



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. Dependents 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.

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If viewing on a small screen

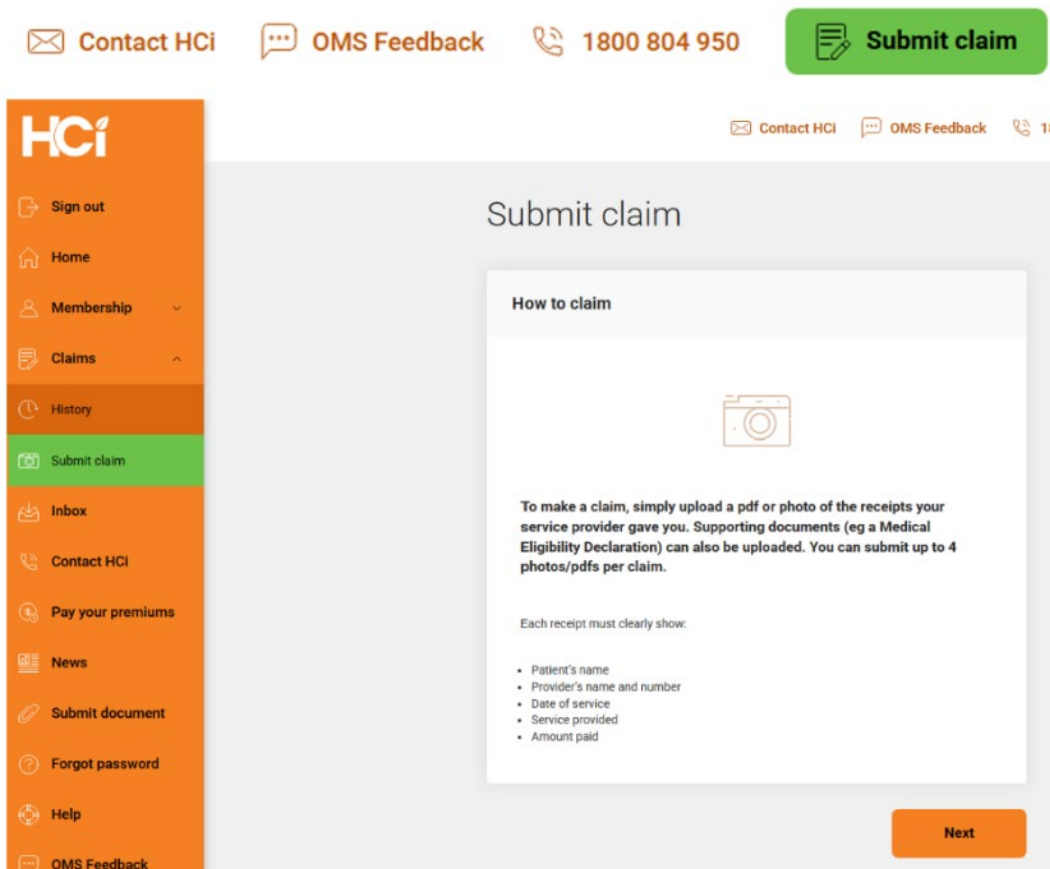
When using a mobile phone or an otherwise narrow screen, the menu is not immediately visible. The menu is located under the 'hamburger' icon (3 horizontal lines).



