



Health Care Insurance



**YEAR IN REVIEW
2023-2024**

CEO report

I am delighted to be reporting to you as a valued member of the HCl family, and to let you know of various happenings from the 2023-24 year.

Remember to look at page 6 of this report for a summary of the major changes at HCl in the last year.

It was pleasing that the independent company doing our member satisfaction survey noted "the findings of this report are quite positive for HCl and as such don't leave much room for improvement." We are proud that you most strongly associate us with being friendly and approachable (94% agreement amongst surveyed members!) See more of our results on page 1.

Launched in late June this year, our upgraded OMS (Online Member Services) portal was a significant project during the year – we cover this in more detail on page 7. As well

as offering increased security for you when logging in to manage your membership, the new OMS has an online claiming facility. So now you can quickly upload relevant receipts in a secure environment without filling in a form! I invite you to log in and check it out, if you haven't already.

HCl remains in a sound financial position. We have a satisfactory capital position to support our business of health insurance for our members.

Wishing you a healthy year,

Michelle Wade
Chief Executive
Officer



HCl Claiming made easy

- ✔ Make claims easily and securely at any time via Online Member Services (OMS)
- ✔ Snap a photo or upload a pdf of receipts
- ✔ Or complete a form and email it to us

HCI today

We've come a long way in 86 years!



More than **\$6.9 million** paid in claims for **extras treatments** in 2023-24 (a 9.5% increase from last year)



More than **\$17.5 million** paid in **hospital and medical** claims in 2023-24 (a 17% increase from 2023)



Across Australia, **13,246** people are now covered under HCl policies, which is up 9.5% on the prior year! (as at 30 June 2024)

Many of the claims we pay for HCl members represent complex treatments. We were able to support many members during a very stressful time in their lives, to get the care they needed. Some of our highest paid individual claims in 2023-24 were:

- \$110,502 for a heart and vascular surgery
- \$96,681 for treatment for a digestive intestinal disorder
- \$87,371 for a neurological cranial procedure
- \$71,514 for spinal fusion for a 13 year old child.

Member satisfaction survey

Thank you to all our members who participated in our most recent member satisfaction survey.

We have received the results and are appreciative of the constructive comments – and very pleased to see your high satisfaction in many areas of our service to you.

We are delighted and proud to see that 93% of surveyed members are satisfied or very satisfied with HCl as their Fund. Members are our focus

and it is rewarding when our members appreciate it.

The key reasons for this satisfaction include the quality of cover, the benefits and inclusions HCl provides, followed by our quick and simple claims process, and being affordable/good value for money.

*See our website
for more results*



What's coming up?

Annual General Meeting (AGM)

Our AGM will be held on Monday 22 November, 2024 at 10.00 am.

The AGM will be hosted online and is a great opportunity for you to find out more about the performance and operations of HCl over the last financial year.

Online Member Services (OMS)

In June 2024, we launched our upgraded Online Member Services (OMS) portal. As well as a fresh new look and feel, OMS now offers greater security and online claiming. Why not login today to see how OMS can work for you?

Tip

Check we have your current contact details via HCl's Online Member Services (OMS).



HCl is proud to have earned the Members Health tick of approval

HCl members can relax, knowing they can access*:



Hospital cover

- Rehabilitation
- Palliative
- Sleep studies
- Joint reconstructions



Extras cover

- Dental
- Physio
- Osteo
- Optical
- Plus much more



Additional programs

- Cancer support
- HATCH maternity
- Mental health coaching
- Osteoarthritis programs

* Access depends on cover chosen and eligibility

Do you need a medical confirmation?

For some treatments and services claimable under your extras cover, you may need to provide confirmation from a medical professional to HCl before we can assess your claim. This is to ensure treatments and services are medically necessary.

When this is required, you can ask your doctor for a letter (including your name, the appliance or treatment required, and the condition requiring the treatment) or complete our [medical eligibility form](#). You can submit this form with your receipts within OMS – or send it to us before buying the item(s) if you would like to confirm you are eligible to claim it.

