

Claim Form



HIF, GPO Box X2221 PERTH WA 6847
Phone: 1300 13 40 60 Fax: (08) 9328 1685
Email: claims@hif.com.au Web: hif.com.au

Please complete details on both pages (where applicable) and enclose full itemised original accounts and receipts. Please use black pen and print upper case. Avoid contact with the edge of the box.

HIF members number	Surname
<input type="text"/>	<input type="text"/>
First name (Eg. JOHN)	Invoice paid (yes/no)
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Important information

Please note:

- Receipts must be produced if the account has been paid.
- Account documents will be retained by HIF.
- Claims must be lodged within two years of the date of service.
- Benefits for services or treatment rendered outside of Australia are not payable by HIF.
- To submit your claim, accounts and receipts by post, please mail all documentation to:
**HIF, GPO Box X2221
Perth WA 6847**

Change of Address

Street address		
<input type="text"/>		
Suburb	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email address		
<input type="text"/>		
Home phone	Mobile phone	Work phone
<input type="text"/>	<input type="text"/>	<input type="text"/>

Please complete this section if this claim is the result of an accident:

Date of accident	Type of accident	<input type="checkbox"/> Motor vehicle	<input type="checkbox"/> Home, school or sporting	<input type="checkbox"/> Whilst at work	<input type="checkbox"/> Other - please specify
<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>				<input type="text"/>

Payment Details (only complete if applicable)

<input type="checkbox"/> Please change my details (as below) for this claim only	<input type="checkbox"/> Please change my details (as below) for all my future claims
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To update the payment details of the full HIF membership please use our Online Member Centre visit hif.com.au/members

Direct Credit Details (all claims are paid by direct credit, please complete your details)

Account in the name of	BSB	Account Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

HIF reserves the right to request original invoices and receipts for a period of 2 years from date of submission of claim.

Declaration - Please read the following important information and sign below:

I declare that I have incurred the expenses to which the claim relates and that none of the expenses relate to the claim where I have or can claim benefits or compensation (in full or in part) for treatment, goods or services from a third party including Workers Compensation or Public Liability sources, my employer or any other Insurance policy. 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.

Membership signature _____ Date _____

Please type your name to sign this form electronically

Turn over for quicker ways to claim

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'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 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 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; 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, 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.

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 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?