



MEDIBANK OSHC ONLINE CLAIMING GUIDE

medibank
For Better Health

Online claiming is quick and easy.

- You can claim online for most medical services that you have already paid for.
- It's available 24 hours a day, 7 days a week.
- To claim online, you need to register an Australian bank account with us, for benefits to be paid to.
- You can register your bank account details when you are logged in to or Online Member Services or by calling **134 148**.
- Payments are generally made in 2 business days.
- Policyholders can make claims for any member on their OSHC policy.

CLAIMING ONLINE



MAKING A CLAIM ONLINE

The screenshot shows the Medibank website interface for making a claim. At the top left is the Medibank logo with the tagline 'For Better Health'. On the top right, there are links for 'About Medibank' and 'Privacy', along with a phone icon and the number '134 148 (+61 3 9862 1095)'. A navigation bar contains links for 'Home', 'My Account', 'Renew Membership', 'Make a Claim', 'Resources', and 'Health Support', with a 'log out' button on the right. The main content area is divided into three numbered steps:

- 1** Who is making a claim today? (Please select) - A dropdown menu is shown with 'Mr Bob Bob' selected.
- 2** What services did you receive?
Mr Bob Bob
This section contains a table with the following data:

| Date of Service | What are you claiming? (Please select) | Which Provider did you see? | You Paid |
|-----------------|--|-----------------------------|-----------|
| 01-May-2016 | Item # 00044 | SMITH, DR JUDITH | \$ 100.00 |

Below the table is a button 'Add another claim for Mr Bob Bob'.
- 3** Upload Receipts - A 'Browse...' button and a text input field for selecting files (L JPG, GIF or PNG) to upload.

Members can claim online in three easy steps when logged into Online Member Services

Select 'Make a claim' from the top menu, then you are ready to start.

Step 1 - select which member the claim is for.

Step 2 – tell us the following, using the information on your receipt:

- The date of service (the date you went to see the doctor).
- The service you are claiming for.

If you are claiming for medical, this will be a 1 to 5 digit item number. If you are claiming for a medicine, select 'Pharmacy'. If your service is not in the list, select 'Other' and type it in.

- Select the Provider or Doctor that gave you the service. You will need to use the surname and postcode.
- Tell us how much you paid for the service.

Step 3 - Upload your receipts. (Simply take a photo or scan a copy of your receipts to attach to claim).

When you are finished, select 'Submit claim' and we'll confirm when the claim has been submitted.

Keep your account details up to date

Having your bank account details up to date means that we can get your money back to you quicker when you submit claims.

If you need to update your account details:

- Step 1 - Go to the My Account option in the top menu.
- Step 2 - Select 'Edit Details'.
- Step 3 - Go to Payment details section and select 'Modify Bank account details'.
- Step 4 - update your Australian bank account details and select 'Confirm details'.
- Step 5 - check the details and select 'submit'.

Once completed, if you want to make a claim, select 'Claim Online'.

UPDATE BANK ACCOUNT DETAILS

The screenshot shows the Medibank website interface for updating bank account details. At the top, the Medibank logo is on the left, and navigation links for Home, My Account, Renew Membership, Make a Claim, Resources, and Health Support are in the center. On the right, there are links for 'About Medibank', 'Privacy', and a phone number '134 148 (+61 3 9862 1095)'. A 'log out >' link is also present. Below the navigation is a blue header with the text 'BANK ACCOUNT'. The main content area has a white background and contains the following text: 'To make claims online you need nominate an Australian Bank account. This is where we will pay benefits for claims under your OSHC.' Below this is the section 'Your Bank Account details' with three input fields: 'Account Name: (Must be the name of the account holder eg. John Smith)' with the value 'BBB', 'BSB Number: ANZ' with the value '012012', and 'Bank Account Number: 123456'. A blue 'Confirm Details' button is located at the bottom right of the form.

For more information, or to talk to our friendly staff:

134 148 (from within Australia) or

+61 3 9862 1095 (from outside of Australia)

Available **Monday to Friday 8.30am-6.30pm** AEST

(Australia is GMT 11+ hours)

medibank.com.au/oshc