Confirmation that an item or service is medically necessary is required when claiming items such as:

- Some pharmaceutical items, including medicinal cannabis
- HCl approved medical appliances and devices
- Surgical garments and braces
- Compression garments

Note we will only assess claims for new (ie not second hand) items purchased from Australian suppliers, and accompanied by a formal, detailed receipt and any required medical documentation.

Receipt Requirements

When claiming for pharmaceuticals or other products, you have to provide a detailed receipt - general shop receipts and bank statements are not acceptable substitutes.

Formal medical receipts must include:

- the patient's name
- date of sale
- a description of each item or medication purchased

- cost of each item and the total paid
- details of the supplier, including ABN, address and, if relevant, their provider number
- for pharmaceuticals, the name of the prescribing doctor

The descriptions must be clear and specific. For instance, the receipt should state 'blood pressure monitor' rather than 'medical appliance' or 'electronic device'.

About HCl

HCl has been providing great value-for-money health cover since 1938.

We aim to provide members with peace of mind – offering access to the very best in hospital care and other health care services including dental, optical, physiotherapy, chiropractic and many more.

HCl exists solely for the benefit of our members! As a **not-for-profit** private health insurer, we are proud of our high level of personal service provided to members, and our comprehensive range of very competitively priced health insurance options.

Based in Burnie, Tasmania, and now covering members in every Australian state and territory, HCl is run by a dedicated team of professionals who care about our members.

HCl is strongly member-focussed – you will always get a real person answering your phone calls, emails and online chats. We don't outsource core business functions so the same team who answers your queries also administers your health cover.



Meet the HCl Board of Directors

The HCl Board of Directors is responsible for ensuring the Fund operates for the benefit of members, in accordance with the Constitution, Fund Rules and relevant legislation.

The Board consists of six directors who must satisfy both propriety and competency requirements on appointment and thereafter. Collectively, they possess significant speciality expertise in health insurance, governance and financial management. Three directors are appointed directly by the HCl Board and three directors are elected by HCl members.

HCl's Board is supported by the Fund's Management team, as well as comprehensive risk management strategies, plans and ongoing compliance programs.



Carolyn Harris (Chair)
Board Appointed Director



Sara Harrup
Member Elected Director



Catherine Martin
Board Appointed Director



Paul Gladman
Member Elected Director



Iain Hay
Member Elected Director



Gerald White
Board Appointed Director



News from 2023-24

Basic Extras

We introduced a new extras product for our Bronze Plus hospital and Basic Plus hospital members wanting to supplement their hospital cover with cost effective extras cover.

Our new [Basic Extras product](#) is designed for singles or couples, and includes cover for the most common services including dental, optical, and physiotherapy.

Additional electronic claiming

We recently expanded our electronic claiming network with healthcare providers, adding more than 25,000 additional electronic swiping terminals across Australia. You can now swipe your HCl membership card at even more healthcare providers, including physiotherapists, optometrists and dentists, to instantly process your claim when you pay for your extras treatment. Your healthcare provider can confirm if they'll accept your HCl membership card for electronic claiming.

Mental Health coaching program launched

Eligible members can now access our new [mental health coaching program](#), at no additional cost, for many mental health conditions. The program is delivered by qualified mental health

professionals, and is all about support that keeps your mental health strong, resilient and on-track. You can find out more about this brand new program, and register your interest, on our website.

Phasing out cheques

In 2023, the Federal Government announced the phasing out of cheque payments by the end of 2028. We're watching the situation carefully and will let members know when HCl's cheque arrangements need any changes to comply with future legislative changes.

HCl supports a range of electronic payment methods, so you can find the one that suits you best on the [payments page of our website](#).



As a member owned, not-for-profit health fund, you can rest assured that every decision we make is for our members' benefit.

