

Overseas Top Hospital with Extras Policy Summary



Welcome to Feel Good Cover.

Health insurance that doesn't just do its job, but adds an extra level of care.

Please read this policy summary carefully and retain. For more policy information, definitions and claiming requirements please refer to Westfund's Overseas Membership Terms & Conditions which can be downloaded at www.westfund.com.au/terms-conditions or by calling Westfund on 1300 937 838. Our Privacy Policy and Complaints Resolution Policy as well as information about the Code of Conduct and Commonwealth Ombudsman are also included in our Overseas Membership Terms & Conditions.

Why Westfund?



We help people make sense of health care



We provide quality products with a proven track record



We're a not-for-profit that helps you get the most from your cover



We're proudly Australian owned and operated

This Overseas Cover includes:

- ✓ Access to one of Australia's largest network of contracted private hospitals.
- ✓ Kids up to 25 stay covered*.
- ✓ Unlimited emergency ambulance cover and \$5000 per member for non-emergency ambulance trips.
- ✓ Cover for our full range of services including dental, optical, physio, chiro and other therapies.
- ✓ Generous benefits for extras that help you manage your health, like gym memberships, vitamins, health aids and preventative health checks.
- ✓ Access to our nationwide Provider of Choice network to help you reduce costs.

Who should love this cover

Overseas health insurance for Australian working visa holders and their families. A good level of hospital cover with no excess, exclusions and restricted benefits on Hospital psychiatric services. Cover for inpatient and outpatient medical services.

High-level extras health insurance providing a high level of benefits on fundamental services such as optical, dental (including orthodontic), physiotherapy, chiropractic and a range of other therapies. Plus, benefits for extras to help you manage your health, like gym memberships, vitamins, pharmaceuticals, preventative health checks and health aids.



* Dependants stay covered if unmarried or not in a bona fide domestic relationship.

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We'll pay benefits under your hospital cover on treatments that are part of an admitted episode of care. Benefit amounts depend on whether the treatment is covered, restricted or excluded from your policy. We recommend you always check with us prior to going to hospital to ensure you are covered and to check any out-of-pockets or excess that may apply. By law, some visas are required to maintain adequate health insurance for the length of the visa. For more information please refer to the Department of Home Affairs - www.homeaffairs.gov.au/

Treatments covered by this policy

- ✓ 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
- ✓ 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
- ✓^R 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

Your cover explained

✓ Covered

We will pay benefits towards your hospital treatment. This may include hospital accommodation, theatre fees, medical devices and human tissue products, pharmaceuticals and any medical fees related to your admission.

✓^R Restricted Services

We pay to a certain limit towards your hospital treatment. We will not fully cover the cost of a private room in a public hospital or any room in a private hospital. If you are admitted to a private hospital for restricted services, you will need to pay out-of-pocket costs.

✗ Excluded

We don't cover any benefits towards your hospital treatment. If you choose to proceed as a private patient, you will have large out-of-pocket costs.

Hospital Cover

We have contracts with private hospitals throughout Australia to cover theatre fees and hospital accommodation costs for most procedures. When there is no contract, we pay up to a default benefit (set by the Government) and you may have large out-of-pocket costs. You can view our contracted private hospitals at www.westfund.com.au/find-a-provider/ or give us a call on 1300 937 838 for more information.

As a **private patient in a public hospital**, you will be covered for hospital accommodation and your choice of doctor, from doctors with a right to practice at that hospital.

Where a treatment is covered or restricted on your policy, benefits are also payable for;

- Medical Devices and Human Tissue Products: up to the approved benefits outlined in the prescribed list of Medical Devices and Human Tissue Products.

- Pharmaceuticals: for all Pharmaceutical Benefits Scheme (PBS) listed drugs that are administered according to the PBS approved indications.

- Medical fees charged by your doctor while you are in hospital, as well as common and support services such as anaesthetic, pathology and radiology related to your admission. As long as a Medicare Benefits Schedule (MBS) item number applies to those services.

