Member Services

Quick Reference Guide



Contents

Already registered	3
First time user	3
Dashboard	4
Contact tab	4
Family tab	5
Billing and Payments tab	5
Rebate tab	6
Change password	6
Inbox	7
Find a provider	7
Claims	8
My extras cover	8
FAQS	9
Make a payment	9
Log out	10

Already registered

Enter your membership number and password.

Whenever our website terms and conditions have been updated you will be asked to agree to them. You will only need to do this the first time after they have been updated.



First time user

If you have not previously registered, you will need to select register now.

You will need:

- Your membership number
- Your date of birth (this will be the date of birth of the main member (principal) member who is listed as the policy owner
- The email address listed on the policy.

You will be asked to agree to website terms and conditions.

Image: Constraint of the image: Con
Trucke loggery of Pour lower's transmit an earli with your passened didate, passe offen your span and your follows. Name ame help: If was an earlie you can be writting please juit get in location on 1000 000 120 ar via amend to help gifterebisfered com au

Dashboard

The dashboard gives you an overview of your membership

- The level of cover you are on
- How much you pay
- How you pay
- The date you joined the fund
- Your current date paid to
- The rebate you have chosen (if any)
- Your Lifetime Health Cover (LHC) loading (if any)

rt health	Welcome back Smith Jane		Uodate my d	ietaite		
元 Dashboard	品 Dashboard					
@ Inbox [®]	About Your Members	ship ess and Top Extras			Gold Ultim	ate Hospital \$750 Excess <u>and Top Extrap</u> Cover Guide(s)
Account Details	Contribution Amount:	\$723.69 Monthly	Membership Join Date:	31st Aug 2022	Rebate Tier:	32.812%
Q, Find a Provider	Payment Method:	Bulk Payment	Membership Paid To:	30th Aug 2022	Partner Authority:	Granted
📄 Claims	TELEPHONE 1300 886 123 : DISCLAIMER : PRIVA	ICY POLICY Copyright © 2022 The Hospitals Contributio	on Fund of Australia Limited (ACN 000 026 746)			
슈 My Extras Cover	The materials on this website have been prepared f For full conditions and use of our member online are	or general information only. The information on this webs a please <u>click here</u>	ite, or any other website accessed via this website or otherwise, n	ay not be accurate, complete or current. We do not accept	pt any liability to any person for the information that is provided	or accessed through this website.
Ø FAQ						
🕞 Make a Payment						
	ĸ					
E→ Logout						

Contact tab

Update your contact details in the Contact tab provided you live in the same state. If you live in a different state, you will need to call email on help@rthealthfund.com.au us on 1300 886 126.

Welcome back Smith Jane	Lipdate my details
Contacts Family Billing and Payments Rebate Preferences	Change Password
Contact Details of Main Member Home Address:	Postal Address Same as Home Address Level 3 403 George St Town/City
SYDNEY State Postcode New South Wates V 2000 Phone Number I 1300 866 123	SYDNEY State Postcode New South Wales 2000 Email Email Inoreply@rthealthfund.com.au

Family tab

See everyone who is listed on your policy in the **Family tab** – if anyone is missing, please give us a call on 1300 886 126.

Welcome back Smith	elcome back Smith Jane								
Account Details									
About Your	About Your Membership Gold Ultmate Hospital \$750 Excess and Top Extras Gold Ultmate Hospital \$750 Excess and Top Extras								
Contribution Amo	unt: \$723.69 Monthly	Membership Join Date:	31st A	ug 2022	Rebate Tier: LHC total:	32.812% 68%			
Payment Method:	Bulk Payment	Membership Paid To:	aid To: 30th Aug 2022		Partner Authority:	Granted			
			•						
Contacts Fami	ly Billing and Payments Rebate	Preferences Change Password	Ŀ						
My Family Main Member									
NAME	SURNAME	RELATIONSHIP	DATE of BIRTH	HEALTH COVER					
Smith	Jane	Policyholder	4/01/1947	and Top Extras					
Dependants									
NAME	SURNAME	RELATIONSHIP	DATE of BIRTH	HEALTH COVER					
Smith	John	Partner	28/06/1959	and Top Extras					
Jill	Smith	Daughter	1/01/2021	and Top Extras					

Billing and payments tab

See how you pay us in the Billing and Payments tab – if we do not have Payment of Benefits details for you then we won't be able to pay your claims until you provide us with those details – simply update them here for faster payments.