Medical Costs Finder

The [Medical Costs Finder](#) is a Federal Government initiative, designed to help consumers know more about the costs of many specialist medical services. It covers common procedures in and out of hospital and shows the average price nationally, and in each state. You can also see how much Medicare will cover and the likelihood of out-of-pocket expenses. You can find out more about the Medical Costs Finder on the Government's dedicated website.

OMS has been upgraded!

OMS has a fresh new look and feel. In response to member feedback last year and our continued commitment to keeping your data secure, the new OMS has greater security measures for you such as stronger password requirements and multi-factor authentication (MFA) to ensure only you can access your account.

The most exciting feature change is online claiming! You can now make a claim inside the security of OMS

by simply uploading the receipt of any covered services. It's quick and easy, and enables us to process your claims even faster, too. You can also upload other documents within the portal, such as completed HCl forms, supporting medical evidence or a baby's birth certificate.

Of course, you can still see your claims limits and previous claims history, and update your account details within OMS at any time.

You can [log into HCl's Online Member Services](#) (OMS) at any time – find a link on any HCl webpage or type <https://members.hcilt.com.au> into a browser.



Australian health cover

HCl is proudly Australian owned and run – founded on Tasmania's North West coast. Health insurance laws mean we can only pay claims for:

- Services provided within Australia
- Goods purchased from Australian suppliers
- Service providers registered and practicing in Australia.

Getting more out of your membership

HCi is here to help you!

Follow some of these tips and get even more out of belonging to HCi!

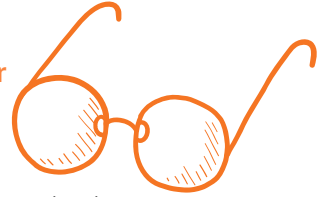
Travelling overseas?

Did you know that you can suspend your membership while travelling overseas for more than 28 days? By suspending membership, you keep any waiting periods served and remain in the system in terms of Lifetime Health Cover (LHC) requirements. HCi cover doesn't apply for health care while you are out of Australia.

[Request suspension via our overseas suspension form](#)

See your cover

All HCi extras cover includes optical so you can generally claim back on your glasses, contact lenses and repairs. Even better, we have special arrangements with some optical providers to benefit you further. Just ask at your favourite optical store what they can do for HCi members and show your card.



Look under 'access benefits' on our website for our search tools and other useful information.



Visit our website to check out our [growing range of fact sheets](#). If you can't find what you are looking for, you can suggest a fact sheet topic by emailing us at enquiries@hcilt.com.au

Understanding waits

HCi applies a waiting period to most covered services in order to keep costs (and therefore premiums) reasonable and sustainable.

Any relevant waiting period starts the day you join HCl. You can claim for services received after the end of your waiting period.

Some specific waiting period situations:

- If you have already met a waiting period at another health fund, we will waive our waiting period for an equivalent period.

- If you have a baby and provide a birth certificate within two months of the birth, the baby will be covered under the same waiting periods as the member (so if the member has served all waits, so has the baby!)
- If you have couple or family cover, different waiting periods may apply to each person on the account.

We welcome you to contact us at any time to check if a waiting period applies to any treatment you are considering.

Have you tried HCl Chat yet?

Our online chat tool is a great way to contact us for quick queries or when it's hard to talk on the phone.

You will be chatting with a real person who understands your HCl policy - no robots!

It's free to use and can be accessed from any page on our website - look out for the green HCl Chat invitation box!



Financials

Our 2023-24 Annual Report details the Fund's robust financial position, ensuring we will be there when you need us most.

We are well positioned to continue our journey of modernising and enhancing the Fund's operations whilst focussing on seamlessly delivering great value, high quality service.





Health Care Insurance

 hciltd.com.au

 **1800 804 950**

Reminders:

- Our **website** and **Online Member Services (OMS)** put you in control of your membership with everything at your fingertips 24/7.
- **Keep your email details up-to-date** so we can inform you of changes and breaking news!



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