

# Claim Form



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Phone: 1300 13 40 60 Fax: (08) 9328 1685  
Email: [claims@hif.com.au](mailto:claims@hif.com.au) Web: [hif.com.au](http://hif.com.au)

Tell us a little bit about your claim. Don't forget we also need you to send us itemised original accounts and receipts. Don't forget you can also login to your Member Centre to update your details 24/7. Just visit [hif.com.au/members](http://hif.com.au/members)

Please note: If you want to complete this form electronically, simply type into the fields and save a copy.

HIF Member number

Surname

First name of patient as shown on your invoice

Yes, I've paid the invoice  
(please tick)

Yes, I've paid the invoice  
(please tick)

Yes, I've paid the invoice  
(please tick)

## Have your payment details changed?

(Please complete only if you'd like to update where your benefits are paid to)

Please change my details for this claim only

Please update my details to reflect the account details I pay my premiums from  
(sorry, benefits cannot be paid to credit cards)

## Direct credit details

(benefits will always be paid to this account unless one of the above boxes is ticked)

Account in the name of

BSB

Account number

## Things you should know

We need you to send us all your receipts if you've paid the account. These documents are then kept on your file.

If you have already claimed a benefit from Medicare, please ensure you include the Medicare Statement of Benefit in your claim submission.

We're only able to make payments for services provided within Australia. If you've used a service, just make sure you put your claim in within 2 years, after that we're not able to make a benefit payment.

## Was the claim resulting from an accident?

I confirm this claim is the result of an accident and may be eligible for compensation from another source.  
(If you tick yes, that's ok, we'll just send you another questionnaire to complete about the claim.)

Yes  No

## Have your details changed?

Email address Please tick this box if you are happy for us to communicate with you via email

Address

State

Postcode

Home phone

Mobile phone

Work phone

## The important declaration

I declare that I have incurred the expenses this claim relates to. To the best of my knowledge and belief, all information is true and correct. I authorise the provider of this service to provide to HIF all requested information necessary to verify or audit this claim.

Claimant signature (type your name in here to sign digitally)

Date

## Here's some great news for members with Extras cover

You asked us to let you claim online so that's exactly what we've done!

### Providing more choice than ever when it comes to making a claim.

Did you know... over 85% of HIF Extras claims are paid on the spot simply by swiping your Member card through a HICAPS eClaiming terminal at the time of service! And that makes life so much easier because you'll only need to make a payment if any gap expenses apply. Not all providers offer HICAPS though, so on those occasions where you can't claim in-clinic, you can now claim online.

**PLUS with our new online claiming option, you can now claim up to \$1000 per day and you'll instantly see the estimated benefit payable!**

### Manage your membership at a time that suits you.

Available 24/7, our online Member Centre gives you access to a range of services designed to help manage your policy with the click of a mouse. Visit [hif.com.au/members](http://hif.com.au/members) now to update your personal details, submit an Extras claim, view your claims history, make a payment, update your payment details, download a tax statement, and more.

### Ready to claim online?

Simply log on to your online Member Centre and click the "Claims" tab. **Visit [hif.com.au/members](http://hif.com.au/members) to get started.**

**Online claiming terms of use:** Incomplete or illegible photographs of invoices and other accounts will be rejected until an acceptable replacement is provided; If the relevant documentation is not uploaded and attached to an online claim within 24 hours of lodging the claim, your submission will be cancelled by HIF; Online claiming can only be used for Extras claims, not hospital or medical claims; Provider invoices must be paid in full prior to lodging a claim online; A maximum of \$1000 (total service fee value) can be claimed online per day; The date of service (on your invoice) must be no more than two (2) months prior to the date you lodge a claim; You must retain all original invoices/receipts for two years from the date you lodge the claim; HIF reserves the right to randomly select claims for auditing purposes; Benefits for services or treatment rendered outside of Australia are not payable by HIF.

## Are you taking advantage of HIF's Online Member Services?

You can update your cover details, check your claims history, download important documents like your health insurance tax statement and more. Just go to [hif.com.au](http://hif.com.au), click on 'Members Centre' and register for access - it's easy and convenient!

### Important note!

Be sure to attach legible copies of all provider invoices when submitting a claim online.

Failure to upload your receipts will lead to your claim being cancelled.

### 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 \$1,000 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.

### Important checklist for claiming by smartphone:

- Is the invoice paid?
- Is the claim under \$1,000?
- 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?