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

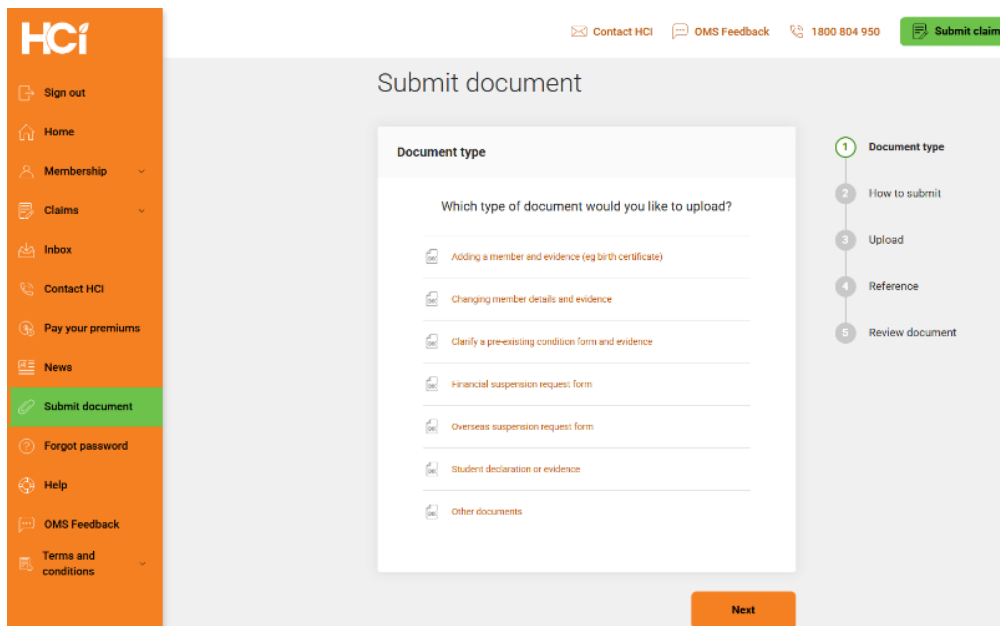
Submit a document

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.



Submit document

Document type

Which type of document would you like to upload?

- Adding a member and evidence (eg birth certificate)
- Changing member details and evidence
- Clarify a pre-existing condition form and evidence
- Financial suspension request form
- Overseas suspension request form
- Student declaration or evidence
- Other documents

Next

1 Document type
2 How to submit
3 Upload
4 Reference
5 Review document

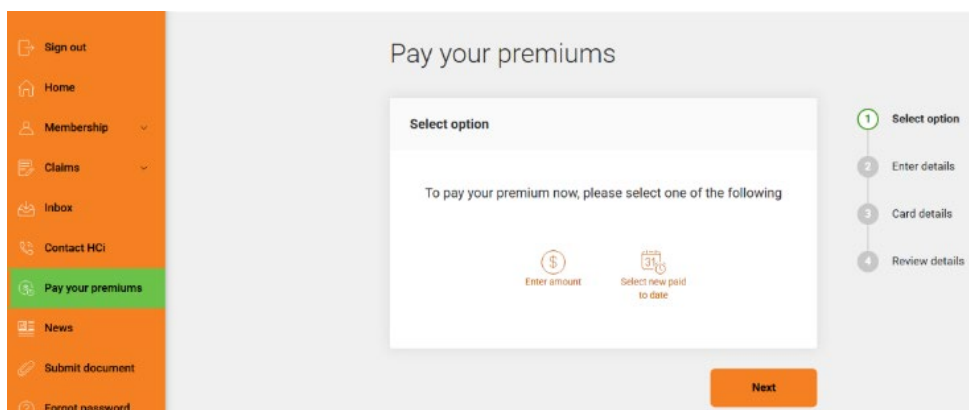
Follow the instructions to upload the document(s) and click **submit**.

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).



Pay your premiums

Select option

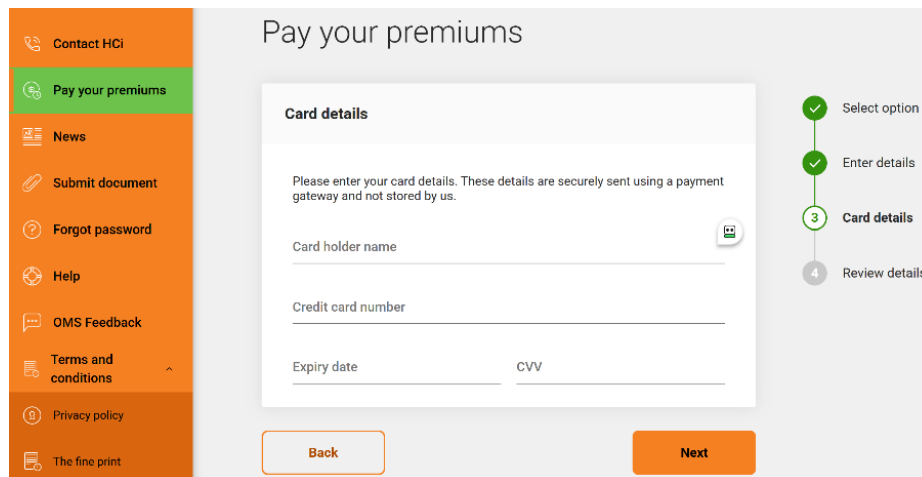
To pay your premium now, please select one of the following