Welcome back Smith Jane			Ludate m) vv details
Account Details				
About Your Membership Family Gold Ultimate Hospital 3750 Excess and Top Extras				Gold Utimate Hospital \$750 Excess <u>and Tip Excess</u> Cover Guite(s)
Contribution Amount: \$723.69 Monthly	Membership Join Date:	31st Aug 2022	Rebate Tier: LHC total:	32.812% 68%
Payment Method: Bulk Payment	Membership Paid To:	30th Aug 2022	Partner Authority:	Granled
Contacts Family Billing and Payments Rebate Preferences	Change Password			
My Payments Premium Payments				
Detriend		Payment of Benefits:		
Card Namer Mc Smith June		Account Name		
Card Number 5/3111000	#111	BSB	Account Number	
Card Runnor. 9911 mmmm	****	082000	123466	
		Bank	Branch	
	K	CBA	48 Martin Place Sydn	eey 48 Martin Place Sydney NSW 2000
		Update Payment of Benefit Details		
TELEPHONE 100 886 123 : DISOLAIMER : PROMOV POLICY Copyright 8 2022 The Hospitals Combusion Fund of Australia Limite The materials on this webbit have Seen property for general information only. The information on this webbits, or any other webbits a Por full conditions and use of our member online was presses <u>and lives</u>	s (ACN 000 005 748) cessed via this website or otherwise, may not be accurate, complete or current.	We do not accept any liability to any person for the information that is p	rovided or accessed through this website.	

Rebate tab

Check which rebate tier you are claiming and, in some cases, change it, in the **Rebate tab**.

If you have never registered for the rebate you will need to or pay via salary payroll, you will need to give us a call on 1300 886 123 so we can help you.

Welcome back Smith Jane							Liodata zvy detaila
Account Details							
About Your Membership Family Gold Ultimate Hospital STSD Eccess and Top E	5094						ODIE UDIERIN MORENE 1755 RECHEL <u>INC. THE KOME</u> CHAR CHARGE
Contribution Amount:	\$723.69 Monthly	Membe	rship Join Date:	31st Aug 2022		Rebate Tier: LHC total:	32.812% 68%
Payment Method:	Bulk Payment	Membe	rship Paid To:	30th Aug 2022		Partner Authority:	Granted
		•		\odot			
Contacts Eamly Billing and D	aumonia Debata Broforoncos	Change Bargword					
Connects Franky Dining and Fr	ayinenta Mexate Frederica	change r assiroru					
Your Rebate							
Rebate		Not sure which tier you b	elong to?				
dase Ter)	The table below show	s the income threshold and MLS rat	e for 2023. You may choose to reduce	your premiums as you go.	and recorcile the difference when yo	a does your income tax return.
Update My Details >		Private Health Insura	ice Rebate - Income Thresholds				
			Base Tier	Tier 1		Tier 2	Tier 3
		Single	\$50,000 or less	\$50,001-\$105,01		\$105,001-\$140,000	\$140,001 or more
		Family	\$180,000 or less	\$180,001-5210,0	100	\$210,001-\$280,000	5280,001 or more
		Private Health Insura	ice Rebate effective from 1 April 200	1			
				Same Tier	Tier 1	Tier 2	Tier 3
		Under 65		14.608%	16.405%	8.202	56 056
		65 - 69	:	18.710%	20.507%	12.30	3% 0%
		70+		12.012%	24,600%	16.40	576 076

Change password

Change your password – remember to keep this secure and not share it with anyone. Password must be between 6 and 16 characters and must contain a lowercase alphabetical character, uppercase alphabetical character, a numeric character, and a special character.

