

# Essentials Extras Product Guide

Effective from 1 November 2023

Subject to change.



## THE ESSENTIALS COVERED FOR ACTIVE LIFESTYLES

Low cost cover for the most common extras.

Annual limits apply from 1 July.

Please read 'Things you need to know about extras' before having treatment or call us if you have any questions about out-of-pocket expenses.

### Dental – general and surgical extractions

#### Dental network

Visit a network dentist for quality dental care at special member prices. Visit [defencehealth.com.au](http://defencehealth.com.au) for more information.

Annual limit – \$500 per person

#### General and preventive dental

##### 2 Month waiting period

Periodic oral exam (O12)	Up to \$30.80
Removal of calculus (114)	Up to \$60.40
Bitewing x-ray (O22)	Up to \$17.60
Adhesive filling to one surface of a rear tooth (531)	Up to \$61.80
Mouthguard (151)	Up to \$65.80

#### Surgical tooth removal

##### 12 Month waiting period

322	Up to \$101.20
324	Up to \$139.00

Some dental items are limited in the number of times they can be claimed in a year or appointment. Some are not payable in combination with others. And some may not attract a benefit at all. Check your available limits by logging onto your Member Portal, at [defencehealth.com.au](http://defencehealth.com.au)

### Flexi-limits

##### 2 Month waiting period

Annual limit – \$450 per person

#### Physiotherapy (including one-on-one hydrotherapy)

Initial consultation	Up to \$36
Subsequent consultation	Up to \$26
Lymphoedema treatment	Up to \$52
Pelvic floor treatment	Up to \$26

#### Chiropractic/Osteopathy

Initial consultation	Up to \$36
Subsequent consultation	Up to \$26

No benefits are payable for chiropractic x-rays.

#### Exercise physiology

Initial consultation	Up to \$20
Subsequent consultation	Up to \$16

#### Travel vaccinations

Per travel vaccination prescription	Up to \$50
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The benefit is payable on non-PBS travel vaccinations only. It is paid on the gap between the current PBS amount and the actual charge. No benefits are payable for over-the-counter travel vaccinations.

### Optical

##### 2 Month waiting period

Annual limit – \$170 per person

#### Optical network

Our optical network providers have extensive ranges of no-gap glasses and 100% back on eligible items available up to your annual limit. Plus, receive discounts on in-store contact lenses and other optical add-ons. Visit [defencehealth.com.au](http://defencehealth.com.au) for more information.

#### Non-network providers

Single vision lenses	Up to \$80
Ground single vision lenses	Up to \$95
Bi-focal lenses	Up to \$105
Multi-focal lenses	Up to \$120
Frames/repairs	Up to \$95
Contact lenses	Up to \$120

All optical claims must include a sight correcting script.

### Ambulance treatment

##### 2 Month waiting period

Annual limit – \$ Unlimited

Comprehensive cover for ambulance services by state-appointed ambulance providers across Australia. This includes emergency transport, on the spot treatment, mobile intensive care, air and sea ambulance.

Transport services between hospitals, repatriation to or from a state for non-clinically necessary reasons, or services by patient transport vehicles are not claimable.

### Health and wellbeing

##### 2 Month waiting period

Annual limit – \$200 per person

#### Remedial massage, acupuncture and myotherapy

Initial consultation	Up to \$21
Subsequent consultation	Up to \$17

#### Group physiotherapy

Group therapy sessions and classes	Up to \$12
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Includes group hydrotherapy.

#### Group exercise physiology

Group therapy	Up to \$8
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# Things you need to know about extras

## Know your annual limits

All of the goods and services claimable under extras cover have annual per person limits.

Once the annual limit has been reached on a service, no further benefits are payable in that financial year. Most limits re-set on 1 July each year. Benefits, limits and payment conditions are assessed according to the date of service.

Benefits and limits are subject to change.

Check your available limits by logging onto your Member Portal, at [defencehealth.com.au](https://defencehealth.com.au)

If you've reached your limits, consider whether a higher level of cover is right for you. We're happy to help, just give us a call.

## Claiming extras benefits

Many health care providers (like dentists, optometrists and physiotherapists) can swipe your member card on-the-spot through an electronic terminal. Your benefit is paid to the provider and you then settle any outstanding amount. A list of providers who offer on-the-spot claiming is available on our website, [defencehealth.com.au](https://defencehealth.com.au)

If your provider doesn't offer on-the-spot claiming you can:

- Claim through your Member Portal (for most services) at [defencehealth.com.au](https://defencehealth.com.au)
- Claim on your smartphone through our Mobile Claiming App
- Download and complete a claim form from our website, and either:
  - email it with your receipts to [claims@defencehealth.com.au](mailto:claims@defencehealth.com.au)
  - fax it and your receipts to 1800 241 581
  - post it and a copy of the account to us: Defence Health, PO Box 7518, Melbourne, Victoria, 3004

Please hold onto your receipts for 2 years.