- Enter amount
- Select new paid to date

Next

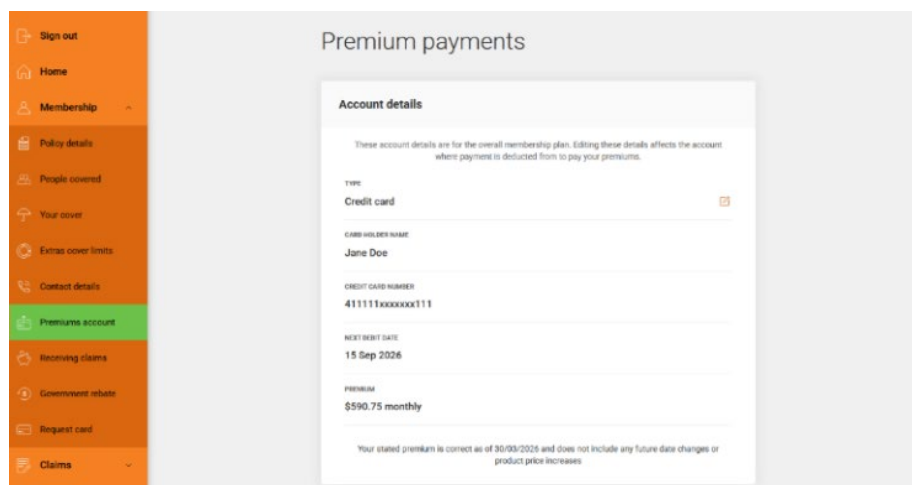
1 Select option
2 Enter details
3 Card details
4 Review details

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**

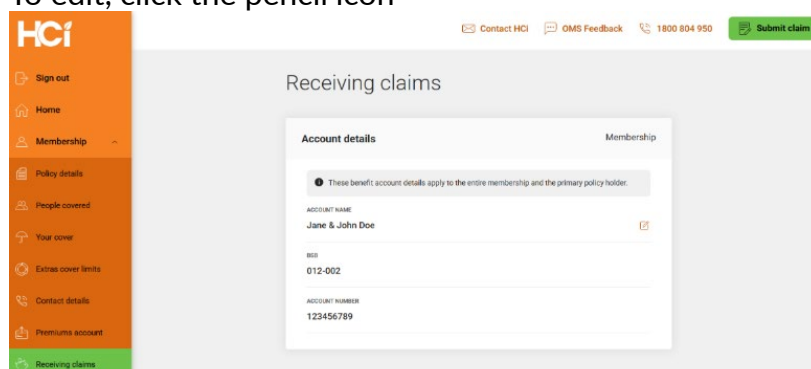


To edit, click the pencil icon 

Update your Credit Information

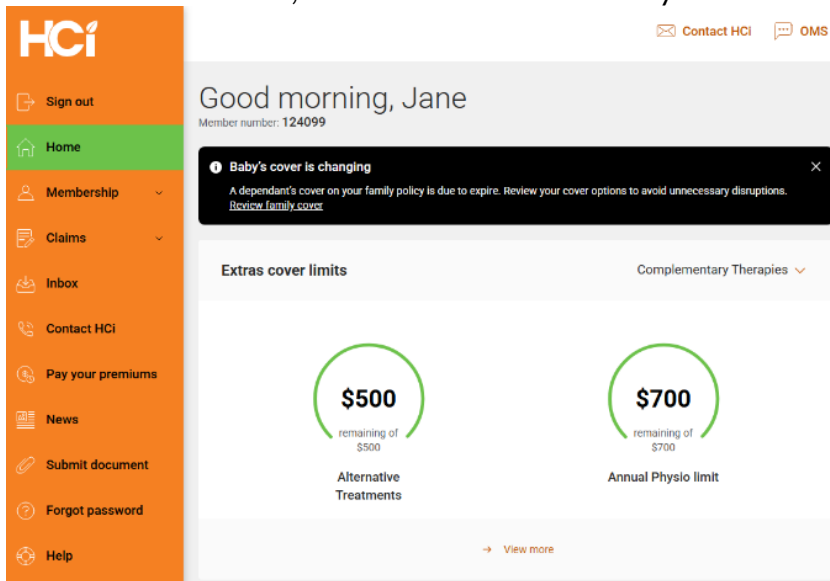
NOTE: this page can only be accessed by the policyholder.
Click **Membership** in the left menu, then select **Receiving claims**