mant Edah About Yoor Membership Yen his Van manuf Hill Genarad Van Kar Contribution Amount Markets Paraty Billing and Payments Change upge amount for tomas the Control Features Control Features Control Features Temperatures	Shutty pret shits Professors Change Par	Membership Join Date: Membership Pail To:	314 Aug 2022 309 Aug 2022	Rebate Tier: LHC total: Partner Authority:	Gori Jihnes Propies 2712 diverse <u>per Dis deltars</u> Gorie 20. 81256 60%
About Your Membership About Your Membership Area biol Monard Will Search V Membership Area Area Membership Area Area Area Area Area Area Area Area Area	state Profesores Change Pas	Membership Join Date: Membership Paid To: sword	31st Aug 2022 30th Aug 2022	Rebate Tier: LHC total: Partner Authority:	Good Likemann Hoopinal (2020 Consent <u>and The Antonia</u> Conser 322, 8 12% 66%
Texe host lower anguest THE census of the General Contributions Annuaut: 2012 Payment Michols: 2012 Instance: Paramy III Billing and Payments To change your presence of all complete the lowers level. Count Parameters Texe Parameters	9 Morety symest ebate Preferences Change Pas	Membership Join Date: Membership Paid To: sword	31st Aug 2022 30th Aug 2022	Rebate Tier: LHC total: Partner Authority:	32.612% 60%
Contribution Annuel: 272 Payment Method: Each etack Panity Billing and Payments Change your Password Coment Password	ebate Preferences Change Pas	Membership Join Date: Membership Paid To: sword	31st Aug 2022 30th Aug 2022	Rebate Tier: LHC total: Partner Authority:	32.012% 60%
Payment Method: Suit Infattis Family Elling and Payments Change your Password To starge pre parement jut cargins the looms below. Caref pament Terro Paremet	ebalo Preferences Change Pas	Membership Paid To:	30th Aug 2022	Partner Authority:	
ortacts Family Billing and Payments Change your Password Software your password patients the loses below. Comet Password here Password.	tebate Preferences Change Pas	isword	•		Granted
ortacts Family Billing and Payments Change your Password To back your paramonic jut complete the tools below. Comert Passwort here Passwort.	Sebata Preferences Change Pas	sword			
ontacts Family Billing and Payments Change your Password To drateg your password just complete the locus below. Carrier Passwore New Passwort	tebate Preferences Change Pas	isword			
Change your Password To change your password just conglete the borns below. Current Password:	7				
To change your password just complete the boxes below. Current Password:					
Current Password:					
New Password:					
New Password:	Ð				
(Your password must be between 6 and 16 characters	s and must contain a lowercase alphabetical character, op	percese elphebelical character, a numeric character, and a c	pecial character.	
Confirm New Paravord					
	5				
Update My Details >					
141-					m
ealth Welcome back Smith Jane					Lodana mu datada
Read					
About Your Member	hip				AND LETTING MARKET THE REAL AND THE POINT OF
Family Gold Ultimate Hospital \$750 Exc	a and Top Extran				CONTRACTOR AND A
Contribution Amount:	\$723.69 Monthly	Membership Join Date:	31st Aug 2022	Rebate Tier: LHC total:	32.012% 60%
a Presider Payment Method:	Bulk Payment	Membership Paid To:	30th Aug 2022	Partner Authority	r Scatted
			•		
tes Cover	and December Debate Declarate	Characterized			
Contacts Parniy Bil	ng and Payments Redate Preference	es Change Password			
Contact Details of Mair	Member		Postal Address		
Payment Mome Address:			Barre as Home Address		
Level 3 433 George St			Lavel 3 433 Deceps St		
ToursCity			TownCity		
ENDNEY			(SIDNEY		
State	Ponto	ode .	State		tuicole
Anne South Histor		0	New South Vision		
Phone Number		Mobile Number		Enal	
		1303 508 125		nonsjeigthealthind son.	81
Update My Details >					

You can also see all this information by selecting "Account Details" from the toolbar on the left-hand side.

