

# Cover Summary

## My Choice Extras Complete 75

Here's a summary of the services and treatments provided by your cover. Please read it and keep it somewhere safe for future reference. For a better understanding of how your cover works refer to your Member Guide, which is a summary of our Fund Rules and policies, or call us on 132 331.

### Making the most of your Extras cover

#### Members' Choice Extras providers

Through our Members' Choice network, you'll generally get better value for money with capped rates and a percentage back on what you're charged. With a non-Members' Choice provider, you'll generally get back a Fixed Amount for that service regardless of the provider's charge. As long as the provider is a Medibank recognised provider, benefits are payable for services or items included under your cover.

It's important to know that the benefit we pay for services or items is likely to be less than your annual limit and less than your provider's charge, which means you may have out-of-pocket expenses to pay.

#### Get more value at Members' Choice and Members' Choice Advantage providers

100% back on up to 2 check-ups each year at Members' Choice Advantage dentists and this doesn't count towards annual limits.\*

100% back on your first consultation with a Members' Choice provider each year for selected services.†

100% back on optical items up to your annual limit, and discounts on most lenses and lens options.‡

100% back for kids at Members' Choice providers.§

± Members can claim a maximum of two 100% back dental check-ups per member, per year—either two check-ups at a Members' Choice Advantage dentist (including up to two bitewing x-rays per check-up where required), or a first check-up at a Members' Choice dentist (excluding x-rays) and a second check-up at a Members' Choice Advantage dentist. These check-ups do not count towards annual limits. Waiting periods apply.

† 100% back on your first Members' Choice consultation each year is for your first service at one of the following Members' Choice providers - physiotherapy, chiropractic, remedial massage, acupuncture or podiatry, up to annual limits. Waiting periods apply.

‡ Some items excluded. A waiting period applies.









§ 100% back for kids applies to child and student dependants only, up to annual limits. Waiting periods apply.

### Included extras




Here are the extras services you can claim for, along with the limits and waiting periods that apply.


Service category	Example items and services	Waiting period	Amount you can claim		Annual limit per member
			Members' Choice provider	Non-Members' Choice provider	
<b>Ambulance services</b> <sup>±</sup>	For eligible services where immediate professional attention is required	1 day	100%		No annual limit
<b>General dental*</b>	Preventative treatment	2 months	75% (100% back for kids <sup>§</sup> )	Fixed Amount	No annual limit 
	Dental examinations				
	Scale and clean				
	Surgical dental procedures (excluding hospital charges)	12 months			
<b>Major dental*</b>	Endodontic services (eg. root canal)	12 months	75% (100% back for kids <sup>§</sup> )	Fixed Amount	\$1,000 
	Periodontics (eg. treatment of gum disease)				
	Crowns, dentures and bridges				
	Major restorative fillings (eg. veneers)				


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Service category	Example items and services	Waiting period	Amount you can claim		Annual limit per member
			Members' Choice provider	Non-Members' Choice provider	
<b>Optical</b> 	Frames	6 months	100%		Combined limit of \$225
	Prescription lenses				
	Contact lenses				
<b>Eye therapy</b>	Consultations only	2 months	Fixed Amount		
<b>Mental health support</b>	Consultations for psychology and counselling	None	Fixed Amount		
<b>Non-PBS Pharmaceuticals</b>	Benefits for prescription-only non-PBS pharmaceuticals will be paid after a set charge has been deducted. Refer to your Member Guide for further details	2 months	Fixed Amount		Combined limit of \$400
<b>Flu vaccinations</b>	Flu vaccinations (non-PBS)	2 months	100%		
<b>Physiotherapy</b> 	Consultations	2 months	75% (100% back for kids#)	Fixed Amount	Combined limit of \$600
	Clinical pilates				
	Hydrotherapy sessions				
<b>Chiropractic</b> 	Consultations		Fixed Amount		
<b>Osteopathy</b>	Consultations		Fixed Amount		
<b>Exercise physiology</b>	Consultations		Fixed Amount		
<b>Acupuncture</b> 	Consultations only	2 months	75% (100% back for kids#)	Fixed Amount	Combined limit of \$200
	<b>Chinese medicine</b>				
<b>Remedial massage</b> 	Consultations	2 months	75% (100% back for kids#)	Fixed Amount	Combined limit of \$200
	<b>Myotherapy</b>				
<b>Antenatal and postnatal services</b> Service provider must be working in private practice	Birthing courses with a midwife (1 per year per membership)	2 months	Fixed Amount		Combined limit of \$600 
	Lactation consultations with a midwife or other recognised provider				
<b>Pregnancy compression garments</b> 	Garments must have TGA approval. Purchase must be approved by doctor or obstetrician				
<b>TENS machines</b> 	Purchase or hire of devices (limited to 6 weeks per calendar year)				
<b>Australian Breastfeeding Association</b>	Membership fees only				
<b>Speech therapy</b>	Consultations only				
<b>Occupational therapy</b>	Consultations only				