## Claiming conditions

The most common claiming conditions are:

- All services must be provided by an approved practitioner in private practice
- Claims must be lodged within 2 years of receiving the service
- Benefits are only payable on goods and services purchased in Australia. When purchasing eligible items online the supplier must be recognised and a registered Australian provider or company
- Benefits are not payable when they can be claimed from another source such as workers compensation, Department of Veterans' Affairs or third party insurance
- Extras benefits are not payable where Medicare has been or is available to be claimed.

We recognise all extras providers who are registered with their professional body and in the case of approved alternative therapies, those recognised by the Australian Regional Health Group. Remedial massage providers must also hold at least a Diploma of Remedial Massage to be recognised.

If you are unsure whether a practitioner is registered with us, just give us a call on 1800 335 425.

Full claiming conditions are available on our website at [defencehealth.com.au](https://defencehealth.com.au)

## Extras waiting periods

When you join Defence Health or upgrade your existing cover, you may have a waiting period before you can claim new or higher benefits. Treatment received during the waiting period cannot be claimed.

Cover for an accident is immediate, including for ambulance services.

Remember, if you transfer within 60 days from an equivalent level of cover with another health fund you won't have to re-serve the waiting periods you've already completed. If you have a break in cover greater than 60 days you will have to re-serve all waiting periods.



# Our commitment to you

## Our values

Our purpose is to support you, the members of the ADF and wider Defence community to manage your personal and family health care.



### Trust

We will earn your trust by consistently delivering a personal experience for your needs. We are as good as our word – every time.



### Excellence

Our people are proud to serve you. We will provide service and experience others won't, or can't. We actively seek ways to continuously improve our offer to you.



### Ownership

We're part of the ADF family. We accept responsibility, act with initiative, and follow through. We won't let you down.



### Respect

We are friendly people, here to help you make good choices. We listen with intent and offer clear explanations, to provide you with peace of mind and support.



### Community

We're here for people, not profit. We are committed to making a positive difference to the health and wellbeing of the Defence community.

## Your privacy is important to us

Defence Health collects your personal information – including sensitive information about your health – in order to provide services to you.

We comply with the *Commonwealth Privacy Act 1988* and its Australian Privacy Principles in relation to the personal information that we hold about you and those on your policy.

As a member, by using our services and providing personal information to Defence Health, you affirm that you consent, and you have the consent of any other individuals whose information is provided, to Defence Health dealing with it under our Privacy Policy.

Policy holders will have access to certain personal information about dependants on the policy. Policy holders have an obligation to make dependants aged 16 years and over aware that they may contact us if they do not wish us to share their personal information with the policy holder or others insured on the policy. Upon request, we will make reasonable efforts to keep their personal information private from others insured on the policy, but this may be subject to limited exceptions.

We'll usually collect your personal information directly from you, but may also collect it from others such as your health care professionals, your previous insurer, another insured person on the policy or the policyholder if you are a dependant. We may also collect personal information from third parties and public sources.

We collect your personal information so that we can use it for our reasonable business purposes and provide products and services to our members. We engage with a range of third parties in order to operate our business and provide services. We may disclose personal information to third parties for these purposes. Some third-party providers may be located overseas including in Ireland, other parts of western Europe, USA, New Zealand or India. We may also store your personal information on servers based overseas or in the "cloud". In such cases, your personal information may be viewed from overseas to repair system faults.

Whenever we send you marketing material, we will always inform you how you can opt out of our mailing list. We will implement your request free of charge within a reasonable timeframe.

Our full Privacy Policy is available at [defencehealth.com.au](https://defencehealth.com.au) or you can call us on 1800 335 425 for a copy. It explains how we handle your personal information, how you can access or correct that information, how to make a privacy complaint and how we will deal with it, and how to opt-out of direct marketing from us.

## We value your feedback

Compliments or complaints can be made by phone on **1800 335 425** or to [info@defencehealth.com.au](mailto:info@defencehealth.com.au)

If we are unable to satisfy you, you can contact the Commonwealth Ombudsman on 1300 362 072 or visit [www.ombudsman.gov.au](https://www.ombudsman.gov.au). The Ombudsman provides free information and assistance to resolve disputes.

For general information about private health insurance, see [www.privatehealth.gov.au](https://www.privatehealth.gov.au)

## Defence Health Fund Rules

Your cover will be provided and benefits paid in accordance with the Fund Rules of Defence Health Limited. You can download a copy of the latest Fund Rules from [defencehealth.com.au](https://defencehealth.com.au) or call us and we'll send you one.

This Product Guide is current as at 1 November 2023, and is subject to change.

It should be read carefully and retained.

**Defence Health Limited** – ABN 80 008 629 481 AFSL 313890

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## Code of conduct

We are committed to the Private Health Insurance Code of Conduct. You can download a copy of the code at **Private Health Insurance Code of Conduct**





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