



**hif**

Your health  
Your choice

## Choose how you claim with HIF.

### At HIF we're all about choice.

So when it comes to making a claim, we offer lots of convenient options. From fast, on-the-spot electronic claiming at the point of service, to our nifty *SmartClaim* mobile app, to claiming by email, fax or post. Simply choose the option that suits you best.

### Registered your bank details?

If you choose to claim for Extras via *SmartClaim*, fax 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](http://hif.com.au)

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## 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. To find your nearest provider with eClaiming facilities, visit [hicans.com.au](http://hicans.com.au)

## Claim on your mobile

*SmartClaim*, our free and easy-to-use app for Apple and Android devices makes it simple to submit Extras claims up to the value of \$700 per day. 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! From there, *SmartClaim* cleverly bundles up everything you've submitted and emails one copy to HIF for processing, and one copy to you for reference. It's easy, efficient, and your money will be reimbursed asap. **Please refer to the checklist below - only correctly submitted claims can be processed.**

## Claim by fax or email

With Fast-Track, you can submit Extras claims to the value of \$700 per day via email or fax. Simply scan your completed claim form and accounts then email them to us at [claims@hif.com.au](mailto:claims@hif.com.au). Alternatively, complete a claim form then fax it to (08) 9328 1685 along with itemised accounts and receipts. **Please refer to the checklist below - only correctly submitted claims can be processed.**

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### Important Checklist for Claiming by Smartphone, Email or Fax

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- Is the invoice paid?
  - Is the claim under \$700?
  - Is the image of the invoice clear and in focus?
  - Can all the details on the invoice be read clearly on the image?
  - Is the eftpos receipt removed?
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## 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, GPO Box X2221, Perth, WA 6847.

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