To edit, click the pencil icon 

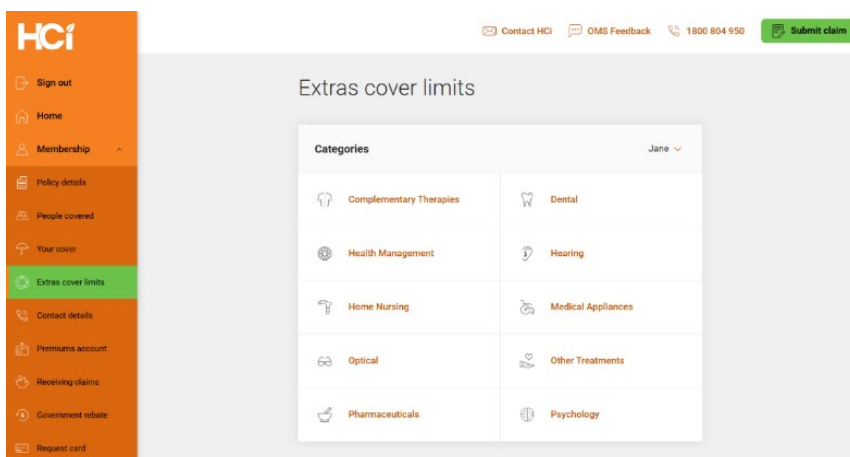


View Extras cover limits

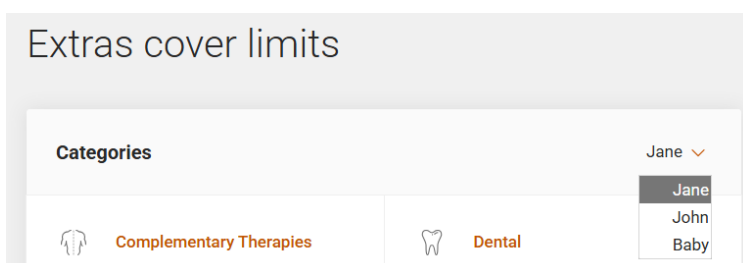
On the home screen, under Extras cover limits you can see some limits.



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.

