

Gold Hospital - no excess & Extra

as at 1 April 2019

This package provides comprehensive cover for both hospital and extras services, with no excess.

Clinical Categories	Gold Hospital
Rehabilitation	✓
Hospital psychiatric services	✓
Palliative care	✓
Brain and nervous system	✓
Eye (not cataracts)	✓
Ear, nose and throat	✓
Tonsils, adenoids and grommets	✓
Bone, joint and muscle	✓
Joint reconstructions	✓
Kidney and bladder	✓
Male reproductive system	✓
Digestive system	✓
Hernia and appendix	✓
Gastrointestinal endoscopy	✓
Gynaecology	✓
Miscarriage and termination of pregnancy	✓
Chemotherapy, radiotherapy and immunotherapy for cancer	✓
Pain management	✓
Skin	✓
Breast surgery (medically necessary)	✓
Diabetes management (excluding insulin pumps)	✓
Heart and vascular system	✓
Lung and chest	✓
Blood	✓
Back, neck and spine	✓
Plastic and reconstructive surgery (medically necessary)	✓
Dental surgery	✓
Podiatric surgery (provided by a registered podiatric surgeon)	✓
Implantation of hearing devices	✓
Cataracts	✓
Joint replacements	✓
Dialysis for chronic kidney failure	✓
Pregnancy and birth	✓
Assisted reproductive services	✓
Weight loss surgery	✓
Insulin pumps	✓
Pain management with device	✓
Sleep studies	✓
Common services	✓
Support services	✓
Ambulance	✓

Hospital cover

Important information:

- Waiting periods, including those for pre-existing conditions, may apply (except for rehabilitation, hospital psychiatric services and palliative care).
- After payment of your excess (if applicable), 100% cover is available for all public and more than 520 private hospitals across Australia. You may have out-of-pocket costs if you are admitted to a hospital that does not have an agreement with onemedifund. To find your nearest agreement hospital, visit www.onemedifund.com.au/providers.
- Prostheses – we pay the benefit listed on the Government's Prostheses List. If your doctor charges above that amount, you will have out-of-pocket costs.
- We are unable to pay benefits for services that are not eligible for Medicare benefits.



Access Gap cover

The Access Gap scheme aims to reduce your out-of-pocket costs for doctors' bills while you're in hospital. If your doctor chooses to participate, you will have:

- No gap
- or
- Known gap – where you will be told your exact out-of-pocket costs before you are admitted to hospital

We have Access Gap arrangements with over 36,000 doctors across Australia, so remember to ask your doctor if they will participate.

Hospital substitution options

Our hospital substitution options allow you to recover where you're most comfortable – all you need is a referral from your treating doctor.

Hospital @ Home allows you to have services you would usually receive in hospital (like wound care or IV antibiotics) at home. If the healthcare services you need can be provided at home, you may be able to avoid a hospital stay altogether.

Rehab @ Home allows you to recover in the comfort of your own home with short term therapy for joint replacements, fractures, spinal conditions, stroke, respiratory conditions, cardiac conditions and mobility problems. We offer physiotherapy, occupational therapy and more.

Like all hospital services, there is a 12 month waiting period for pre-existing conditions for these options.

Health programs

These programs are designed to help you keep your health on track.

My Health Online gives you access to a range of health and wellbeing tools through our My Health Online web portal. You can store health information and share it with your doctor, keep a calendar of healthcare appointments, access a health library and more.

Health Risk Assessment helps you discover more about your health. The online questionnaire gives you a health report showing where you are doing well and where we may be able to help.

Strive for Health has been developed to assist contributors with chronic conditions manage their health with the help of expert telephone or face to face support at home.

Healthy Weight for Life is a free health support program that can help you with strategies to manage your weight and to assist with conditions such as heart disease, diabetes and osteoarthritis.



