

# HIF Fast-Track

*the smart choice for claiming.*

## **What is Fast-Track?**

Fast-Track claims are **paid ancillary claims** which are sent to HIF by:

- Fax to **(08) 9328 1685**; or
- Email (with scanned attachments) to [claims@hif.com.au](mailto:claims@hif.com.au)

To ensure your ancillary claim is processed as quickly as possible, rebates will only be credited directly into your nominated bank account.

## **How do I send my Ancillary Claim using Fast-Track?**

It's easy, just fax or email your claim, including:

- A completed HIF claim form (ask HIF for a form or download one from our website at [www.hif.com.au](http://www.hif.com.au))
- Itemised accounts, tax invoices and receipts from your provider(s)

## **Is there a limit to the amount that can be claimed using Fast-Track?**

Accounts cannot exceed \$700.00 per day. This means we will assess:

- A single ancillary claim where the provider's fee does not exceed \$700.00\*; or
  - Multiple ancillary claims that total no greater than \$700.00\*
- \* refers to the total amount of provider charges

## **Are there limits to the type of services that can be claimed using Fast-Track?**

Yes, Fast-Track claiming can only be used for ancillary services. Fast-Track claiming is not available for inpatient medical and hospital services.

## **Are original documents required by HIF?**

No, we will assess your claim based on the information faxed or emailed to us, but you are requested to keep your original documents for twelve (12) months in case they are required for HIF audit purposes.

## **Need Assistance?**

Just call one of our friendly customer service consultants.

**Call: 1300 13 40 60**  
**Visit: [www.hif.com.au](http://www.hif.com.au)**



For full terms and conditions, please refer to our web site [www.hif.com.au](http://www.hif.com.au)

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**the smart choice for claiming.**

***In a hurry?***

***Try our Fast-Track  
Claiming service.***

- ✓ ***It's quick***
- ✓ ***It's easy***
- ✓ ***Send by fax or  
email***

***Fax to (08) 9328 1685; or  
Email to [claims@hif.com.au](mailto:claims@hif.com.au)***

**Call: 1300 13 40 60  
Visit: [www.hif.com.au](http://www.hif.com.au)**



*Australia's first certified Carbon Neutral health fund.*

For full terms and conditions, please see over or refer to our web site [www.hif.com.au](http://www.hif.com.au)