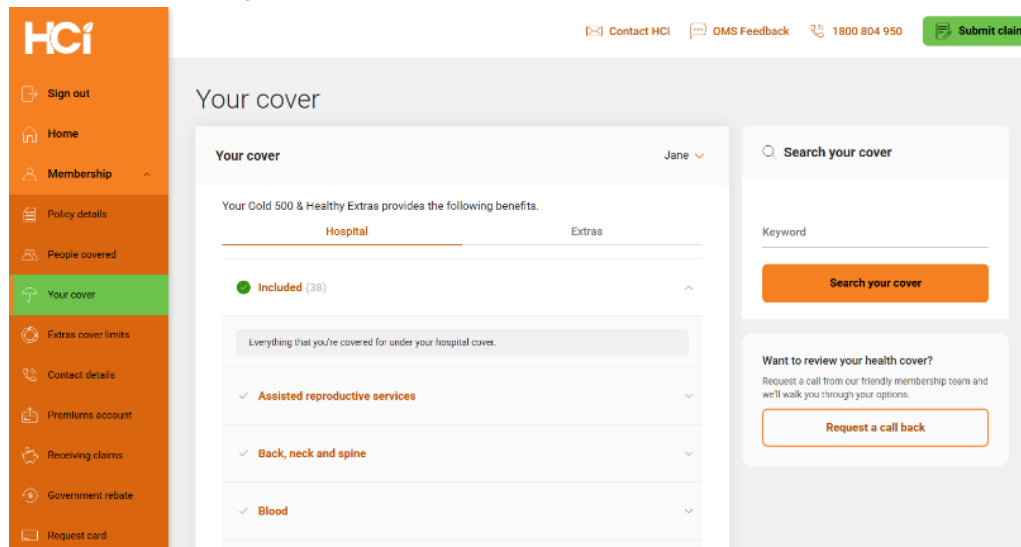


To view a dependant's limits, click the drop-down arrow and select the dependant you wish to view (only the policyholder can do this).



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.

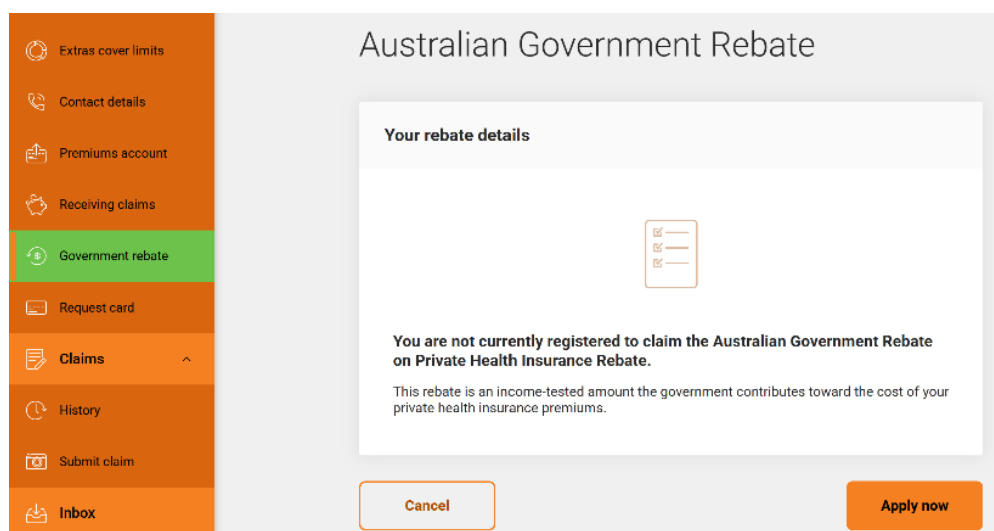
Adjust your Australian Government health insurance rebate tier

NOTE: only the policy holder can do this.

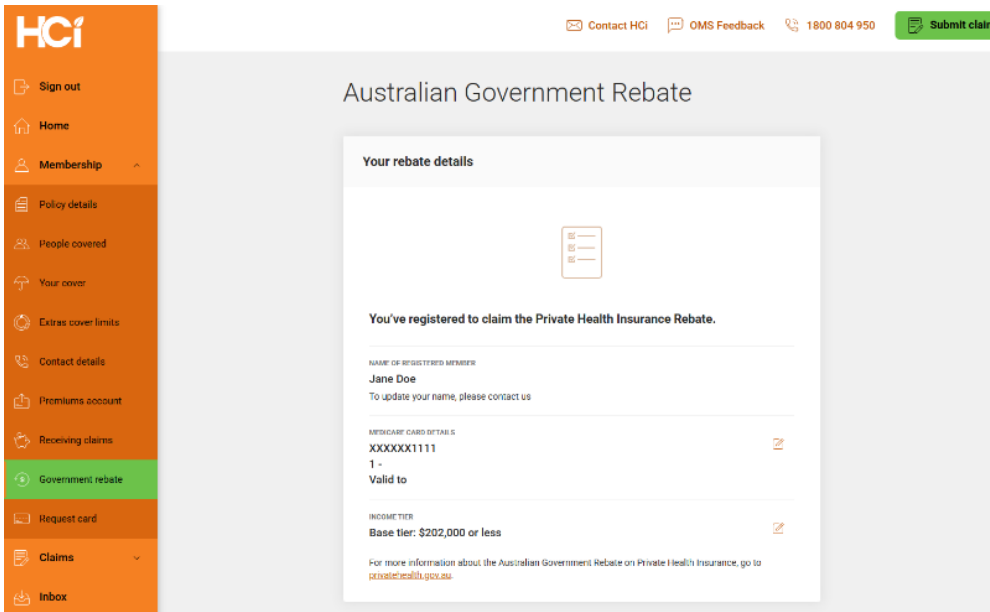
Click **Membership** in the left menu, then Select **Government rebate**.