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Service category	Example items and services	Waiting period	Amount you can claim		Annual limit per member
			Members' Choice provider	Non-Members' Choice provider	
<b>Orthodontics*</b>	Braces	12 months	100%		\$800 opening balance. Top up of \$400 per year. Up to \$2,400 lifetime limit.
<b>Breathing appliances</b> 	Peak flow meters, nebulisers and spacing devices only	12 months	75%		Combined limit of \$600 
<b>Blood glucose monitors and blood pressure monitors</b> 	Purchase of devices only	24 months			
<b>Health appliances and external prostheses</b> 	For example, insulin delivery pens, pressure therapy garments, splints, post-mastectomy bras and external mammary prostheses/breast forms	2 months			
<b>Health subscriptions</b>	Membership fees for approved health bodies and organisations	2 months	Fixed Amount		
<b>Health screening tests</b>	Bone density tests, MRI's, retinal scans and bowel cancer screening tests where no Medicare benefits are payable				
<b>Dietetics</b>	Consultations only				
<b>Hearing aids</b>	Purchases of devices	36 months	100%		\$800 
<b>Podiatry</b> 	Consultations	2 months	75% (100% back for kids#)	Fixed Amount	\$300
	Approved orthotics 		75%		
<b>Health support benefits</b> 	Medibank approved Health support benefits eg. quit smoking programs, nicotine replacement therapy, exercise classes, gym memberships, personal trainers and weight management programs	2 months	Fixed Amount		\$200

 Benefit replacement periods apply.

 A referral letter is required. Refer to your Member Guide for more information.

 Members' Choice providers are available for these services only.

 A health support benefits approval form must be completed by a health practitioner and the service must be intended to manage an existing health condition. This form is not required for nicotine replacement therapy. See your Member Guide for more information.

<sup>^</sup> For ambulance attendance or transportation to a hospital where immediate professional attention is required and your medical condition is such that you couldn't be transported any other way. TAS and QLD have State schemes to cover ambulance services for residents of those States.

<sup>\*</sup> Benefits will only be paid towards dental and orthodontic treatments that are administered in person (not via phone or online), by a recognised provider.

<sup>#</sup> 100% back for kids applies to child and student dependants only, up to annual limits. Waiting periods apply.

## How do orthodontic benefits work?

Your orthodontic limit starts with an opening balance which you can access after your 12-month waiting period.

Every year on 1 January after this waiting period, the balance is topped up with an additional amount up to the maximum lifetime limit.

### The benefits you can claim after your waiting period:



\* Includes benefits paid by Medibank or other private health insurers.

## Things you need to know about your Extras cover

### Waiting periods

A waiting period applies when you join Medibank, or change your cover to include new or upgraded services. We won't pay benefits for any items purchased or services received while you are serving a waiting period.

### Switching from another health insurer?

You may not need to re-serve waiting periods if you join Medibank within 2 months of leaving your previous health insurer, and you've already served the waiting period for that service. Benefits paid under your previous cover will be taken into account in determining the benefits payable under your Medibank cover.

### Annual limits

An annual limit is the maximum amount of benefits we pay towards services and/or items within a calendar year. A combined limit is an annual limit that applies to a group of services and/or items.

### Lifetime limit

This is a once-only limit that isn't reset each year. When you reach this limit, you can no longer claim that benefit again, even if you change your cover.