Our **Access Gap Scheme** helps members with hospital cover to eliminate or reduce out-of-pocket expenses for medical gap payments. Your doctors can choose on a case-by-case basis whether to participate in the Access Gap Scheme so it's important to ask your doctor before beginning treatment.

Visit www.westfund.com.au/find-a-provider/ or give us a call on 1300 937 838 for more information.

Outpatient Medical Cover

When you are not admitted to hospital, we will pay a benefit towards medical fees charged by your General Practitioner or Specialist (including pathology and radiology). As long as a Medicare Benefit Schedule (MBS) item number applies to those services. We do not pay towards services not covered by Medicare.

* Limited benefits apply for podiatric surgery provided by a registered podiatric surgeon. Westfund will pay a benefit towards your hospital accommodation and up to the approved benefits outlined in the prescribed list of medical devices and human tissue products. No benefit is payable towards theatre fees, pharmaceuticals or medical fees related to your admission.

This policy has nil excess

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Find a registered provider from our Provider of Choice Network or use your own provider after reviewing our provider recognition criteria at www.westfund.com.au/find-a-provider/

Treatments covered by this policy

Service	Waiting Period	Item Limit	Annual Group Limit (unless otherwise stated)	Additional Information																				
General Dental Treatments include: Diagnostic & Preventive Fillings Extractions	2 months	Set item benefits depending on item number. Benefits for some of the common General Dental Services are: <table border="1"> <thead> <tr> <th>Service & Item Number</th> <th>Provider of Choice</th> <th>General Dentist</th> </tr> </thead> <tbody> <tr> <td>Periodic Oral Exam 012</td> <td rowspan="6">Benefits fully cover the cost of these services</td> <td>\$35.00</td> </tr> <tr> <td>X-ray 022</td> <td>\$25.00</td> </tr> <tr> <td>Scale & Clean 114</td> <td>\$76.00</td> </tr> <tr> <td>Fluoride Treatment 121</td> <td>\$24.00</td> </tr> <tr> <td>Mouthguard 151</td> <td>\$103.00</td> </tr> <tr> <td>Surgical Tooth Extraction 322</td> <td>\$150.00</td> <td>\$150.00</td> </tr> <tr> <td>Filling 533</td> <td>\$107.50</td> <td>\$107.50</td> </tr> </tbody> </table>	Service & Item Number	Provider of Choice	General Dentist	Periodic Oral Exam 012	Benefits fully cover the cost of these services	\$35.00	X-ray 022	\$25.00	Scale & Clean 114	\$76.00	Fluoride Treatment 121	\$24.00	Mouthguard 151	\$103.00	Surgical Tooth Extraction 322	\$150.00	\$150.00	Filling 533	\$107.50	\$107.50	No annual limit	Service limits per member per calendar year may apply. Some common limits include: 151- 1 service; 012- 2 services; 114, 121- 4 services; 022- 4 services per day, up to 8 services.
Service & Item Number	Provider of Choice	General Dentist																						
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Major Dental Treatments include: Periodontics Oral Surgery Endodontics Veneers, Crowns Bridges, Implants Dentures Maxillofacial Prosthetics	12 months	Set item benefits depending on item number. Benefits for some of the common Major Dental Services are: <table border="1"> <thead> <tr> <th>Service & Item Number</th> <th>Benefit</th> </tr> </thead> <tbody> <tr> <td>Frenectomy 391</td> <td>\$217.00</td> </tr> <tr> <td>Root canal treatment - one canal 417</td> <td>\$140.00</td> </tr> <tr> <td>Full crown - veneered 615</td> <td>\$1000.00</td> </tr> <tr> <td>Bridge pontic - per pontic 643</td> <td>\$546.00</td> </tr> <tr> <td>Complete upper & lower dentures 719</td> <td>\$977.00</td> </tr> </tbody> </table>	Service & Item Number	Benefit	Frenectomy 391	\$217.00	Root canal treatment - one canal 417	\$140.00	Full crown - veneered 615	\$1000.00	Bridge pontic - per pontic 643	\$546.00	Complete upper & lower dentures 719	\$977.00	\$1400 per member	Service limits per member per calendar year may apply.								
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Orthodontic Orthodontic Treatment Dental Retainers	12 months	100% Set item benefits depending on item number. Benefits for Dental Retainers are: <table border="1"> <thead> <tr> <th>Service & Item Number</th> <th>Benefit</th> </tr> </thead> <tbody> <tr> <td>Passive removable appliance - per arch 811</td> <td>\$283.30</td> </tr> <tr> <td>Active removable appliance - per arch 821</td> <td>\$618.88</td> </tr> <tr> <td>Functional orthopaedic appliance - custom fabrication 823</td> <td>\$912.64</td> </tr> <tr> <td>Functional orthopaedic appliance - prefabricated 824</td> <td>\$493.00</td> </tr> </tbody> </table>	Service & Item Number	Benefit	Passive removable appliance - per arch 811	\$283.30	Active removable appliance - per arch 821	\$618.88	Functional orthopaedic appliance - custom fabrication 823	\$912.64	Functional orthopaedic appliance - prefabricated 824	\$493.00	Accrues at a rate of \$500 per member per policy year; lifetime limit of \$2500 2 services per item number per member	Additional information may be required where benefit is not accrued in full at commencement of orthodontic treatment.										
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Dental Item Numbers General Dental Major Dental Orthodontic Devices for Sleep Apnoea and Diagnosed Snoring (refer to Health Aids and Appliances)		Diagnostic services (items 011-091), Preventive, Prophylactic and Bleaching services (items 111-171), Extractions (items 311-324), Restorative services (items 511-525, 531-535, 541-555, 571-579, 595-598), General services (items 911-972) and Miscellaneous (items 981-982, 985-999). Periodontics (items 213-251), Oral Surgery (items 331-399), Endodontics (items 411-459) and Prosthodontics: crowns, bridges, veneers, implants, dentures and maxillofacial prosthetics (items 526, 536, 556, 586-588, 611-790). Dental retainers (items 811-824), Orthodontic (items 825-882). Miscellaneous (item 984).																						

