

Your guide to

Gold Complete Hospital

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24/7 Access

Download the Phoenix Health App or log into the Phoenix Health Online Member Service portal to manage your membership anywhere, anytime!



Unlimited ambulance cover

Simple and reliable; unlimited emergency and non-emergency ambulance cover Australia-wide for all medically necessary transport by air, land and sea.



Australia-wide cover

With over 550 participating hospitals and 36,000 Access Gap Doctors Australia-wide your cover will be right there with you whenever you need it.

Your choice of Excess

With Gold Complete Hospital you have the choice between four Excess options. To reduce the cost of your premiums without compromising your level of cover, select a higher Excess option.

Nil

or

\$250

or

\$500

or

\$750

Your Hospital cover

These are the included (✓) services included in your Gold Complete Hospital cover.

Treatment Category	Benefit
Assisted reproductive services	✓
Back, neck and spine	✓
Blood	✓
Bone, joint and muscle	✓
Brain and Nervous System	✓
Breast surgery (medically necessary)	✓
Cataracts	✓
Chemotherapy, radiotherapy and immunotherapy for cancer	✓
Dental surgery ¹	✓
Diabetes management (excluding insulin pumps)	✓
Dialysis for chronic kidney failure	✓
Digestive system	✓
Ear, nose and throat	✓
Eye (Not Cataracts)	✓
Gastrointestinal endoscopy	✓
Gynaecology	✓
Heart and vascular system	✓
Hernia and appendix	✓
Hospital Psychiatric Services	✓
Implantation of hearing devices	✓
Insulin pumps	✓
Joint reconstructions	✓
Joint replacements	✓
Kidney and bladder	✓
Lung and chest	✓
Male reproductive system	✓
Miscarriage and termination of pregnancy	✓
Pain management	✓
Pain management with device	✓
Palliative Care	✓
Plastic and reconstructive surgery (medically necessary)	✓
Podiatric surgery (provided by a registered podiatric surgeon)	✓
Pregnancy and birth	✓
Rehabilitation	✓
Skin	✓
Sleep studies	✓
Tonsils, adenoids and grommets	✓
Weight loss surgery	✓

¹Extras cover with dental benefits may be required for Dental Surgery, see the Phoenix Health Member Guide or contact us for more information.

Using my cover in a Private Hospital

If you're admitted as a Private Patient in a Private Hospital for any of the included services, Phoenix Health will provide benefits for the following:

- ✓ Day surgery and theatre fees
- ✓ Overnight accommodation
- ✓ Medicare recognised procedures
- ✓ Intensive Care Unit
- ✓ In-hospital pharmacy, pathology and medical supplies
- ✓ Specialist surgeons, Anaesthetist and Assisting or Attending Doctor's fees
- ✓ Private room (where available)

Using my cover in a Public Hospital

When you're admitted into a Public Hospital it's your choice whether you elect to be admitted as a public patient (your stay will be covered by Medicare), or a private patient (your admission will be covered by your private health insurance).

Where you elect to be covered as a private patient in a Public Hospital, you will be eligible for accommodation benefits paid at a shared ward rate. So if you are given a private room, **you may end up with out of pocket expenses**. Please see the Phoenix Health Member Guide for more information about electing to be treated as a private patient in a public hospital.

What is a Restricted Service?

A restricted service provides the minimum (default) benefit as set by the Australian Government which means you are covered for accommodation only as a private patient in a shared ward of a Public Hospital.

If you're admitted to a private room of a Public Hospital or a Private Hospital for a restricted service, you will experience high out of pocket costs. No theatre costs are covered for restricted services.

The special things about your cover

Unlimited ambulance cover - medically necessary

Phoenix Health Gold Complete Hospital provides you with unlimited cover for all medically necessary ambulance treatment and transport across Australia - road, air and sea.

Medically necessary means on-site treatment or transport to your closest hospital or emergency department for treatment of an acute medical condition or accident.

Excess waiver for dependants

We know you've got enough to worry about if your kids are sick so we always waive the Excess for dependant dependants on your membership under the age of 25.

Travel and accommodation benefits

Benefits are available towards travel and accommodation expenses when travel of more than 300 kilometres return for a hospital admission is required. Contact us or refer to the Member Guide for more information about these benefits, and eligibility.

