MEDIBANK OSHC ONLINE CLAIMING GUIDE
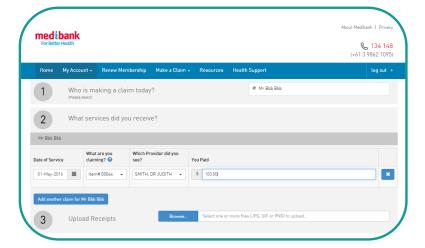
medibank
For Better Health

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

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.

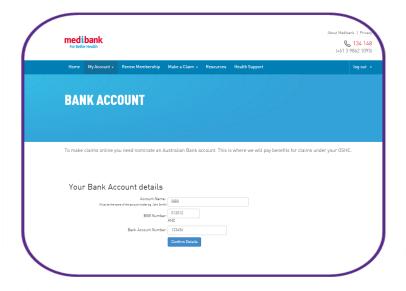## Keep your account details up to date

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

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