Inbox

rt health	Welcome back Smith Jane		Lindra un decilia Lindra un decilia
Dashboard	@ Inbox		
	My Messages		
Account Details	Read/Unread	Filter by Statements	
Find a Provider	All Email	All	
Claims	Sent on	Subject	Read on
My Extras Cover			
FAQ	TELEPHONE 1300 888 123 : DISCLAIMER : PRIVACY POLICY Copyright © 2022	The Hospitals Contribution Fund of Australia Limited (ACN 000 028 746)	
Make a Payment	The materials on this vecsite have been prepared for general information only. The For full conditions and use of our member online area please <u>click here</u>	intormation on this website, or any other website accessed via this website or otherwise, may not be accurat	compare or ourners, we connot accept any labority to any parson nor the information that is provided or accessed strongly this website.

Find a provider

The find a provider section links to our main website and shows you how to find doctors and providers we work with.

rt health	Welcome back Smith Jane		Licitat mv. delaita
🗟 Dashboard	Q, Find a Provider		
@ Inbox [●]	Find a Doctor	Find a Hospital	Find an Optical Provider
Account Details	Ų,	۲	
Q, Find a Provider	Find >	Find >	Find >
Claims			
🚓 My Extras Cover	Hospital at Home	Find a Dental Clinic	Find a HICAPS Provider
⑦ FAQ	جَه ا	$(\overline{\diamond})$	\square
🖽 Make a Payment		Ŵ	Đ
	Find >	Find >	Find >
	TELEPHONE 130 880 13. DISCAMER: PRIVACY POLICY Countys 8 3022 The Hospital Corebusion Fund of Australia Limited (ACN 000 The matrials on this website have been prepared for general information on; The information on this website, or any other website accessed via For full conditions and use of our member online area please <u>Stock are</u>	008 746) It is website or otherwise, may not be accurate, complete or current. We do not accept any lability to any person for the information that is provided It is website or otherwise, may not be accurate, complete or current. We do not accept any lability to any person for the information that is provided	or accessed through this website.

Claims

The claims section gives you and overview of the claims you and your family have made – you can view this for the last month, last 6 month, 12 month or financial year.

rt health	Welcome back Smith Jane	
园 Dashboard	Claims	
@ Inbox [⊙]	Claim History Claim Progress	
Account Details	Claim History	
Q Find a Provider	You can check your claims history by selecting from the options below.	
🛃 Claims	Claim Period Dependent Claim Type	
💠 My Extras Cover		
⑦ FAQ	Service Date Patient Name Service Provider Claim Type Service QTY Description of Service Provider Fee	Fund Benefit
🗔 Make a Payment	\$0.00	\$0.00
	TRUEPHONE 1010 881 23. DISCURRENT: PRIVACY POLICY Conceptor 90 2022 The integration. Unit of your existing a conception of the exist	
[→ Logout		

My Extras cover

My extras cover gives you an overview of what you are covered for – you can access your product cover guide from the top right-hand corner.

rt health	Welcome back Smith Jane		(Update :	ny details		
🗟 Dashboard	दी Extras Cover					
@ Inbox [®]	About Your Membership					Gold Ultimate Hospital \$750 Excess <u>and Top Excess</u> Cover Guide(s)
Account Details	Contribution Amount:	\$723.69 Monthly	Membership Join Date:	31st Aug 2022	Rebate Tier:	32.812%
Q, Find a Provider	Payment Method:	Bulk Payment	Membership Paid To:	30th Aug 2022	LHC total: Partner Authority:	60% Granted
Claims	TELEPHONE 1300 888 123 - DISCLAIMER - PRIVACY POLICY	(Convrint @ 2022 The Howeitals Contribution Fund of Australia Limited	1 (ACN 000 028 748)	•		
🕀 My Extras Cover	The materials on this website have been prepared for general in For full conditions and use of our member online area from of	formation only. The information on this website, or any other website as OK here:	cessed via this website or otherwise, may not be accurate, complete or cum	ant. We do not accept any liability to any person for the information that is	s provided or accessed through this website.	
⑦ FAQ						
🖽 Make a Payment						



