

HBF Health Limited

570 Wellington Street
Perth WA 6000
Phone: 133 423

Postal Address for Claims:	HBF Health Limited GPO Box 1440 Perth WA 6839
Hospital Claim Enquiries:	1300 810 475 hospitalinvoices@hbf.com.au
Eligibility Enquiries:	1300 810 475 Eligibility@hbf.com.au
Exgratia Submissions:	ProviderSubmissions@hbf.com.au
AHSA Contract Enquiries:	ahsaproviderrelations@hbf.com.au

Hospital treatments	Basic Hospital Accident Only	Basic Hospital Plus	Basic Hospital Plus Elevate	Lite Bronze Hospital Plus	Bronze Hospital Plus	Silver Hospital	Silver Hospital Plus	Gold Hospital Elevate
Rehabilitation	R✓	R✓	R✓	R✓	R✓ ₁	R✓ ₁	✓	✓
Hospital psychiatric services	R✓	R✓	R✓	R✓	R✓	R✓	R✓	✓
Palliative care	R✓	R✓	R✓	R✓	✓	✓	✓	✓
Tonsils, adenoids and grommets	✖	✓	✓	✓	✓	✓	✓	✓
Joint reconstructions	✖	✓	✓	✓	✓	✓	✓	✓
Hernia and appendix	✖	✓	✓	✓	✓	✓	✓	✓
Gynaecology	✖	✓	✓	✓	✓	✓	✓	✓
Dental surgery	✖	✓	✓	✓	✓	✓	✓	✓
Ear, nose and throat	✖	✖	✓	✓	✓	✓	✓	✓
Bone, joint and muscle	✖	✖	✓	✓	✓	✓	✓	✓
Kidney and bladder	✖	✖	✓	✓	✓	✓	✓	✓
Male reproductive system	✖	✖	✓	✓	✓	✓	✓	✓
Digestive system	✖	✖	✓	✓	✓	✓	✓	✓
Gastrointestinal endoscopy	✖	✖	✓	✓	✓	✓	✓	✓
Miscarriage and termination of pregnancy	✖	✖	✓	✓	✓	✓	✓	✓
Chemotherapy, radiotherapy and immunotherapy for cancer	✖	✖	✓	✓	✓	✓	✓	✓
Blood	✖	✖	✓	✓	✓	✓	✓	✓
Skin	✖	✖	✓	✓	✓	✓	✓	✓
Brain and nervous system	✖	✖	✖	✓	✓	✓	✓	✓
Eye (not cataracts)	✖	✖	✖	✓	✓	✓	✓	✓
Pain management	✖	✖	✖	✓	✓	✓	✓	✓
Breast surgery (medically necessary)	✖	✖	✖	✓	✓	✓	✓	✓
Diabetes management (excluding insulin pumps)	✖	✖	✖	✓	✓	✓	✓	✓
Lung and chest	✖	✖	✖	✓	✓	✓	✓	✓
Sleep studies	✖	✖	✖	✓	✓	✓	✓	✓
Back, neck and spine	✖	✖	✖	✖	✓	✓	✓	✓
Plastic and reconstructive surgery (medically necessary)	✖	✖	✖	✖	✓	✓	✓	✓
Heart and vascular	✖	✖	✖	✖	✖	✓	✓	✓
Podiatric surgery (provided by a registered podiatric surgeon)	✖	✖	✖	✖	✖	✓	✓	✓
Implantation of hearing devices	✖	✖	✖	✖	✖	✓	✓	✓
Insulin pumps	✖	✖	✖	✖	✖	✓	✓	✓
Cataracts	✖	✖	✖	✖	✖	✖	✓	✓
Joint replacements	✖	✖	✖	✖	✖	✖	✓	✓
Dialysis for chronic kidney failure	✖	✖	✖	✖	✖	✖	✖	✓
Pregnancy and birth	✖	✖	✖	✖	✖	✖	✖	✓
Assisted reproductive services	✖	✖	✖	✖	✖	✖	✖	✓
Weight loss surgery	✖	✖	✖	✖	✖	✖	✖	✓
Urgent Ambulance by road	✓	✓	✓	✓	✓	✓	✓	✓
Private Room coverage	✓	✓	✓	✓	✓	✓	✓	✓
Travel and accommodation benefits	✖	✖	✖	✖	✖	✖	✖	✓ ₂
Excess	The excess is paid once per member per calendar year (to a maximum of twice per family policy) no matter how many times a person may be hospitalised. The excess applies for day and overnight admissions.							
		R✓	Restricted hospital benefits only. Significant out-of-pocket costs may occur					
		✓	Included service.					
		✖	Excluded service.					
		1	Rehabilitation is included when related to covered services. For services that are not covered, restricted benefits for Rehabilitation treatment apply therefore significant out-of-pocket expenses may be incurred.					
		2	HBF will pay benefits towards travel and accommodation costs incurred when travelling at least 200km 9 return journey) for an included hospital admission. Eligibility criteria and exclusions apply					

The Product Template is only a guide and is not a substitute for an Eligibility Check.