Hospital Care Programs

We're with you throughout your hospital journey and have a range of programs available to help prepare you for a hospital admission and help you recover quicker at home. If you're planning a hospital admission, contact the Phoenix Health Team to learn more.

Waiting periods

If you're joining Private Hospital Cover for the first time then you will need to serve the waiting periods set out below. If you're transferring from another fund and join Phoenix Health within 30 days, we'll honour any waiting periods you've already served.

Pre-existing conditions, Pregnancy and Birth	12 months
Hospital Psychiatric services, Rehabilitation and Palliative care	2 months
All other conditions requiring a hospital admission, that are not considered pre-existing	
Hospital Care programs	
Unlimited Ambulance services	1 day
Hospital treatment as a result of an accident	No waiting period applies

Transferring from another fund?

We'll look after you when you transfer to Phoenix Health and make sure that any waiting periods that you've served at your previous fund will stay served with us.

If you're covering new services with us or if your cover is considered an upgrade, then the waiting periods above will apply only to those new services or upgrades to your cover.

Upgrading your cover?

Changing your cover to include more than it previously had or reducing the amount of Excess that is applied to your cover is considered an upgrade. When you upgrade your cover, the above waiting periods apply. You will continue to have access at the same level to any services or benefits that you have already served waiting periods for as long as they're included in your upgraded cover.

What is a pre-existing condition?

If you've already served the 12 month waiting period for all the services included in your cover and haven't upgraded your Excess then you don't need to worry about the pre-existing condition waiting period.

A pre-existing condition is any condition where signs or symptoms were present in the 6 months prior to taking out or upgrading your cover. If you find yourself needing an admission within waiting periods, this will require your Doctor and Specialist to provide information to a Medical Practitioner appointed by us to determine if your condition is pre-existing or not. Please contact us as early as possible if you need to go hospital so we can guide you through the process.

To learn more visit phoenixhealthfund.com.au/waiting-periods

What is an accident?

If you're within waiting periods or your hospital cover has exclusions; if you are hospitalised as a result of an accident, the mandatory waiting period for that condition will be waived and benefits will be payable for a private hospital admission, regardless of whether the service is excluded on your level of cover or not. Excesses and or co-payments are not waived for accidents.

For the full details on Accident Cover see the Phoenix Health Member Guide, or contact the Phoenix Health Team.

Your Excess

The Excess is payable on admission to hospital once per adult, per calendar year, regardless of how many times you need to go to hospital.

With Gold Complete Hospital you have the choice between four Excess options; Nil, \$250, \$500 or \$750. To reduce the cost of your premiums without compromising on cover select a higher excess level.

The Excess is always waived for all dependants on your membership under the age of 25.

Access Gap

For every Medicare recognised in-hospital procedure, Medicare sets out a schedule of fees called the Medicare Benefits Schedule (MBS). Your Doctor can charge above the MBS fee; if they choose to do so this will be your out-of-pocket cost.

Enter Phoenix Health Access Gap Cover Scheme: it's your Doctor's choice to participate and where they do, your out-of-pocket expenses will be reduced or eliminated.

For more information about Access Gap, check out the Member Guide or visit phoenixhealthfund.com.au/access-gap-cover-scheme.

Looking for a participating Doctor? Or want to check out what hospitals we have agreements with? You can quickly search for a doctor, specialist or hospital by visiting our search tool at phoenixhealthfund.com.au/doctor-hospital-search.

Going to Hospital?

This is what we know and where we can really help you out. As soon as you find out you'll need a hospital admission contact us so you can be confident in what to expect. We'll talk you through minimising doctor's fees and any other out-of-pocket costs as well as check your cover and discuss any pre or post-hospital support programs that we may have available for you.

Let us help you, so you can focus on what's important; **we're here for you.**

This information is current as at 1 November 2022. This brochure contains product specific benefit information, and as such should be read and retained in conjunction with the Member Guide and Fund Rules which contain full membership, claiming and eligibility rules. Benefits vary according to level of cover. Phoenix Health Gold Complete Hospital is a closed cover and is no longer available for sale to new or transferring members.

Contact the Phoenix Health Team on **1800 028 817** or email enquiries@phoenixhealthfund.com.au if you have any questions about your cover, Phoenix Health membership or if you're planning a hospital admission; **we're here to help.**