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 



Hci

Sign out | Home | Membership | Policy details | People covered | Your cover | Extras cover limits | Contact details | Premiums account | Receiving claims | **Government rebate** | Request card | Claims | Inbox

Contact Hci | OMS Feedback | 1800 804 950 | Submit claim

Australian Government Rebate

Your rebate details



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

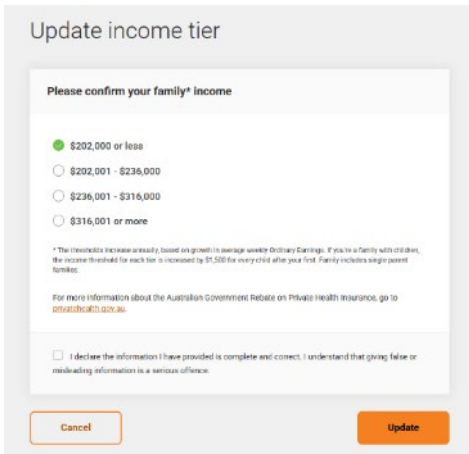
NAME OF REGISTERED MEMBER
Jane Doe
To update your name, please contact us

MYSCARF 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

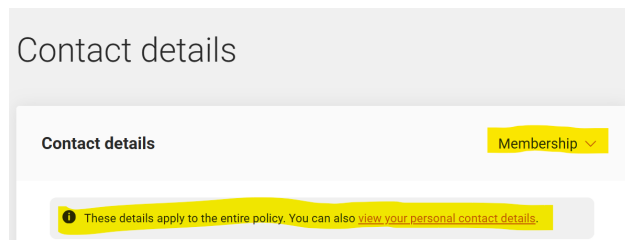
☐ I declare the information I have provided is complete and correct. I understand that giving false or misleading information is a serious offence.

Cancel | Update

Update contact details

You can update your personal contact details at any time. However, you cannot update anyone else's personal contacts nor change names within OMS.

If you are the primary member or an authorised person, you can also choose to update the details for the membership. You can swap between personal and membership details via the drop-down menu at the top right of the **contact details** screen or the information notice on the page.



Contact details

Contact details Membership ▾

i These details apply to the entire policy. You can also [view your personal contact details](#).

Click **Membership** then **Contact details** in the left menu.

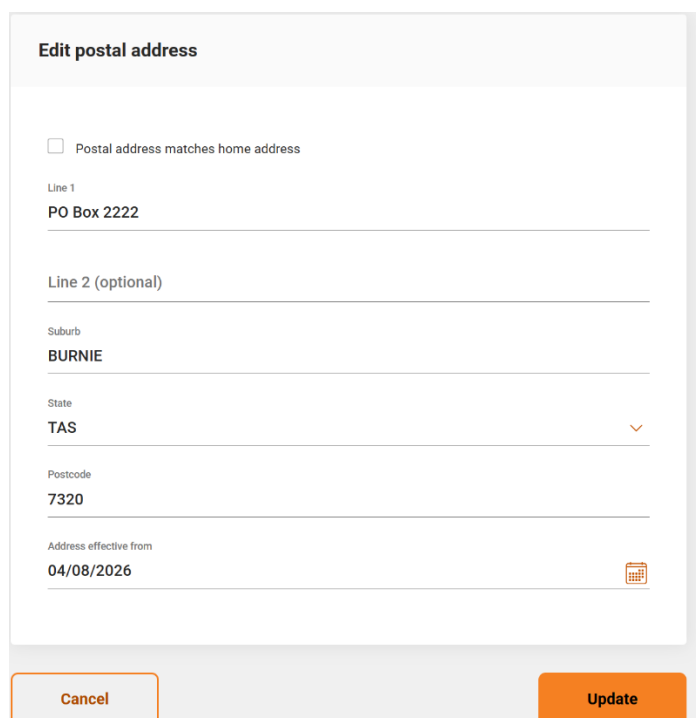
Click on the **edit icon** for the details you need to update – for example, to update your address:

