

Health Cover Claim Form



Include all relevant documents but please do not use staples.
Please keep copies, if preferred, as originals will be retained by Australian Unity.

A. Membership Details

Membership Number	Member's Surname (Use block letters)	Given Names
<input type="text"/>	<input type="text"/>	<input type="text"/>
Your mailing Address		Suburb
<input type="text"/>		<input type="text"/>
State	Postcode	Email Address
<input type="text"/>	<input type="text"/>	<input type="text"/>
Daytime Telephone Number ()	Mobile Number	
<input type="text"/>	<input type="text"/>	

B. Claim Details

Please fully complete the following details

First Name of Patient	Date of Birth	Date of Service	Name of Practitioner or Type of Service	Has Account been Paid? Yes/No
e.g. Anne	5 / 5 / 1970	12 / 6 / 2009	Dr. A B Jones	No
<input type="text"/>	/ /	/ /	<input type="text"/>	<input type="text"/>
<input type="text"/>	/ /	/ /	<input type="text"/>	<input type="text"/>
<input type="text"/>	/ /	/ /	<input type="text"/>	<input type="text"/>
<input type="text"/>	/ /	/ /	<input type="text"/>	<input type="text"/>

C. Your Hospital Admission Details

Please complete if claiming medical gap claims for services received whilst a private inpatient of a hospital.

Hospital Name	Hospital Admission Date
<input type="text"/>	<input type="text"/> / / to <input type="text"/> / /

D. Accident declaration:

Is your treatment associated with an accident/injury for which a third party may have liability? Or have you previously received any compensation in relation to this injury/ailment? This includes: transport or vehicle, workers' compensation, domestic or sporting accidents. Yes No

The nature of your injury or ailment:

E. Payment of Claims Benefits

Australian Unity pays your claims benefits directly into your nominated financial institution account. This service is known as Direct Credit.

Important: Australian Unity is unable to pay claims benefits into credit card accounts.

Do we already have your bank account details?

Yes . Go to section G

No, I need to provide my account details. I confirm I am the member or delegated authority. Go to Section F

F. Direct Credit Authority

Australian Unity will use these details for the payment of claims benefits and may also use these details for the payment of other refunds which may be owed to you under your membership. The direct credit details nominated below will remain in effect until Australian Unity is notified otherwise. Australian Unity is unable to pay claims benefits into credit card accounts.

I authorise Australian Unity to directly credit benefits for this membership to:

Name of financial institution	Address of branch where account is held	Account Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
BSB Number.	Account Number	Policy Holder's Signature (or nominated representative)
<input type="text"/>	<input type="text"/>	<input type="text"/>

G. Claimant Declaration:

I agree to assist Australian Unity to obtain all information relevant to this claim, authorise the doctors, practitioners or other relevant authorities to provide access to any records relevant to this ailment/injury to Australian Unity (including date, type of services and relevant clinical information), and consent to the release of all relevant information to a medical referee, as determined necessary by Australian Unity, for the purpose of assessment of this claim.

Signature	Date
<input type="text"/>	<input type="text"/> / /

Once you have completed and attached all your relevant documents, please mail to:
Australian Unity Claims Department, Reply Paid 9945, Melbourne, VIC 8060 or fax 1800 852 030

Please note: information overleaf

Important Points to Remember

- 1** How to claim benefits:
 - (a) **At the Provider** – You can swipe your Australian Unity membership card at most dentists, chiropractors, optometrists, physiotherapists and podiatrists that offer the HICAPS or IBA HealthPoint electronic claims facility.
 - (b) **Online** – australianunity.com.au/onlineservices All you need to do is register for online services and set up a direct credit arrangement, so that we can safely deposit your Extras benefits into your bank, building society or credit union account.*
 - (c) **Teleclaims** – Phone us on **1800 807 144** with all your membership and Extras claim details and your claim can be processed on the spot.*
 - (d) **By Mail** Forward this claim form with all your relevant documents such as accounts/receipts to Australian Unity using the reply paid address below. Please keep copies, if required, as originals will be retained by Australian Unity.
**Australian Unity
Claims Department
Reply Paid 9945
Melbourne VIC 8060**
 - (e) **By FaxClaims** Send this claim form with all your relevant documents such as accounts/receipts to **1800 852 030**.

If you need help with your claim, please visit australianunity.com.au/claims or call us on **13 29 39**, 8.30am to 8.30pm EST, Monday to Saturday.

* You must have direct credit arrangement set up to use Online and TeleClaims. Once you receive a confirmation letter from us, simply attach your original receipts and return in the reply paid envelope. Claim limit of \$300 for online and TeleClaims claims which is reset after original receipts are processed by Australian Unity.
- 2** Please ensure that your claim form is completed correctly, with all questions answered and check the membership number and address details provided are correct.
- 3** Please submit fully itemised original accounts, as we cannot pay claims from statements. This also includes photocopies or accounts which are altered in any way.
- 4** If accounts are unpaid, Australian Unity will make a cheque payable to the practitioner or by direct credit where available.
- 5** Any duplicate accounts must be personally endorsed by the practitioner or accompanied by a statutory declaration duly signed and witnessed by an authorised person.
- 6** Benefits are payable on claims submitted **no more than two years** after the date of service and only for periods during which a membership is financial (fully paid).
- 7** **A dependent child** means any person who is related to a member who contributes at the family health cover premium being that member's unmarried child, legally adopted child, or stepchild who has not reached the age of 23.

A student dependant means any person who is related to a member who contributes at the family health cover premium being that member's unmarried child, legally adopted child or stepchild aged between 23 and 25, and who is pursuing an approved full-time course of study* at school, college or university.

*An approved full-time course of study means secondary and tertiary academic study, trade apprenticeships and industry, employer or government training schemes, provided that the course of study results upon completion in the dependant being qualified to seek or maintain gainful employment in the general workforce and that the dependant is not, or will not remain, dependant upon the member for personal care, domestic or social support after having attended the course of study.
- 8** All benefit limits and maximums are calculated on a calendar year (1 January – 31 December) basis.
- 9** **Benefit payments will be directly credited into your nominated bank account.** A monthly claims statement will be forwarded for all claims, but receipts/accounts will not be returned.
- 10** At any time you can view your claim details online at australianunity.com.au/onlineservices
- 11** All benefit payments, statements and correspondence concerning this claim will be addressed to the policy holder, regardless of whether the service/s were provided to the member, a spouse, or a dependant, unless by prior arrangement with the policy holder and Australian Unity.
- 12** Australian Unity respects the privacy of our members. For full details about our privacy policy and personal information handling practices, please contact our Customer Service Team on **13 29 39** or visit our website australianunity.com.au