### Fixed Amount

This is the amount we'll pay towards the cost of an Extras service or item if you visit a non-Members' Choice provider. It will generally be lower than the amount you would receive when you visit a Members' Choice provider. The Fixed Amount depends on the cover you hold and the type of service or item you receive.

## Benefit Replacement Periods

This is the amount of time you need to wait from the date you purchase an item, before we pay towards a replacement for it. Below are the benefit replacement periods that apply to your cover. Additional limitations may apply to some individual dental items and services, please contact us on **132 331** before your treatment.

Benefit replacement periods are separate to waiting periods.

Service category	Items	Benefit replacement period
General dental	Mouthguards	12 months
Health appliances and external prostheses	External mammary prostheses and repairs of external prostheses	12 months
	Wigs, hip protectors and insulin delivery pens	24 months
	Other health appliances and external prostheses	36 months
Pregnancy compression garments	Pregnancy compression garments	24 months
Blood glucose monitors and blood pressure monitors	Blood glucose monitors and blood pressure monitors	36 months
Breathing appliances	Peak flow meters, spacing devices and nebulisers	
Major dental	Dentures, crowns and bridges	
TENS machines	TENS machines	
Hearing aids	Hearing aids	60 months

## Helping you live better

### Use Members' Choice Extras providers

We've negotiated capped prices that Members' Choice Extras providers can charge, which generally means more money back in your pocket. You can still use a non-Members' Choice Extras provider, as long as they're recognised by Medibank, but you won't be able to take advantage of the capped pricing.

Members' Choice Advantage Extras providers are part of our Members' Choice Network and you may enjoy even better value when you need to use eligible extras services at these providers.

It's important to be aware that Medibank's Members' Choice and Members' Choice Advantage Extras providers are subject to change without notice, and are not available in all areas, so please check if they're a Members' Choice or Members' Choice Advantage provider before your treatment or service.

Find your nearest Members' Choice provider at [medibank.com.au/memberschoice](https://medibank.com.au/memberschoice)

### Telehealth consultations

Medibank pays towards telehealth consultations for selected extras services included on your cover. Refer to the Member Guide or [medibank.com.au/telehealth](https://medibank.com.au/telehealth) to check what services are available through telehealth.

### Manage your membership on the go

Manage your membership anytime, anywhere with My Medibank. You can check extras balances, pay premiums, make claims on most extras, and update your details.

It only takes two minutes to sign up, just go to [medibank.com.au/members](https://medibank.com.au/members) to get started.

### Live Better rewards

We think Australians should be rewarded for looking after their health. That's why eligible Medibank members with Hospital or Extras cover can earn Live Better rewards points by tracking things they do every day like walking, eating healthy meals and more with Live Better rewards in My Medibank. Members can then redeem those points on anything from discounts on premium payments to rewards from our health and wellbeing partners.<sup>Ⓐ</sup>

For more information visit [medibank.com.au/livebetter/rewards](https://medibank.com.au/livebetter/rewards)

<sup>Ⓐ</sup> Medibank Live Better rewards terms and conditions: Must be 16 years or over to register for Medibank Live Better rewards. Must be a Medibank member with Hospital cover, Extras cover, or Hospital and Extras cover, be up-to-date with premium payments and have signed up to Medibank Live Better rewards with My Medibank to earn Live Better rewards points and to redeem rewards. Excludes Overseas Student Health Cover (OSHC), Ambulance only cover, ahm covers and other selected covers. Live Better Management Pty Ltd, ACN 003 457 289 has entered into commercial arrangements with Medibank Live Better rewards program partners and may receive commissions. Additional terms and conditions may apply to the redemption of a reward depending on the type of reward chosen. Some program partners and earning activities require a person to be at least 18 years of age to be eligible to earn and/or redeem a reward.

See full Medibank Live Better rewards terms at [medibank.com.au/livebetter/rewards/terms](https://medibank.com.au/livebetter/rewards/terms)

## How to find out more

Health insurance can be complicated, that's why we've prepared a glossary of useful terms that you can view online at [medibank.com.au/glossary](https://medibank.com.au/glossary)