



Using OMS, the HCi portal

OMS gives members 24 hours access to their Fund membership. Within OMS, members can manage their account as well as submit claims, update details and submit documents.

For security of your information, please maintain a safe password and log out at the end of each use of OMS.

Please note that the member (or policy holder) can access all features of OMS. Dependants and [authorised persons](#) have restricted functions and cannot see details for other people on the policy. Please contact HCi for assistance if a feature is unavailable for you.

Topics covered:

If viewing on a small screen	1
Submit a claim	2
Submit a document.....	2
Make a payment.....	3
Update your debit information	4
Update your Credit Information.....	4
View Extras cover limits	5
Review what your policy covers.....	6
Adjust your Australian Government health insurance rebate tier.....	6
Manage dependant's details.....	8

If viewing on a small screen

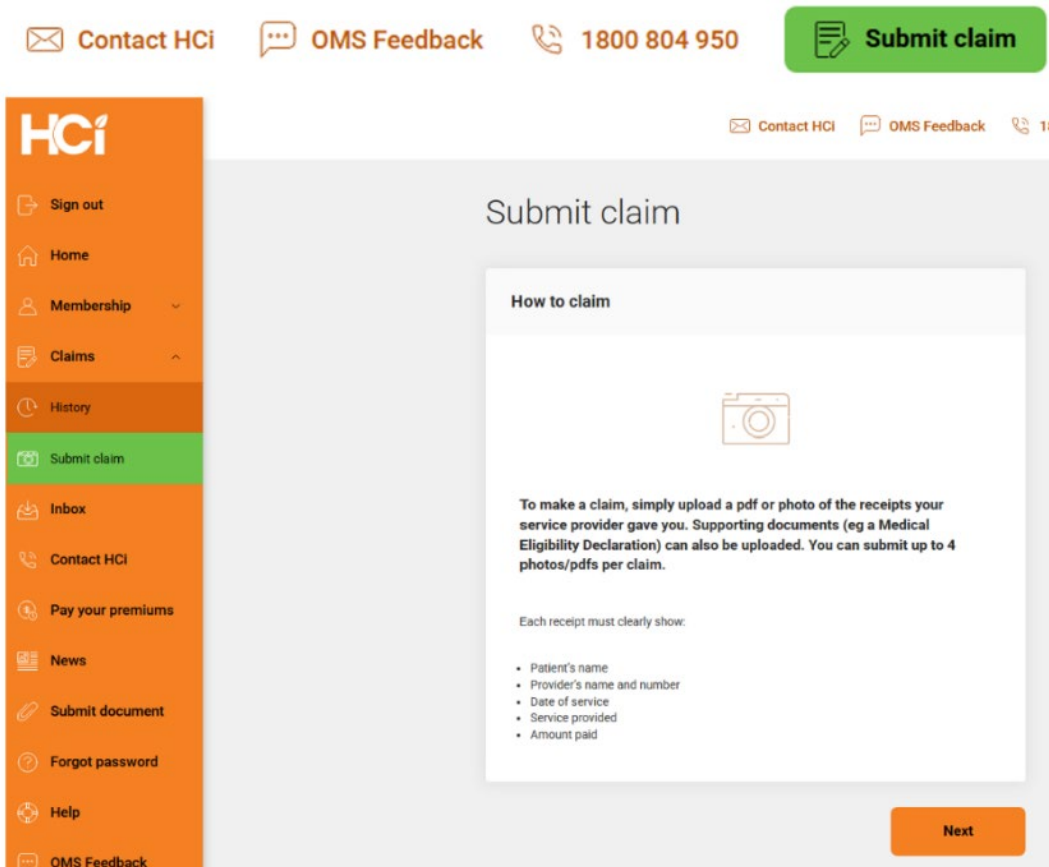
When using a mobile phone or an otherwise narrow screen, the menu is not immediately visible. The menu is located under the 'hamburger' icon (3 horizontal lines).



Click this icon each time you need to access the menu.

Submit a claim

Click [Claims](#) in the left menu, then select [Submit claim](#) OR click [Submit claim](#) at the top right of the screen. Then just follow the instructions to submit the claim – no claim form required!



