

# Member Update

Defence  
Health



December 2023

We look after our own.

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## Message from the Acting CEO

In my message to members in early November, I outlined the steps we've been taking to resolve our service issues.

We've increased resources in our contact centre to take your calls and we're working hard to take on and action your feedback.

Additionally, we have launched an external review into the project transition plan to ensure we avoid disruptions like this in any future projects.

I stand by my previous commitment: to make things right for you.

Your feedback means a lot to us, and we've been seeking the views of our members via an online survey to help inform us in the future.

In addition to rectifying the technical issues, we have continued to ensure members are admitted to hospital for the care they need.

The Member Portal on our website, [defencehealth.com.au](https://defencehealth.com.au), now has greater functionality since we first launched. For anyone who has not yet accessed the new portal, you will need to **register** and set up a new **password** before logging in for the first time. We have some video tutorials on our website as well, to help you navigate the portal.

Many of the issues that caused the lengthy phone queues have been resolved; and we've employed extra people and extended our hours.

Further work remains to restore your trust in Defence Health. You couldn't contact us when you needed to, and we're working hard to make it right.

We thank you for your loyalty and the opportunity to get our service back to where it should be.

Kind regards

MAJGEN Gerard Fogarty,  
AO (Ret'd)  
**Acting Chief  
Executive Officer**



## Dental network

We've continued to grow our national network of preferred dentists - to give you better access to affordable dental treatment. Our dental network is comprised of National Dental Care, Maven Dental, Pacific Smiles Dental, 1300SMILE as well as several independent and regional clinics.

At a network dentist you get special member prices on a range of dental items. Which means your extras benefits deliver added value. Plus, every member of the family can receive a no-gap check-up and clean (once a year for mid-level extras or twice a year on top-level extras).

And with mid or top-level extras, kids can receive one free dentist-fitted mouthguard each financial year.

You can still choose to see your own dentist. But you'll receive extra value from your benefits at a network dentist.

Check our website, [defencehealth.com.au/Health-Insurance/Find-Providers-and-Hospitals/Dental-Network](https://defencehealth.com.au/Health-Insurance/Find-Providers-and-Hospitals/Dental-Network), for participating dentists at a dental network practice near you.

## What can I do in the Member Portal?

- Log in to make an **Express Claim** for a range of extras services
  - For faster payment, some claims can be made through the Member Portal. Online claims through the Member Portal are usually paid within two business days. Snap and send from your mobile will take longer than claiming online
- Update the **bank account** you pay your premium from and update the bank account we **pay your benefits** into
- See what benefit we'll pay through a **benefit quote**
- View your **claims** history
- View your **premium activity**
- Check your limits and available **benefits**
- Make an immediate **payment** online
- Order a new **membership card**.



## MyBaby

Planning a family or expecting a baby? Our MyBaby program is here with expert advice and practical ante and postnatal support for you during your pregnancy, your baby's birth and beyond. The program includes:

- 12-month subscription to online education provider, Nourish Baby
- free first aid eBook
- telephone consultations with specialists in infant and toddler settling.

The program is available at no cost to members with Silver, Silver Plus, or Gold hospital cover. Telephone consultations with Safe Sleep Space (visit [www.safesleepspace.com.au](http://www.safesleepspace.com.au) for details), are free for ADF Total Package Gold members and available at cost for other eligible hospital members.

You'll find more details online at [page.defencehealth.com.au/MyBabySupportProgram](http://page.defencehealth.com.au/MyBabySupportProgram).



## Legacy Centenary Torch Relay

It has been an honour to work with Legacy Australia this year, as the presenting partner of the Legacy Centenary Torch Relay. Our support for Legacy in its centenary year was a good fit for us and we're proud to have demonstrated our solidarity with Legacy in supporting Defence families.

The Relay completed its six-month journey in Melbourne on 12 October. Thank you to the thousands of people involved around Australia – as torch bearers, volunteers and supporters. The Relay has raised community awareness and helped raise valuable funds to ensure Legacy is resourced to support families into the future.

Photos: Csmith Photography

Member Torch Bearer, Deborah Avery, Adelaide, SA



Member Torch Bearer, John Adams, Geelong, VIC



Member Torch Bearer, Claire Morgan, Maryborough, QLD

## Contact Us

We've got more people on the phones, for more hours of the day. The priority is to reduce the time you spend waiting before you can speak with one of our friendly and helpful consultants. Our new contact centre hours are 8:30am – 7:00pm Monday to Thursday, and 8:30am – 6:00pm Friday (AEDT).

Christmas is coming – but we'll have plenty of people available through the holiday period to assist you. We wish all our members a happy and safe festive season.

Friday 22 December: 8:30am – 6:00pm  
Monday 25 December: Closed (Christmas Day)  
Tuesday 26 December: Closed (Boxing Day)  
Wednesday 27 December: 8:30am – 7:00pm  
Thursday 28 December: 8:30am – 7:00pm  
Friday 29 December: 8:30am – 6:00pm  
Monday 1 January: Closed (Happy New Year!)  
Tuesday 2 January: 8:30am – 7:00pm



## Latest news online

You can check the progress of improvements and system upgrades we're making on our website, [defencehealth.com.au](http://defencehealth.com.au). We thank you for your patience while we've made this major technology transition.

Call 1800 335 425  
or visit [defencehealth.com.au](http://defencehealth.com.au)

Defence Health Limited  
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