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Service		Waiting Period	Item Limit	Annual Group Limit		Additional Information
Optical	Frames	2 months	100%	\$250 per member at External Optical Providers	or	Prescription only. No benefit towards tinting, coating or add-ons. Benefits also apply for Irlen lenses or repairs.
	Single Vision Lenses					
	Bifocal Lenses					
	Multifocal Lenses					
	Contact Lenses					
	Sunglasses		100%	\$325 per member at Westfund Eye Care Centres	Higher benefit available at Westfund Eye Care Centres only.	
			\$50 per member	Must be purchased through a Westfund Care Centre, Westfund Eye Care, selected Provider of Choice providers or through Westfund's online sunglasses store, The Collection.		
Service		Waiting Period	Item Limit	Annual Group Limit		Additional Information
				Single	Couple/Family	
Other Therapies	Physiotherapy	2 months	\$10 per group service or \$42 per individual service	\$420	\$840	Two chiropractic x-rays per member per calendar year.
	Exercise Physiology		\$10 per group service or \$30 per individual service			
	Chiropractic		\$30 per individual service	\$300	\$600	
	Chiropractic X-ray		\$55 per X-ray			
	Osteopathic		\$30 per individual service			
	Remedial Massage & Myotherapy		\$30 per individual service	\$250	\$500	
	Acupuncture & Chinese Herbalism		\$25 per individual service	\$250	\$500	
	Dietetics & Nutrition		\$10 per group service or \$45 per individual service	\$250	\$500	
	Home Nursing (up to 6 hrs/over 6 hrs)		\$12/\$48 per individual service	\$150	\$300	
	Vision (Eye)Therapy		\$25 per individual service	\$250	\$500	
	Occupational Therapy	\$10 per group service or \$50 per individual service	\$400	\$800		
	Podiatry Surgical Treatment	12 months for surgical treatment by a Podiatrist	\$34 per individual service 100%	\$272	\$544	Benefits are only payable for services rendered by providers that are recognised by Westfund and in private practice (recognised provider).
	Clinical Psychology & Counselling		\$75 per group service or \$75 per individual service	\$300	\$600	
	Psychometric/Learning assessment		\$200 per individual service			
	Speech Therapy		\$36 per group service or \$48 per individual service	\$400	\$800	

