

Extras cover Simple Options



Simple Options is our great-value Extras cover that offers a percentage back on the services included.

It's ideal for singles, couples and families looking for a value packed cover that offers major and general dental, optical, podiatry consultations, pharmacy, chiro, physio, osteo, healthy lifestyle (like gym memberships) and ambulance services.

Read on for a detailed overview of all the services included on Simple Options. You'll also find more general information on our health insurance products and HIF Extras cover in our Health Cover Guide (hif.com.au/guide).

Are you covered for ambulance services?

Absolutely. And there's no limit to the number of emergency ambulance services you can use.

If you're taken to a hospital emergency department for urgent treatment, we'll cover 100% of the charge. If it's a non-urgent ambulance service, a \$50 co-payment will apply.

That's great value when you consider Medicare doesn't cover urgent ambulance transport, which can often cost over \$900!

Some ambulance services aren't covered though, while in other circumstances some state governments provide subsidies for ambulance assistance. Check out page 15 in our Health Cover Guide for full details.

Got a question?

Visit our handy online knowledge base at hif.com.au/help



How to make an Extras claim

With HIF, making an Extras claim is easy! In fact, the toughest bit is choosing from our host of convenient ways to make your claim:

1. Claim on the spot with most providers simply by swiping your HIF Member card through their HICAPS eClaiming terminal
2. Claim online through our 24/7 Member Centre
3. Claim on your mobile with our HIF Member App, available for Apple and Android devices
4. Claim by email – simply send copies of your signed claim form and receipts to claims@hif.com.au
5. Claim by posting your documents to: HIF, GPO Box X2221, Perth WA 6847.

In any case, it's quick and easy. You'll have your rebate in no time, and we offer some of the most competitive benefits in Australia. To find out more and download a claim form, visit hif.com.au/claim

Understanding annual limits

Like most Extras health covers, there are annual limits (a limit on how much we will pay towards your claims) for most services under Simple Options. These annual limits reset to the full amount on January 1 each year and are listed on the following pages under each of the services provided.

What are waiting periods?

All health funds have to apply waiting periods. It's the only way we can protect our community of loyal Members from people who would otherwise join our fund to claim large amounts, then leave.

That said, we try to keep waiting periods to a minimum. That's why, if you switch to us from another health fund, we'll honour any waiting periods already served with your previous insurer. You'll find all our Extras waiting periods in the following benefit table.

Service	Benefit	Limit/person	Limit/policy	Waiting period
Ambulance¹	Emergency: 100% covered ² Non-emergency: \$50 co-payment	No limit	No limit	2 months
Chiropractic	60% of provider fee up to your annual limits.	\$350/year	\$700/year	2 months <i>The limits detailed above are subject to a combined overall person limit of \$350 and membership limit of \$700 for complementary therapies, chiro, healthy lifestyle, osteo, physio, pharmacy and podiatry consultations.</i>
Complementary Therapies <i>Services include acupuncture, myotherapy, remedial massage, and traditional Chinese medicine.</i>	We will pay 60% of provider fee up until your annual limits. <i>The treatment must be provided by a practitioner who is registered with HIF in the speciality for which the charge is raised. Benefits are not payable on medicines.</i>	\$150/year	\$300/year	2 months <i>The limits detailed above are subject to a combined overall person limit of \$350 and membership limit of \$700 for complementary therapies, chiro, healthy lifestyle, osteo, physio, pharmacy and podiatry consultations.</i>
General Dental	60% of provider fee up to your annual limits.	\$600/year	\$1,200/year	2 months (except for items 322-324, 331 & 595-596 which are 12 months)
Major Dental	60% of provider fee up to your annual limits. <i>Benefits are not payable on orthodontic treatment.</i>	\$600/year	\$1,200/year	12 months (except for periodontics and endontics - items 213-247, 411-458, which are 2 months)

¹ Not covered:

- Transportation from a hospital to your home, nursing home or other hospital.
- Transportation for ongoing medical treatment.
- Off road or air ambulance (e.g. plane, helicopter or boat).

² Each state and territory of Australia has different ambulance arrangements. It's important to understand that in the unfortunate event you require emergency ambulance transport, Medicare won't cover the cost. However, some state governments subsidise ambulance services, and some pensioners and low income earners may also be entitled to free ambulance assistance. Please refer to our Health Cover Guide for more info on these state schemes or contact us for further details.

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Service	Benefit	Limit/person	Limit/policy	Waiting period
Healthy Lifestyle³	60% up to annual limit. <i>Benefits are payable for HIF approved programs delivered by registered providers only. Please contact us prior to commencing program to check eligibility.</i>	\$150/year	\$300/year	2 months
Optical	100% up to annual limit Did you know... HIF members get bonus discounts of up to 25% from a range of optical stores. Visit hif.com.au/optical for full details.	\$200/year	\$400/year	2 months
Osteopathy	60% up to annual limit	\$350/year	\$700/year	2 months
		<i>The limits detailed above are subject to a combined overall person limit of \$350 and membership limit of \$700 for complementary therapies, chiro, healthy lifestyle, osteo, physio, pharmacy and podiatry consultations.</i>		
Pharmacy <i>PBS = Pharmaceutical Benefit Scheme</i>	60% (up to annual limit) of the balance after the PBS fee is deducted <i>Benefits are not payable on contraceptives or NHS (PBS) prescriptions or over the counter items purchased with or without a prescription.</i>	\$350/year	\$700/year	2 months
		<i>The limits detailed above are subject to a combined overall person limit of \$350 and membership limit of \$700 for complementary therapies, chiro, healthy lifestyle, osteo, physio, pharmacy and podiatry consultations.</i>		
Physiotherapy	60% up to annual limit	\$350/year	\$700/year	2 months
		<i>The limits detailed above are subject to a combined overall person limit of \$350 and membership limit of \$700 for complementary therapies, chiro, healthy lifestyle, osteo, physio, pharmacy and podiatry consultations.</i>		
Podiatry Consultations	60% up to annual limit <i>Benefits are paid on consultations carried out by a registered podiatrist, approved by HIF. Benefits are not payable on podiatry surgery.</i>	\$350/year	\$700/year	2 months
		<i>The limits detailed above are subject to a combined overall person limit of \$350 and membership limit of \$700 for complementary therapies, chiro, healthy lifestyle, osteo, physio, pharmacy and podiatry consultations.</i>		

³ Services include gym memberships, exercise physiology, health assessments, weight management programs, quit smoking plans and skin cancer screenings.