

COVID-19 Member Update

2020 PREMIUM ADJUSTMENT POSTPONED



A Personal Message from Your CEO

We understand difficult circumstances as we are currently experiencing place extra burden on families, not only emotionally but financially and we want you to know we're here to support you.

Thank you for continuing to trust Phoenix Health with your health and wellbeing. We believe private health insurance should not only be there when you're unwell, but in times of uncertainty such as the outbreak of the COVID-19 pandemic.

Our priority remains supporting our members and I would like to assure you that we're doing our best to look after the health of you and your family and keep you updated, as information becomes available. You can read the latest updates on the Phoenix Health website here:

[Coronavirus update: Keeping you informed.](#)

The following information will provide you with an important update about the 2020 Premium Adjustment and measures implemented by the fund to support members during this time.

Should you have any questions about your Phoenix Health membership or be experiencing financial difficulty as a result of the COVID-19 pandemic, please call or email the Phoenix Health Team; we're here to help.

Yours sincerely

A handwritten signature in black ink that reads "Sharon".

Sharon Waterhouse
Chief Executive Officer

2020 Premium Adjustment

Phoenix Health has made the decision to postpone the Premium Adjustment scheduled for 1 April 2020 for a minimum of six months.

The Australian Government has also postponed their reduction to the Rebate on Private Health Insurance. This means that your premiums will not change at this time, this will be reflected in your next premium payment.

If you have already made a payment, any premiums you have now overpaid will be credited to your membership.

Any product changes communicated in your 2020 Product and Premium Adjustment notification in March will still be implemented. More information about your current premium and level of cover is available via the [Phoenix Health Online Member Service \(OMS\) portal](#).



COVID-19 Related Hospital Admissions

We would like to assure you that should you need to be hospitalised for treatment related to COVID-19 that you will be covered, regardless of your level of Phoenix Health hospital cover at no extra cost.*

*Waiting periods, excess and copayments still apply.

Additional Services to Support Members

To continue to support members during this time, Phoenix Health have introduced the following additional services which will be available to eligible members at no extra cost.

1. Benefits for Telehealth Services

Phoenix Health will provide benefits for Telehealth services for Physiotherapy, Psychology, Dietetics and Speech Pathology. Claiming for these benefits will be available via the Phoenix Health App or email.

2. Pre-Admission Program for Postponed Elective Surgery

Due to Government imposed restrictions, we understand some members have had elective surgery temporarily cancelled. To support members experiencing surgery delays, we have extended our Health Management services to include a **Pre-Admission Program** with Telehealth Prehab sessions run by a Registered Practitioner.

If your surgery has been delayed or cancelled as a result of the COVID-19 pandemic and you would like to register for these services, please contact our Clinical Team by emailing referrals@yourhealthnavigator.com.au.

3. Additional Services for expectant parents via the Hatchling Program

Given the current restrictions, we are aware that several support services and classes usually available to expectant parents may have ceased. Preparing to welcome a child into the world is exciting and a time of joy but can bring with it challenges and adjustments.

The **Phoenix Health Hatchling Program** is designed to support members throughout their pregnancy and the first eight weeks of their baby's life.

To ensure members have access to all the support they need, we've extended the services available to include Telehealth pre- and post-natal services that would normally be offered by your hospital or health care provider.

To register for the Hatchling Program or to access these additional services, please email our representative Midwife Donna Mansell by emailing donna@mothernurture.com.au.



Stay in touch

Phoenix Health is working hard to continue to support our members health and wellbeing during this difficult time. If you have any questions about your Phoenix Health membership, please call our team on **1800 028 817** or email us at enquiries@phoenixhealthfund.com.au.

Here's a few ways to ensure you're up to date with health fund and industry updates at all times:

- Keep an eye on the Phoenix Health website: phoenixhealthfund.com.au/coronavirus-update,
- Like and follow **Phoenix Health on Facebook**, and
- Make sure your contact details are correct; you can update them anytime via the **Phoenix Health OMS portal**.

This information is current as at 1 April 2020. Current premiums and product details specific to your cover are available via the Phoenix Health Online Member Service (OMS) Portal. Login or register anytime using your Phoenix Health Membership Number at members.phoenixhealthfund.com.au.