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Service		Waiting Period	Item Limit	Annual Group Limit (unless otherwise stated)	Additional Information	
Prescriptions, Injections, Vaccinations	For Private, Non-PBS and Non-NHS prescriptions	2 months	\$50 per prescription for the amount that exceeds the PBS co-payment	\$400 per member	Doctor letter required in some instances (see Membership Terms and Conditions).	
	Fitness Centre Aquatic Programs Mental Health Programs Weight Loss Programs Virtual Gastric Banding Diabetes Education Vitamins Omega 3 Probiotics	2 months	100%	Single Policy \$75 or Couple/ Family Policy \$150	Fitness, Weight Loss, Virtual Gastric Banding, Mental Health and Aquatic Programs require a Medicare Registered Practitioner to complete a Health Management Declaration Claim Form to confirm the program is medically necessary. Forms are available for download at www.westfund.com.au/forms-downloads/	
Preventative Health	Preventative Health Checks	2 months	100%	\$60 per member	The health check must not be Medicare claimable. Preventative Health Checks include but are not limited to cancer, cardiac, musculoskeletal or chronic disease screening checks.	
	Ear and Eye Health Checks	Audiology Tests	2 months	\$80	\$160 per member	The health check must be provided by a recognised provider and cannot be Medicare claimable.
		Eye Health Tests				Eye Health Tests include but are not limited to Optical Coherence Tomography, Retinal Photography and Corneal Topography.
		Optical Digital Centration				Only claimable at Westfund Eye Care Centres.
	Antenatal Classes and pre/postnatal consultations	12 months	100%	\$200 per policy	Includes Lactation Consultation and Post-Partum Assessments.	
Hypnotherapy	2 months	100%	\$250 per member lifetime limit			
Chronic Disease Association Fees	2 months	100%	\$30 per member	Includes Asthma Foundation, Diabetes Australia, Arthritis Australia, Coeliac Association, Crohn's and Colitis Australia, Parkinson's Australia, Multiple Sclerosis (MS) Australia, Alzheimer's Australia, National Association of people with HIV Australia (NAPWHA), Lupus Association of Australia, MedicAlert Foundation, Stoma Associations (Ostomy, Colostomy), Myasthenia Gravis Associations.		

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Treatments covered by this policy

Service		Waiting Period	Item Limit	Claimable Period per member	Letter of recommendation	Additional Information
Health Aids and Appliances	Blood Glucose Monitor	12 months	\$100	Calendar Year	No	Benefit available for hire and purchase fees.
	Blood Pressure Monitor		\$150	Calendar Year	No	
	Cardiac Monitor				\$120	Calendar Year
	Braces		\$800	Calendar Year		
	Compression Garments/Devices				Lifetime letter	
	Burn Suits		\$200	Every two years	Every Calendar Year	Health Management Declaration Claim Form available to download at www.westfund.com.au/forms-downloads/
	INR Monitor		\$225	Calendar Year	Lifetime letter	Respiratory Aids include Spacer Devices, Mucus Clearing Devices, Nebuliser & Peak Flow Meters.
	Mammary Protheses and Brassieres		\$110	Calendar Year	Lifetime letter - unless relevant hospitalisation is recorded with Westfund	
	Respiratory Aids		\$200	Calendar Year	Lifetime letter	Benefits for a maximum of two orthotic models/ impressions are combined under the orthotics benefit.
	Custom Made Orthopaedic Boot		\$200	Calendar Year	Every Calendar Year	
	Custom Made/ Preformed Orthotics		\$150	Calendar Year	Every Calendar Year	Lifetime letter - unless relevant hospitalisation is recorded with Westfund
	Wigs		\$200	Calendar Year	Lifetime letter	Devices for Sleep Apnoea and Diagnosed Snoring include CPAP Machine, EPAP Treatment, Oral Appliance for Diagnosed Snoring, APAP Machine & BiPAP Machine.
	Artificial Limbs		\$500	Every three years	Lifetime letter	
	Devices for Sleep Apnoea and Diagnosed Snoring		\$100	Calendar Year	No	Repairs to devices are only available to appliances listed in this table.
	Sleep Apnoea Masks/ Accessories and TENS Accessories		\$100	Calendar Year	Lifetime letter	
	Low Vision Aids		\$100	Calendar Year	Lifetime letter	Must be purchased from a recognised provider.
	Mobility Aids		\$500	Calendar Year	Every Calendar Year	
	Oxygen and Accessories		\$100	Calendar Year	Lifetime letter	Repairs to devices are only available to appliances listed in this table.
	Oximeter		\$100	Calendar Year	Lifetime letter	
	Repairs to Devices		\$100	Calendar Year	Lifetime letter - unless initial purchase of the device is recorded with Westfund	Must be purchased from a recognised provider.
TENS Machine	\$150	Every three years	Lifetime letter			
Hearing Aids and Accessories	36 months	\$1400	Every three years	No	Must be purchased from a recognised provider.	
Frequency Modulated Systems						
Service	Waiting Period	Item Limit	Annual Group Limit	Additional Information		
Travel	Outpatient Travel Benefit	12 months	Up to \$70 per trip	\$210 per policy	Benefits will be paid on a grouped kilometre basis, in excess of 150 kilometres round trip from the member's home locality to the locality of the consultation. This benefit is limited to one service per member per day.	

