card account
  - The bank account registered for Direct Debit of premium payments may be nominated for Direct Credit benefit payments
  - A benefit payment by cheque, if specifically requested instead of a bank deposit payment, can only be made out to a spouse or dependant for a service relating to them personally
  - A cheque will be made out to the listed provider for any unpaid accounts; EFT payments are not available.
- Paper-based claims can be submitted via freepost to Health Partners Claims Assessor, Reply Paid 1493, Adelaide SA, 5001, or in person at 101 Pirie St, Adelaide, 27 Smart Rd, Modbury and 118-120 Main South Road, Morphett Vale (please note over the counter cash claiming is not available).
- Benefits must be claimed within 2 years from the date of service and count towards limits for the year in which the service was provided.
- Benefits are only payable on goods and services provided within Australia by Health Partners recognised providers.
- Benefits are not payable during waiting periods, if your membership is unfinancial or was suspended at the time of treatment.
- Claims for some items are only payable when accompanied by supporting documentation from your medical practitioner. This may include orthodontics, appliances such as CPAP and hearing aids, or benefits for Wellness items

- such as weight management and quit smoking aids. Details can be found in the *Programs, Health Aids and Appliances explained* section of the Member Guide or PDS. Orthodontics claims may require a treatment plan.
- Benefits will be reduced if you have already claimed, or plan to claim, through another source (e.g. general insurance). You must first claim under that insurance policy/source. In some cases, such as WorkCover, no Health Partners benefits will be paid. These rules apply whether the other insurance policy provides full or partial coverage, and also to any third party compensation or damages claims.
  - Benefits are not payable on General Treatment services (Extras) where a Medicare rebate or subsidy has been claimed by the member. This includes PBS prescriptions that already attract Government subsidies.

Before submitting your claim, please ensure you have completed all relevant sections of the claim form, all details are correct, and you have attached any relevant documents. The processing of your claim may be delayed if you do not complete all relevant sections.

## Claims for Doctors' bills in hospital

A Medicare Statement is required to claim inpatient medical benefits. Benefits are not payable for outpatient services (including emergency department treatment), treatments or services excluded from your cover, or where the patient was classified as a 'public patient'.

More information about what this is and is not covered can be found in the *Hospital Cover Information* section of our Member Guide or PDS.

## Your privacy is always a priority at Health Partners

If you would like a copy of our privacy policy please visit [healthpartners.com.au](http://healthpartners.com.au).

**If you have any questions about your benefit entitlements or how to make a claim please call Member Care on 1300 113 113.**

## Claiming at your fingertips

For fast, paperless claiming simply download the Health Partners app from the App Store or Google Play, register your details, take a photo of your itemised account and submit. You can also submit a claim in three easy steps at Members Online at [healthpartners.com.au](http://healthpartners.com.au)

**Not all benefits are payable on all covers. Please refer to the Health Partners Member Guide and PDS, [healthpartners.com.au](http://healthpartners.com.au) or call Member Care on 1300 113 113 for details on benefits specific to your cover.**