If you click on the support tab you an send an email direct to help@rthealthfund.com.au If you click on the FAQ tab you will be directed to our online members guide (A-Z).

rt health	Welcome back Smith Jane	
元 Dashboard	Claims	
@ Inbox [®]	Claim History Claim Progress	
】 Account Details	Claim History	
Q. Find a Provider	You can check your claims history by selecting from the options below.	
🖹 Claims	Claim Type	
My Extras Cover		
⑦ FAQ	Service Date Patient Name Service Provider Claim Type Service QTY Description of Service Provider Fee	Fund Benefit
🖂 Make a Payment	\$0.00	\$0.00
	TELEPHONE 100 100 121 DELLANDER, FRINKLY FOLLCY Copyright 9 2020 The Hospital Copyright of All metals a code of an electric of the added to a ded of or eventor inter a set partial field for the origin of the added to a ded of or eventor inter a set partial field for the origin of the added to a ded of or eventor inter a set partial field for the origin of the added to a ded of or eventor inter a set partial field for the origin of the added to a ded of or eventor inter a set partial field for the origin of the added to a ded of or eventor inter a set partial field for the origin of the added to a ded of or eventor inter a set partial field for the origin of the added to a ded of or eventor inter a set partial field for the origin of the added to a ded of or eventor inter a set partial field for the origin of the added to a ded of or eventor inter a set partial field for the origin of the added to a ded of or eventor inter a set partial field for the origin of the added to a ded of or eventor inter a set partial field for the origin of the added to a ded of or eventor inter a set partial field for the origin of the added to a ded of or eventor inter a set partial field for the origin of t	
[→ Logout		

Make a payment

Need to make a payment -click on Make a Payment and select the date you wish to pay to. Applies to Direct debit members only who pay via bank account.

Welcome back Smith Jane					ny dotalis		
□ Make a Payment	त्र Make a Payment						
About Your Membershi	p Id Top Extras				Gold Ultimate Hospital \$750 Excess <u>and Tips Exites</u> Cover Guide(s)		
Contribution Amount: Payment Method:	\$723.69 Monthly Bulk Payment	Membership Join Date: Membership Paid To:	31st Aug 2022 30th Aug 2022	Rebate Tier: LHC total: Partner Authority:	32.812% 68% Granied		
			•				
Make a payment Current Paid to Date (PTD): New Paid to Date (PTD): Amount Payable:							
30/08/2022 Make a Payment >	dd/mm/yyyy D	S 0.00					
TELEPHONE 100 889 123 - DISCLAIMER - FRINACY POLICY Copyright 9 2022 The Hospitals Contribution Fund of Australia Limited (ACN 000 128 748) The materials on this website have been prepared for general information on this website, or any other website accessed via this website or otherwise, may not rescurate, complete or current. We do not accept any lability to any parson for the information that is provided or accessed through this website. For full conditions and use of our member online area please <u>SCR hare</u>							

Log out

The logout button appears in the bottom left-hand corner.

rt booltb	Melesses lands Audite Low						
rthealth	Welcome back Smith Jane	Update my details					
🔓 Dashboard	D Support and FAQ						
@ Inbox®	Postal Address Reals had Phone	Email					
Account Details	PO Bec 546 1300 888 123 Strawberry Hills NSW 2012	help@theathfund.com.au					
Q, Find a Provider							
🛃 Claims	Support FAQ						
🚓 My Extras Cover	Online Enquiry						
⑦ FAQ	Membership Number: 3035572 Date of Birth: 04/01/19/7 Full Name: Smith Jame Fmail noverly@thealthfund.com au						
🕞 Make a Payment	Message.						
	Send Message >						
	TELEPICNE 100 881 (2) - DOCUMERT: PRVACY POLICY Copyright 9 2022 The Hospital Combined on Fund d'Astronia Limited (ACI 000 020 746) The materials on this websal trace Sware paperad for grand allowated in on the websale, or any index websale are severale, complete or current. Vite do not accessed any labelity to any parson for the information that is provided or accessed through this websale.						