Notes re submitting a claim

- Remember to tick the box on the last screen to accept the terms
- You can submit a pdf or photo
- Make sure you provide an official pharmacy receipt for claimable vaccinations and medications
- Providing all relevant information means we can process your claim faster

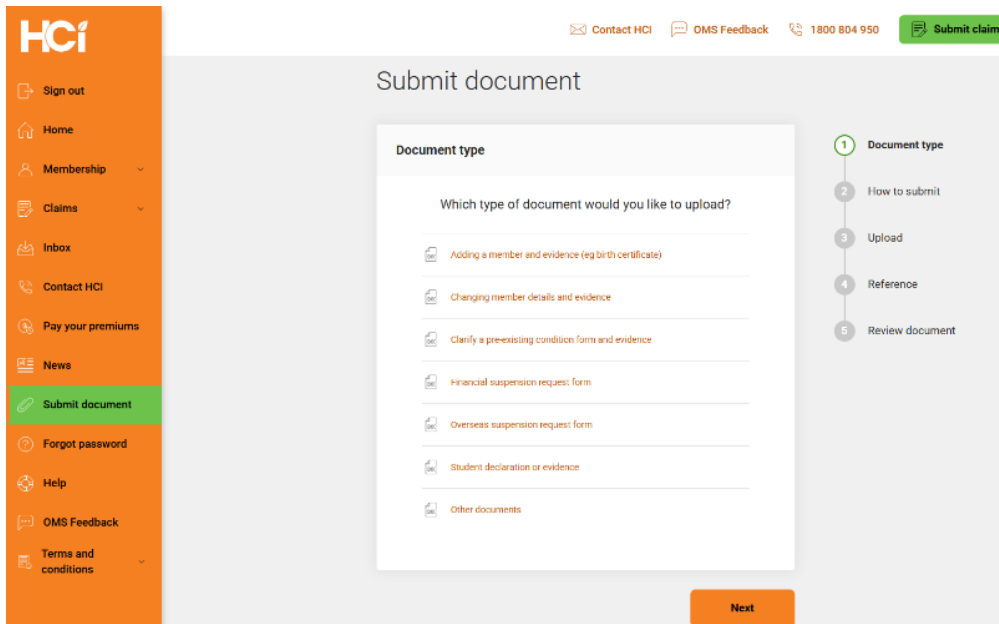
Submit a document

OMS is a secure way to provide documents to HCl. You can upload HCl forms, certification (like birth certificates) and relevant evidence (eg student enrolment records). [HCl forms](#) can be found on our website under [Resources](#) in the top menu.

Documents need to be in pdf or photo format, up to 2MB each.

Click [Submit document](#) in the left menu.

Select the relevant category for your submission.



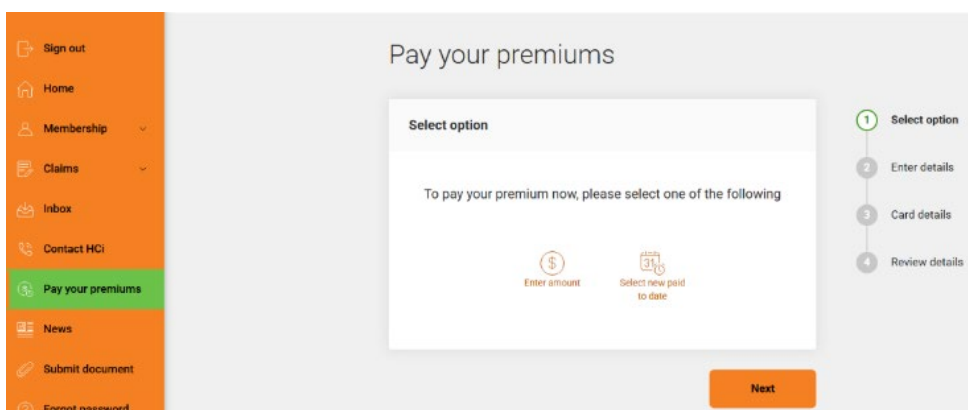
Follow the instructions to upload the document(s) and click **submit**.

You can tick to request an email acknowledging receipt of the document(s). We will process the documents and contact you are required.

Make a payment

Click **Pay your premiums** in the left menu.