Extras cover

Extras cover					
	Service	Benefit		Annual limit (financial year)	
Ambulance	(Nationwide, all services)	100% of cost		No annual limit	
Dental	General Dental			No annual limit	
	Crowns and bridgework	Set benefits apply to each dental item number. Please contact the fund prior to treatment for details.		\$1,000 (\$1,500 loyalty bonus)	
	Dentures			\$650 (\$800 loyalty bonus)	
	Implants			\$1,000	
	Orthodontic treatment	80% of the cost	\$2,100 (\$2,600 loyalty bonus) Lifetime limits apply		
Optical	Glasses/frames	100% of cost		\$275	
	Contact lenses				
	Laser eye surgery	\$500 per eye every 2 years			
Pharmaceutical	Prescriptions	100% of balance in excess of PBS amount (\$40.30 as at 01//01/2019). Max \$65 per script.		\$500 per person/\$1,000 per family	
Physiotherapy & other therapies	Physiotherapy	Initial consult	\$60	\$550 per person/\$1,100 per family	
		Standard consult	\$40		
	Occupational therapy	Initial consult	\$60		
		Standard consults	\$40		
	Hydrotherapy	80% of the cost up to \$20		\$200 per person/\$400 per family	
	Overall Physiotherapy and other therapy limits			\$550 per person/\$1,100 per family	
Complementary Therapies	Chiropractic Acupuncture Osteopathic Podiatry Chinese herbal consultations Remedial massage Dietetic	Initial consult	\$40	\$435 per person/\$870 per family	
		Standard consult	\$30		
	Chiropractic x-rays	80% of the cost		\$115 per person/\$230 per family	
	Orthotics (Custom made or heat moulded)	80% of the cost		\$250 per person/\$500 per family (every 2 years)	
	Overall Complementary Therapies limit			\$750 per person/\$1500 per family	
	Additional benefits	Pre/post natal classes	80% of the cost		\$150
		Home nursing	80% of the cost up to \$45 per visit or \$90 per day		\$1,000
		Speech therapy	80% of the cost		\$800
Hearing aids		80% of the cost		\$1,500 (every 5 years)	
Psychology		Initial consult	80% up to \$120		\$500 per person/\$650 per family
		Standard consult	80% up to \$80		
Allergy treatment		80% of the cost		\$100	
Surgical equipment/Health aids		Year 1	50% of the cost		\$400
		Year 2	50% of the cost		\$625
		Year 3	60% of the cost		\$750
		Year 4	70% of the cost		\$875
		Year 5+	80% of the cost		\$1,000
Health management programs		100% of the cost		\$150 per single cover/ \$300 per family cover	
Travel expenses (>200km each way)		20c per km, up to \$100 single/\$200 family. Please see page 5 for more details.			

Important information (Extras)

- Each service has a limit
- Annual limits are per person unless otherwise specified
- Waiting periods may apply
- onemedifund runs on the financial year (1 July to 30 June)
- Loyalty bonuses for some high cost dental services apply after 5 continuous years of Extras cover (refer to page 3 for more details)
- Benefits can only be paid towards recognised providers. To find your nearest recognised provider, visit www.onemedifund.com.au/providers

What isn't covered (Extras)

- Treatment you have not been charged for
- Services not recognised by onemedifund
- Services from providers that are not recognised by onemedifund
- Services provided outside of Australia
- Services that can be claimed through compensation, third party or sports club cover
- Claims submitted more than 2 years after the service date
- Non-prescription contacts, glasses and sunglasses
- Claims with a benefit less than \$5
- Services provided by family members, relatives, business partners or yourself
- Goods or services primarily used for sport, recreation or entertainment
- Naturopathy consultations, Western herbalism, homeopathy, Pilates, reflexology and yoga benefits.

Pharmaceutical

- Benefits are only payable for pharmacy items that are not covered by the Government's Pharmaceutical Benefits Scheme (PBS). The PBS amount changes on 1 January each year and is \$40.30 as at 01/01/2019.
- No benefits are payable for non-prescription, over-the-counter medications
- A 2 month waiting period applies for these services (see waiting periods for more information)

Orthodontic

- Please contact us before treatment to confirm the benefits you will receive
- If you pay for your orthodontic treatment in full, we will pay 80% of the cost up to the lifetime limit
- If you pay for your orthodontic treatment in instalments, we will pay 80% of the cost of each payment up to the lifetime limit
- To make a claim for orthodontic treatment, please provide an account/receipt from the treating orthodontist, written confirmation that the orthodontic appliance has been fitted, a copy of the treatment plan and a signed onemedifund claim form
- Orthodontic treatment has a lifetime limit and does not renew each year
- A 12 month waiting period applies (see waiting periods for more information)

High cost dental

- Set benefits apply to high cost dental services. Please contact us before receiving treatment to determine what benefits you will receive
- A 12 month waiting period applies for these services (see waiting periods for more information)

General dental

- There is no annual limit for general dental services
- Set benefits apply to general dental services. Please contact us before receiving treatment to determine what benefits you will receive
- General dental services include diagnostic, preventative, extractions, oral surgery, restorations and endodontic treatment
- General dental does not include dentures, orthodontic, implants, crowns and bridgework (see high cost dental)
- A 2 month waiting period applies for these services (see waiting periods for more information)

Optical

- Benefits can only be paid towards glasses or contact lenses that are for sight correction and are prescribed by a registered optometrist or ophthalmic surgeon
- A 6 month waiting period applies for these services (see waiting periods for more information)

Complementary therapies

- Benefits are only payable for services recognised by onemedifund from providers registered with the Australian Regional Health Group
- A 2 month waiting period applies for these services (see waiting periods for more information)

Surgical equipment/health aids

- This includes benefits for items such as glucometers, blood pressure monitors, nebulisers and other approved health aids
- Please contact us before you purchase a health aid to discuss your benefits and limits

Travel expenses

- A 20c per kilometre benefit is available per admission to hospital if the travel is more than 200km each way from your home
- A 2 month waiting period applies for this benefit (see waiting periods for more information)

National ambulance cover

What we cover:

- 100% of the cost
- No annual limit
- No waiting period
- Emergency ambulance treatment and transport to hospital via road, air and sea
- Non – emergency road and air ambulance transport by a state ambulance provider
- Emergency ambulance treatment without transport
- Emergency ambulance transport between private hospitals
- Unlimited nationwide