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Accommodation and Travel

Service	Waiting Period	Item Limit	Additional Information
Accommodation Benefit	12 months	Benefits are available per policy per calendar year.	
		Night Accommodation	Benefit
		Night 1-4	\$100 per night
		Nights 5 +	\$40 per night
Inpatient Travel Benefit	12 months	Up to \$70 per admission. Benefits will be paid on a grouped kilometre basis, in excess of 150 kilometres round trip from the member's home locality to the locality of the hospital.	This benefit is limited to one service per member per episode of hospitalisation.

To be eligible for the Accommodation or Inpatient Travel Benefit, you must be admitted as a private patient in a public or private hospital.

Health and Wellbeing Programs

Chronic Disease Management Programs	Waiting Period	Additional Information
Cancer Support Program	12 months	Personalised digital cancer support program to help maintain physical and mental wellness
Weight Management Programs	12 months	Manage your chronic condition or get support to make lifestyle changes
Movement Improvement Programs	12 months	Manage osteoarthritis; remove, reduce or delay the need for surgery and falls prevention
Hospital-Substitute Treatment	Waiting Period	Additional Information
Rehabilitation at Home	Refer to hospital waiting period table below	Have the option of doing that all-important rehabilitation out of hospital
Hospital Care at Home		Recover sooner in the privacy of your home

Additional eligibility criteria apply for the above programs, please visit www.westfund.com.au/health-insurance/health-wellbeing-programs/ for more information.

Hospital waiting periods

Waiting Period	Service
1 day	Accident-related hospitalisation
2 months	Hospital psychiatric services, Palliative care and Rehabilitation
12 months	Pregnancy and birth
12 months	Treatment of a pre-existing condition A pre-existing condition is an illness or condition for which in the opinion of a medical practitioner appointed by Westfund, signs or symptoms existed during the six months before the day you joined Westfund or upgraded to a higher level of cover.
2 months	All other hospitalisations not listed above
2 months	Outpatient Medical Cover

Ambulance

Service	Waiting Period	Item Limit	Annual Group Limit	Additional Information
Emergency Ambulance Transport	1 day	100%	No annual limit	Benefit eligible for Westfund recognised ambulance service providers in Australia. Westfund covers the cost of transport by either covering the cost of state government levies or covering the ambulance account.
Non-Emergency Patient Transport	2 months	100%	\$5,000 per member	Ambulance services not available under this policy: - Inter-hospital transfers between public hospitals - Member requested ambulance transport e.g. to be closer to home/family.

Need to get in touch? We're only a click or call away.



Call us 1300 937 838
Monday - Friday
8am - 5pm (AEST)



Connect online
enquiries@westfund.com.au
westfund.com.au



Visit a Care Centre
Our Care Centres are located
across regional NSW and QLD