Select **enter amount** (to pay a specific dollar amount) or **paid to date** (OMS will calculate your premiums to that date).



Provide credit card details.

Update your debit information

NOTE: this page can only be accessed by the policyholder and dependant partner authority. Click **Membership** in the left menu, then select **Premiums account**

To edit, click the pencil icon

Update your Credit Information

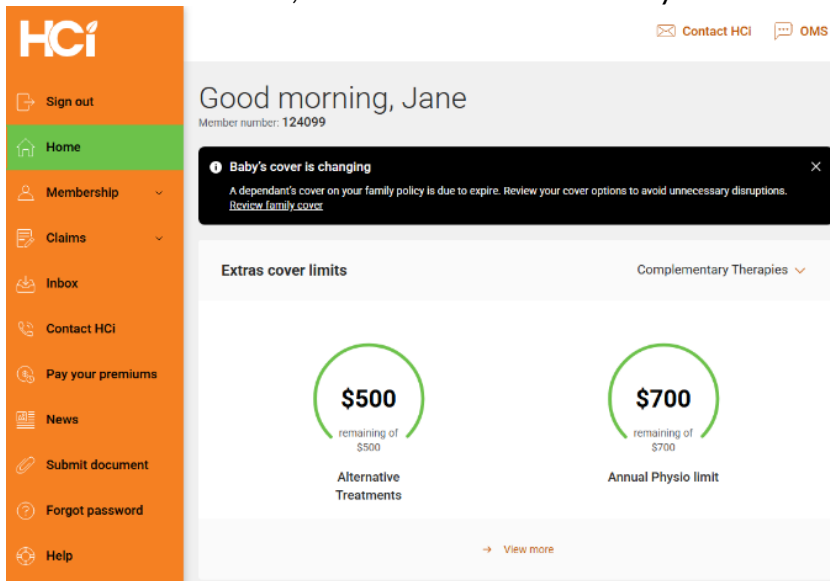
NOTE: this page can only be accessed by the policyholder.

Click **Membership** in the left menu, then select **Receiving claims**

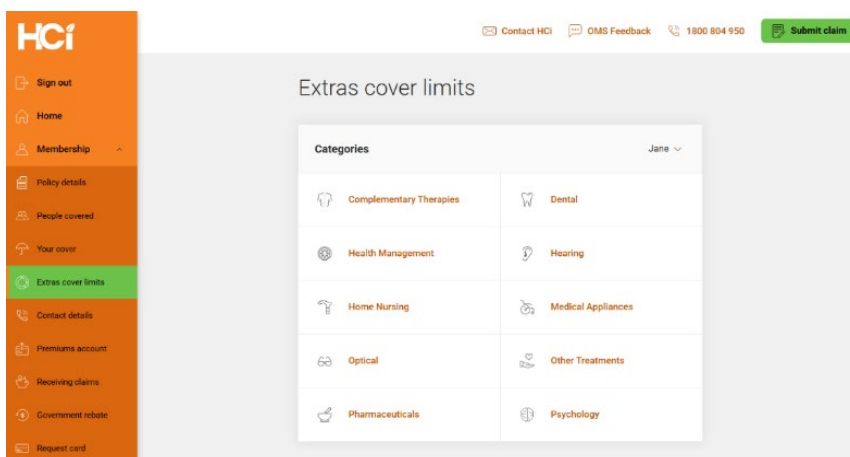
To edit, click the pencil icon

View Extras cover limits

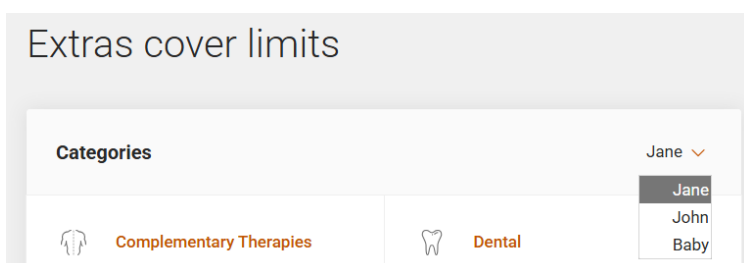
On the home screen, under Extras cover limits you can see some limits.