What is not covered:

- General patient transport, e.g. hospital to home, nursing home, medical appointments
- Ambulance subscriptions, fees and state-based levies
- Ambulance services that are paid for by the Government, compensation or other kinds of insurance
- Any transport provided by a non-recognised state ambulance provider

Health management programs

- Benefits are available for approved programs used to treat a diagnosed health condition
- Approved screening services include blood pressure testing, cholesterol checks, mammograms and hearing tests
- We are unable to pay benefits towards goods or services that are used for sport, recreation or entertainment (e.g. sports shoes)

Waiting periods

Months	Claim category
0	<ul style="list-style-type: none"> • Ambulance • Accidents requiring hospitalisation • Transferring equivalent cover from another fund or parent's cover Note: previous cover must be financial at the time of transfer and waiting periods must be served
2	<ul style="list-style-type: none"> • On commencement of or upgrading cover (apart from services noted below) • General Dental, Pharmaceutical, Physiotherapy and Complementary Therapies • Rehabilitation and Psychiatric services (even for pre-existing conditions) • Health programs
6	<ul style="list-style-type: none"> • Optical and Health Management benefits
12	<ul style="list-style-type: none"> • Obstetrics (pregnancy-related services), including midwifery • Assisted reproductive services (IVF) • Pre/post-natal services • High cost dentistry - including crowns, bridgework, implants, orthodontics and dentures • Pre-existing conditions (except for rehabilitation, hospital psychiatric services and palliative care) – Any ailment, illness, or condition that you had signs or symptoms of (in the opinion of a medical practitioner appointed by the health insurer) that existed during the 6 months prior to you commencing hospital cover or upgrading to a higher Hospital cover. It is not necessary that you or your doctor knew what your condition was or that the condition had been diagnosed. A condition can still be classed as pre-existing even if you had not seen your doctor about it before commencing Hospital cover or upgrading to a higher Hospital cover. Note: This waiting period applies to Hospital cover only, and does not apply to Extras cover.
24	<ul style="list-style-type: none"> • Laser eye surgery • Hearing aids

Please note:

- Waiting periods will be waived for contributors transferring from another fund provided that:
 - the previous cover was an equivalent or higher level
 - the previous cover was financial at the time of transfer
 - waiting periods have been served with that fund
- If your previous level of cover was lower than your new level of cover, you will only be able to claim the lower benefits until waiting periods have been served.
- If annual limits have been used at the time of transfer you won't be able to claim for that service in the first year of cover with onemedifund. If part of the annual limit has been used you will only be able to claim the remainder of the limit within the first year.
- The 6 month waiting period for health management programs is not transferrable between funds. This period must be served with onemedifund before benefits are payable.



Dependants

Dependants on a family cover are covered until they are:

- 18, provided they are single
or
- 25, if they are a full time student and are single

Once a dependant is no longer covered under family cover we recommend that they commence their own cover with onemedifund. If they commence an equivalent or higher level of cover within 60 days of coming off the family cover, they will not have to re-serve the waiting periods they have already served.

Other services

On-the-spot claiming is available at any Extras providers around Australia who are using the HICAPS system. Simply swipe your *onemedifund* contributor card at a participating provider and your claim is paid immediately.

Privacy Statement

onemedifund respects your privacy and is committed to keeping your personal information safe through compliance with the Privacy Act and the National Privacy Principles.

We only collect information that is necessary to assist the fund in providing its services. We do not collect personal information unless we first ask the contributor or individual for it. *onemedifund* exercises great care to protect the personal information that is held.

If you wish to obtain additional information regarding our Privacy Statement please contact the fund Privacy Officer on **1800 148 626** or email us at info@onemedifund.com.au

Cooling off period

We are committed to ensuring that you choose the health cover that is right for you. If you change your mind within the first 30 days of commencement or upgrade of cover, we will provide a full refund of any payments made (provided no claims have been made in that time).

Complaints

If you have a complaint about *onemedifund* please contact us on **1800 148 626** and our staff will help to resolve your issue. Failing this, an escalation process is also available. Full details are included in our Complaints Resolution Statement.

If your complaint is not resolved you are entitled to seek the services of the Private Health Insurance Ombudsman (PHIO). PHIO provides free independent services to private health fund contributors. PHIO (www.ombudsman.gov.au) can be contacted on **1300 362 072** or on email at phio.info@ombudsman.gov.au or sent mail to:

Private Health Insurance Ombudsman
Commonwealth Ombudsman
GPO Box 442
Canberra, ACT 2601

Code of Conduct

This Code was developed by Private Healthcare Australia (PHA) and Members Health Funds Alliance (representing restricted and regional health funds). As well as promoting improved standards in clarity of information given to contributors, it aims to solve problems between contributors and *onemedifund* through internal dispute resolution. The Code also ensures that funds inform their members of their entitlement to seek assistance from an external dispute resolution body, such as the Private Health Insurance Ombudsman (PHIO).



Please note: This document should be read carefully and retained for future reference.

For further information, please call **1800 148 626** or email info@onemedifund.com.au.



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