



Choose how you claim **with HIF**

Visit **[hif.com.au/claim](https://www.hif.com.au/claim)**

Call us on **1300 134 060**



The information in this Guide is correct as at 5 January 2022. Minor changes may occur after that date. HIF members are encouraged to regularly download the latest copy of this Guide from **[hif.com.au](https://www.hif.com.au)** or contact us and we will send one to you. Health Insurance Fund of Australia Ltd (HIF) ACN 128 302 161. An Australian public company limited by guarantee. A registered private health insurer. This Guide should be read carefully and in conjunction with HIF's product factsheets.



At HIF, we're all about choice

Making an extras claim? No problem!

When it comes to making an Extras claim, we have a host of convenient options. From fast on-the-spot eClaiming to our nifty mobile app, to claiming online, by email, or post. Simply choose the option that suits you best.

Registered your bank details?

If you choose to claim for Extras via Online Claiming, the HIF Member app or email, your rebates will be credited directly into your nominated bank account. No more cheques, no more bank queues. Easy!

If you haven't registered yet, simply update your details via our Online Member Centre at hif.com.au

Claim on the spot

Most Australian health service providers now offer on-the-spot electronic claiming, the quickest and easiest way to claim for Extras. Simply swipe your Membership Card through the eClaiming terminal and your rebate is deducted from the fee automatically. All you have to do then is pay any additional out of pocket expenses (if there are any). It's that easy.

Claim on your mobile

Our free and easy-to-use HIF Member app for Apple and Android devices makes it simple to submit Extras claims. It's as easy as tap, snap and claim. You simply tap in your details, use your phone's camera to snap photos of your invoices then hit the submit button and you're done! It's easy, efficient, and your money will be reimbursed asap.

Claim online

Our online Member Centre gives you access to a range of services to help manage your policy with the click of a mouse. Simply visit **hif.com.au/members** to make a claim. You can also update your personal details, view your claims history, check your extras limits, make a payment, download a tax statement and more. Ready to claim online? Simply log on and click the 'Claims' tab.

Important checklist for claiming online or by the HIF Member app

- Is the invoice paid in full?
- Is the photo of the invoice complete and in focus?
- Can all the details be read clearly on the photo?
- Has the EFTPOS receipt been removed?

Please note only correctly submitted claims can be processed.

Claim by post

Some members still prefer to post in their claims, and that's fine by us. Just complete a claim form, attach the relevant accounts and mail it to: HIF, Whadjuk Country, GPO Box X2221, Perth, WA 6847.

You can download a form from **hif.com.au/claim** or get in touch with us and we'll post some out to you.

When lodging an Extras claim, you must ensure the following details and documents are included (claims received without these details will be returned unprocessed):

- The member's full name
- The patient's name
- The healthcare provider's name
- The member's signature
- An itemised account
- Service date

Please also note:

- You can submit paid invoices for Extras claims lodged online, on mobile or via email.
- Found an old receipt you forgot to claim? No worries. You can lodge Extras claims up to two years from the date of service.
- Please hold on to all original invoices and receipts for two years from the date you lodge an Extras claim.

Need to make a hospital or medical claim? It's easy!

When admitted to hospital as a private patient, you'll be asked to pay the excess (if applicable). After this payment, all hospital accounts will be directly forwarded to us on your behalf.

If you do happen to receive a hospital or doctor's account though, please download a Claim Form from [hif.com.au/claim](https://www.hif.com.au/claim) and post a signed form along with your doctor's invoice to us at: HIF, Whadjuk Country, Reply Paid, GPO Box X2221, Perth, WA 6847.

Call, email or visit us online.



[hif.com.au](https://www.hif.com.au)



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