To see the full list of cover limits, click **Membership** from the left menu and select Extras cover limits. Click on a category name to see the total and remaining limits.



To view a dependant's limits, click the drop-down arrow and select the dependant you wish to view (only the policyholder can do this).



Review what your policy covers

Click **Membership** in the left menu, then select **Your cover**.

Select **Hospital** or **Extras** to see the specifics of each type of cover in your policy. Click on a category (dark orange text) to see more information.

Adjust your Australian Government health insurance rebate tier

NOTE: only the policy holder can do this.

Click **Membership** in the left menu, then Select **Government rebate**.

If you have not previously opted to have the rebate as a reduction in premiums, click **Apply now**.

Ensure you have the necessary information then follow the steps.

If you are already receiving the rebate as reduced premiums, click the pencil icon to edit

Australian Government Rebate

Your rebate details

You've registered to claim the Private Health Insurance Rebate.

NAME OF REGISTERED MEMBER
Jane Doe
To update your name, please contact us

MEDICARE CARD DETAILS
XXXXXX1111
1 - Valid to

INCOME TIER
Base tier: \$202,000 or less

For more information about the Australian Government Rebate on Private Health Insurance, go to privatehealth.gov.au

Select your new Income tier, tick the declaration and click **update**.

Update income tier

Please confirm your family* income

\$202,000 or less
 \$202,001 - \$236,000
 \$236,001 - \$316,000
 \$316,001 or more

* The thresholds increase annually based on growth in average weekly Ordinary Earnings. If you're a family with children, the income threshold for each tier is increased by \$5,500 for every child after your first. Family includes single parent families.

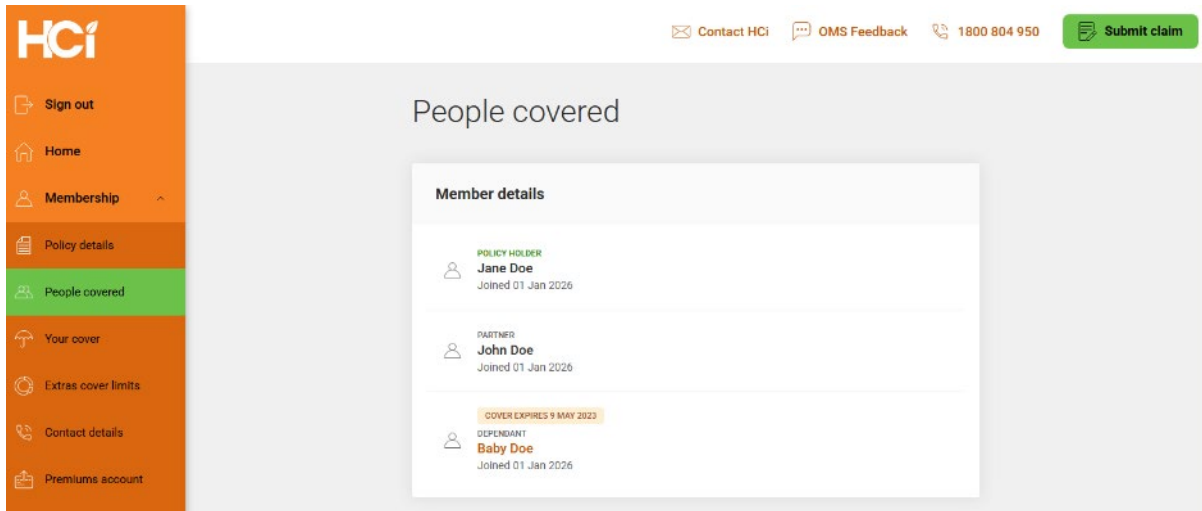
For more information about the Australian Government Rebate on Private Health Insurance, go to privatehealth.gov.au

I declare the information I have provided is complete and correct. I understand that giving false or misleading information is a serious offence.

Manage dependant's details

Click [Membership](#) in the left menu, then select [People covered](#).

If any updates are required for a dependant on the policy, their name will be in a different colour with a note as per:



To see details for a dependant, click the [dependant's name](#).

To update details for a dependant, click the [dependant's name](#) then click [Review cover options](#) and follow the prompts.

