

Claim form checklist

- I have provided my membership number.
- I have signed the declaration.
- I have attached relevant receipts and accounts.
- If I am claiming for Orthodontics, I have attached a quote/treatment completion letter provided by my dentist/orthodontist.
- If I am claiming for Optical, I have attached the prescription for the glasses and/or contact lenses.
- If I am claiming for hospital services where I have already claimed from Medicare, I have attached the top section of my Medicare statement.

For us to process certain types of extras claims, we need some more information. So, where you have sufficient cover, and you want to make a claim for travel/accommodation, psychology, gym/exercise regimes or the Healthy Weight for Life program, you will need to complete a different claim form. You can get this information from any HCF branch, at www.hcf.com.au or by calling 13 13 34.

What you need to know when claiming

Accounts and receipts must include the following:

- The service provider's/supplier's full details on official stationery.
- The full name and address of the recipient of the services.
- The item number(s) and or description(s) of the services.
- The cost of each service.
- The date of each service.
- The amount paid and balance owing.

Claims must be made within two years of the date of service. If your claim has not been paid, a benefit cheque will be paid to the provider. If you are claiming for Pharmacy, Quit Smoking or Health Dollars, benefits will only be payable where the services have been fully paid by the member.

If your product includes Health Dollars these can only be claimed against a hospital excess or items/services that would normally attract a benefit under an extras cover. This additional benefit is limited to the difference between the receipted cost of the extras item and the benefit that has previously been paid. A front end deductible of \$50 applies to Health Dollars each year but no amount will be deducted for hospital excess claims. Your Health Dollars balance is renewed each year on your Health Dollars renewal date and unused Health Dollars do not accrue to the following year.

HCF reserves its right to recover benefits paid by the fund where the cost of treatment is compensated for and or reimbursed by a third party. This includes awards of damages, workers compensation and other insurance payments.

Claim payments

Benefits for goods and/or services for which you have already paid will be deposited in your nominated account so you receive your refund quicker. If there is no receipt or the account is unpaid, a cheque in favour of the provider will be posted to your mailing address in order for you to forward to the provider together with any balance owing on the account.

Ask your provider if they participate in on-the-spot claiming and have your claims paid instantly!

How to claim

By mail

- Enclose a fully completed Claim Form plus accounts and/or receipts relating to the services being claimed.
- Send to: HCF
GPO Box 4242
Sydney NSW 2001

In person at any HCF branch

Please remember your membership card and the original itemised account and/or receipts.

For HCF branch locations and operating hours visit www.hcf.com.au

At Medicare

We have a Two-Way Agency Agreement with Medicare whereby you can leave your HCF claim form and accounts/receipts at any Medicare office to be forwarded to us.

If you have any questions about your benefit entitlements please phone Member Services on 13 13 34.

Get more with
HCF

Claim form



The Hospitals Contribution Fund of Australia Limited.
ABN 68 000 026 746
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Telephone: 13 13 34. Postal Address: GPO Box 4242, Sydney NSW 2001
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