

APPLICATION TO CLAIM TRAVEL AND ACCOMMODATION EXPENSES FOR HOSPITAL ADMISSIONS

To make a claim for a hospital admission, the travel must exceed a specified round trip distance. For more information on eligibility visit hcf.com.au/travel-accommodation or call us on **13 13 34**.

If claiming travel and accommodation benefits for a medical specialist consultation, please complete a **claim form** and attach any supporting documents. See the next page for more information on submitting your claim.

Travel and accommodation benefits aren't payable when you're entitled to claim from a third party service (such as Government Agencies).

A standard claim form is required when claiming travel and accommodation benefits on your extras cover when travelling by car. No claim form is required when claiming travel and accommodation benefits on your extras cover for all other forms of transport.

Complete and upload via the HCF My Membership app:
hcf.com.au/apps
Or visit a branch:
hcf.com.au/branches
Or mail to:
**GPO Box 4242
Sydney NSW 2001**

HCF Membership No.

1 YOUR DETAILS (PLEASE USE CAPITAL LETTERS AND A BLACK PEN)

Title First name Surname

Does any part of this claim relate to a claim for compensation, e.g. workers compensation, motor accident, or third party claim? Yes No

2 HOSPITAL ADMISSION DETAILS

Hospital name

3 CLAIMING FOR TRAVEL - ONLY CLAIMABLE ON SOME LEVELS OF COVER

Return distance between home and hospital km Was your journey over 200km via car, train, bus or plane? Date travel commenced (DD MM YYYY) Return date (DD MM YYYY)

I have attached a note or account from my hospital confirming attendance Yes

I have attached a receipt for travel expenses (receipts are not required for car travel) Yes

You're not entitled to be paid benefits for travel and accommodation if you go to hospital while you were on holidays or otherwise interstate.

4 CLAIMING FOR ACCOMMODATION - ONLY CLAIMABLE ON SOME LEVELS OF COVER

Date of hospital admission (DD MM YYYY) Date of hospital discharge (DD MM YYYY)

Name of hotel/motel where you/your carer stayed

I have attached supporting documents to confirm my hospital stay and original tax receipts to confirm accommodation Yes

5 CARER DETAILS (PLEASE USE CAPITAL LETTERS AND A BLACK PEN)

Was a carer required to support the patient's travel, or provide support before and after hospitalisation? Yes No

Carer's name and relationship to claimant (for e.g. family member, friend)

Benefits are only payable for your carer's travel expenses if they were incurred while they travelled with you to and from the hospital.

6 DECLARATION (TO BE COMPLETED BY YOUR GP OR MEDICAL SPECIALIST)

I confirm that, in my opinion, the journey undertaken is/was necessary to receive hospital because treatment is/was not available locally Yes No
I confirm a carer was required to support the patient Yes No

GP/medical specialist signature Date (DD MM YYYY)

Title First name Surname

7 DECLARATION (TO BE COMPLETED BY THE PERSON MAKING THE CLAIM)

I declare all information provided in support of this claim is true and complete.

I acknowledge that HCF deals with personal information of all members in accordance with its privacy policy. I consent to HCF using the information in this form to assess my claim for travel and accommodation expenses and I authorise HCF to contact the provider(s) specified on this form and to collect and use any information including health information from the provider needed to verify this claim. I acknowledge that if I do not provide the information required in this form, HCF will not be able to assess my claim or pay travel and/or accommodation expenses.

How HCF collects, uses, discloses (which may include obligations to overseas recipients in compliance with its privacy obligations) and keeps and secures personal information including how to opt out from direct marketing, how to request access to and correction of your personal information or how to complain about a privacy breach and how this is handled by HCF is explained in the HCF privacy policy. For a copy of this policy, call us on **13 13 34** or go to hcf.com.au

Signature of the person making the claim

X

Date (DD MM YYYY)

FREQUENTLY ASKED QUESTIONS

How do I claim?

Submit this completed form with your receipts through the HCF *My Membership* app, at a branch or by post. See details on the top of page 1. Your medical specialist must also sign this form, confirming that your journey was necessary and if a carer was required.

How do I check if I'm covered?

Log in to online member services at hcf.com.au/members and check your product summary, call us on **13 13 34** or visit your nearest branch.

Can I claim expenses associated with treatment by other providers such as GPs, dentists or physiotherapists?

No, only treatments provided by medical specialists or in hospital are eligible.

What is a medical specialist?

Medical specialists are doctors who have completed advanced education and clinical training in a specific area of medicine and who the Medical Board of Australia registers as a medical specialist. To see a specialist you need to get a letter of referral from your GP. Some examples of medical specialists include cardiologists, dermatologists, oncologists and psychiatrists.

Can I still make a claim if I can be treated locally, but I prefer to use a hospital or see a specialist in another city?

No. For travel and accommodation claims, your doctor must confirm the treatment is not available locally.

What do I need to know about claiming?

When attending a medical specialist consultation that requires travel over 200km as a round trip, you don't need to complete this form. Instead, you'll need to submit a claim form and your receipts showing the consultation, travel (eg. train, bus, plane tickets) and accommodation.

When claiming for a hospital admission, you'll need to complete this form and provide the necessary receipts for travel and accommodation fees.

Benefits are only payable for your carer's travel expenses if they were incurred while they travelled with you to and from the hospital. You can't claim for travel and accommodation if you go to hospital while you were on holidays or otherwise interstate.