POSTAL ADDRESS

PO Box 1111
BURNIE TAS
7320



Edit the details as required



Edit postal address

☐ Postal address matches home address

Line 1
PO Box 2222

Line 2 (optional)

Suburb
BURNIE

State
TAS ▾

Postcode
7320

Address effective from
04/08/2026 

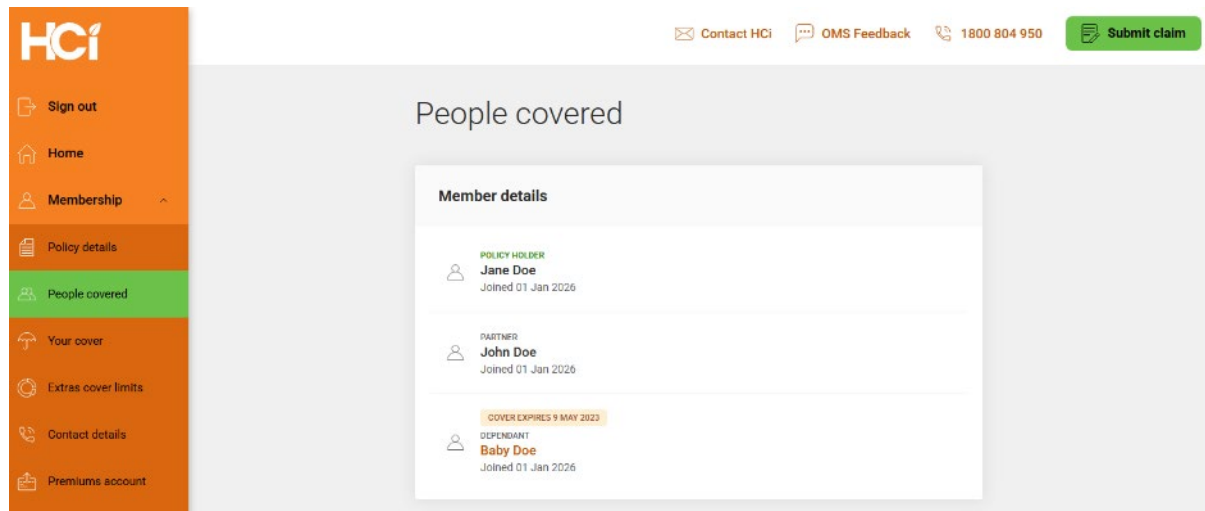
Cancel **Update**

Click **update**

Manage dependant's details

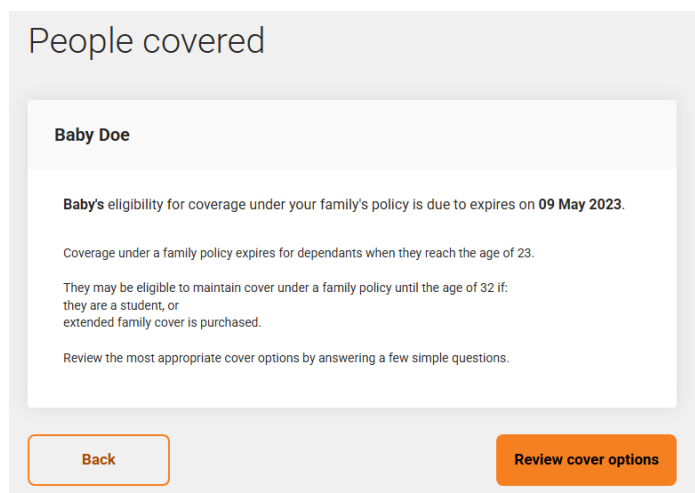
Click **Membership** in the left menu, then select **People covered**.

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.



Log out of OMS

For security, we recommend that you log out of OMS every time rather than just closing the browser – especially if you are using a shared computer.

Simply scroll to the top of the left hand menu and click on **Sign out**.

