

1 August 2021



Ambulance Cover

Love a free ride

Did you know that an ambulance ride could cost you thousands?

We paid a \$24,000 air ambulance fare in 2018 with zero out-of-pocket expenses for our member.

If you're interested in our other products, our ambulance cover is included free with any of our Combo, Hospital or Extras covers.

Ambulance Service	Benefit	Annual limit	Waiting period
Australia wide	100% of cost	No limit	1 day

Waiting periods

There is a one day waiting period for Ambulance Services.

What's covered:

- Non – emergency road and air ambulance transport by a state ambulance provider
- Emergency ambulance treatment and transport to hospital via road, air and sea by a state ambulance provider
- Emergency ambulance treatment without transport
- Emergency ambulance transport between private hospitals
- Unlimited nationwide
- 1 day waiting period
- No annual limits

What's not covered:

- General patient transport, e.g. hospital to home, nursing home, medical appointments
- Ambulance subscriptions, fees and state-based levies
- Ambulance services that are paid for by the Government, compensation or other kinds of insurance
- Any transport provided by a non-recognised state ambulance provider

Online Member Services

Love having access to your membership 24/7? Then our Online Member Services is for you.

Here is what you can do in Online Member Services wherever and whenever you like:

- View & update your membership details
- Check how much of your Extras limits you've used & find out how much you'll get back for an upcoming service
- View your claims history
- Make a membership payment by credit card
- Find a registered healthcare provider
- View & print your annual Tax Statement to get a head-start on your tax

And more! Registering is quick and easy, so sign up today at peoplecare.com.au/oms.

Your privacy

We're 100% committed to the Privacy Act and Australian Privacy Principles, which means we only collect the information we need to give you access to health services. We won't collect any personal information unless we've asked first, and we protect the information we do have with everything we've got.

Want more info?

You can read our full Privacy Policy at peoplecare.com.au/privacy or give us a buzz on **1800 808 690**.

If you change your mind...

Changed your mind about your cover? No worries! Just let us know within 30 days of joining or upgrading your cover and you'll get a full refund of any premiums paid (as long as you haven't made any claims in that time, of course).

What to do if you're not happy

At Peoplecare, it's all about you. We love happy members, and if you're not happy we want to hear about it so we can make things even better. If you have any problems with your cover, give us a buzz on **1800 808 690**. Most of the time we can sort things out on the spot, but you can always ask to speak to a manager if you'd prefer. If you'd rather write to us, you can email info@peoplecare.com.au or write to **Locked Bag 33, Wollongong, NSW 2500**.

If you're still not happy after contacting us, you can contact the Private Health Insurance Ombudsman (PHIO). PHIO is free, independent and protects the rights of private health fund members.

You can call PHIO on 1300 362 072, email phio.info@ombudsman.gov.au, or send mail to:

Private Health Insurance Ombudsman
Commonwealth Ombudsman
GPO Box 442
Canberra, ACT 2601

For more information, visit their website ombudsman.gov.au.

To get a copy of our full complaints policy, go to peoplecare.com.au or contact us and we'll send you a copy.

How to make a claim

1 Claim with Larry, our mobile app



Larry is all about making claiming a breeze! Forget faffing about with scanning and emailing – simply take a photo of your receipt on your smart phone or tablet, open our app, submit your pic and hey presto – your claim is on its way to us in record time.

Download the app by searching 'Peoplecare' on the Google Play store or App Store.

2 Claim online

Claiming online is super easy! Just like with our app, all you need to do is upload a photo of your receipt. Upload it on Online Member Services and you're done.

To register for our Online Member Services, just visit peoplecare.com.au. It only takes a few minutes.

3 Email us

Just scan your completed claim form with your receipts and email us at info@peoplecare.com.au

4 Post

Send a completed claim form and the receipts for your service to:

Locked Bag 33, Wollongong NSW 2500



1800 808 690



info@peoplecare.com.au



peoplecare.com.au

Please read this document carefully and keep it for future reference. For the most up-to-date info, visit peoplecare.com.au.

Peoplecare Health Limited. A registered private health insurer.
ABN 95 087 648 753

