

Member News

Reserve Bank Health Society newsletter
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reserve bank health society
simply better benefits

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More affordable top-quality health cover for under 30s

From 1 July 2019, future and existing RBHS members under 30 on Gold Hospital Cover automatically get an age-based discount of up to 10% off their premiums.

The change is part of the Federal Government's package of reforms to private health insurance. Read about the age-based discount at myrbhs.com.au/agediscount to learn how to lock in the maximum discount until 41 years of age.

If you have any questions on the age-based discount, **please call us on 1800 027 299.**



RBHS is still number 1

Thanks to everyone who contributed to our 2019 Member Satisfaction Survey.

To have 97% of members satisfied is a great result for the fund. RBHS is top again for member satisfaction of the 11 funds surveyed.

We've stepped up our efforts this year and we still think we can find ways to improve, keep you healthy and happy with our top-quality health cover.

Members covering their kids longer

This time last year, the RBHS launched Extended Family policies to keep non-student dependants under 25 years old on your policy. The uptake has been impressive.

Families can still take up the offer for an additional 28% on your premium. This option is much more affordable than your child taking a new single policy.

Your child may be eligible if they:

- are aged 18 to 24;
- are single for tax purposes; and
- were previously on your policy.

Want more information or to add your adult child to your policy? Call RBHS on **1800 027 299**.



A change to tax statements

As normal, your tax statements will be sent to you in the second week of July. This difference is that this is the last time you will receive your tax statement.

To make tax time easier, health funds now send all your health insurance information for tax purposes to the ATO on your behalf. If you do your tax online or through an accountant, your information prepopulates for you there. You do not need to do anything.

Next year, you will not receive a tax statement from us.

Want your tax statement next year?

You can download it through Online Member Services at myrbhs.com.au/members/oms.

What the tax statement does

This statement shows the total amount you paid for health insurance last financial year (along with any Australian Government Rebate that you received as a reduced premium).

You receive one for each main adult on your membership. Any adult dependants on your membership can use your statement for their tax return.



Keeping you healthy at work

Thank you to all the Reserve Bank of Australia employees who completed the 10,000 Step Challenge, sponsored by RBHS, and congratulations to the winners.

Keep an eye out for the Bioscan machines in your office so you can continue tracking your health goals.

If you still need help managing a chronic health condition, don't be afraid to contact us at the RBHS about our excellent health programs on **1800 027 299**. For more information, see myrbhs.com.au/Members/Health-Programs.

What is a Health Risk Assessment?



The Health Risk Assessment is an online questionnaire available free of charge via Online Member Services for RBHS members. It is fun to complete and gives you a very useful report in 12 specific areas of your health, what you can do to improve in each area and what further checks you might need. It even calculates your Body Mass Index on the very first page.

Completing the Health Risk Assessment gives you the option to take part in our free* health support programs if it looks like they'd be right for you.

How long does it take?

It can be completed in under 15 minutes.

What information do I need?

There are a few things to have ready:

- your weight
- your height
- your waist circumference (tip; just Google your pants size and you will find your waist size in cm)
- your blood type
- your blood pressure (optional)
- any medications you are taking (in general)
- your cholesterol – LDL, HDL & Triglycerides (optional)

Complete a Health Risk Assessment

Log in to Online Member Services at myrbhs.com.au/oms.

Refer a colleague comp winner

Congratulations to the winner of our refer a colleague competition, Lynette Grivell who took home the major prize, a Garmin Forerunner 235 (GPS Running Watch with Wrist-based Heart Rate) – valued at \$449.

Your colleagues and their families at the Reserve Bank of Australia and Note Printing Australia can still join Reserve Bank Health Society at any time to get top-quality health cover.



Do we have your active email address?

There is now some information about your membership that you will only receive via email. Please give call us on **1800 027 299** to update your contact details.

Don't miss out on our special optical offers

RBHS members get a great choice of optical offers around Australia. So if you like discounts on prescription and non-prescription glasses, lenses and more, find out all the current offers you can get at myrbhs.com.au/member-offers.



Top tips for planned surgery

Going to hospital for a planned surgery (also called elective surgery) can be stressful. To make your life easier, we have some tips for you.

Tip 1. Select your specialist

The first step is an intuitive one – visit your local GP who may refer you to a specialist (say, a surgeon for example).

Here is something new though: Before you go to see a specialist, use our provider search.

Why?

At this point, you can choose your specialist based on how often they participate in our scheme to reduce your out-of-pocket expenses, called Access Gap. Our search tool gives you the choice of specialists in your area and puts the power in your hands.

Doctors fees don't necessarily have any relationship to the quality of treatment you receive.* Therefore, there is often no reason to pay more.

How much can you save?

Government statistics show that members using gap cover agreements, like our Access Gap, reduce the average gap per service from \$107.84 to \$8.61.^ That is a saving of nearly \$100 per service!

Now that we've got your attention, we will show you how to use Access Gap.

First you need to ask your doctor to bill you using Access Gap. If they do, we pay them more than the Medicare Benefit Schedule fee – resulting in lower or no out-of-pocket expenses for you.

The provider search is available here myrbhs.com.au/find-a-provider

Tip 2. Get an itemised quote from your specialist

You have already chosen your specialist wisely. Now is the time to get the most important document of your entire surgery – an itemised quote called Informed Financial Consent.

Informed Financial Consent should include all Medicare Benefit Schedule (MBS) items you will be receiving in your surgery as well as quotes from any other specialists who will be assisting the surgery, such as anaesthetists.



It is the key piece to get your full out-of-pocket expenses estimate (if any).

Tip 3. Call us on 1800 027 299

A simple call could save you time and angst. And we'll be able to tell you:

- whether you are covered for your hospital admission. (If we're unsure, we'll ask you for MBS items included in your surgery.)
- if you might be suitable for a hospital substitution program
- if your contact details with us are up to date
- how to use Access Gap to reduce your out-of-pocket expenses.

Tip 4. Do not buy the gloom

You may have heard stories about outrageous out-of-pocket expenses people have paid to surgeons and in the news.

While these things do happen, the latest government statistics show that 87.7% of in-hospital services are gap-free.**

The point is, if you are looking for value in private hospital cover, it is still there if you need to go to hospital.

Proportion of services with no medical gap in Australia:	
December 2018	87.7%
December 2017	88.1%
December 2016	85.6%
December 2015	86%

Just give us a call before your planned surgery to check if you are covered and we will give you all the help we can to reduce your out-of-pocket expenses.

*Department of Health, Ministerial Advisory Committee on Out-of-pocket Costs, November 2018

^Private Health Insurance Medical Gap Statistics December 2018, Table 10, Australian Prudential Regulation Authority

**Private Health Insurance Medical Gap Statistics December 2018, Table A, Australian Prudential Regulation Authority

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