



Your guide to

# **advanced hospital gold**

All the gold category services. All solid gold.

# Hospital cover

Your ahm hospital cover can pay towards services you receive when you're admitted to hospital and treated as a private patient. It can't pay towards any services when you're not admitted to hospital (eg. seeing your GP or specialist).

We won't pay benefits towards services that aren't covered by Medicare or listed on Medicare Benefit Schedule (MBS).

**Call us on 134 246 before any treatment to check what we'll pay towards and what out-of-pocket costs you may incur.**

The table on the right shows what's Included in your hospital cover.

## ✓ Included Service

We pay benefits towards overnight and same day hospital accommodation, intensive care and medical services where a Medicare benefit is payable.

ahm has arrangements with most private hospitals and day surgeries in Australia - these are known as Partner Private hospitals. You'll generally get better value if you go to one of these providers.

If you're treated at a non-Partner Private hospital, we'll generally pay lower benefits and you may incur significant out-of-pocket expenses.

Where you're treated as a private patient in a public hospital, we'll pay benefits towards overnight and same-day accommodation in a shared room.

There are a number of MBS items that will also be included to support the services under this cover where a benefit is payable. These may include items like in-hospital consultations, and some scans and anaesthetics that are associated with your hospital admission.

<sup>1</sup>Your hospital cover does not include non-PBS drugs. We will only pay towards cancer-related surgery where that surgery is an Included or Restricted Service under your cover.

<sup>2</sup>For Dental surgery performed by a dentist rather than a medical practitioner we only pay benefits towards hospital charges. If the surgery is performed by a medical practitioner and Medicare benefits are payable, we will pay benefits towards the hospital and medical charges.

<sup>3</sup>For Podiatric surgery we only pay benefits towards hospital charges. There are no Medicare benefits payable for podiatric surgery. This means we also don't pay any benefits towards the podiatric surgeon's fees under Hospital cover and you could incur significant out-of-pocket expenses.

Rehabilitation	✓
Hospital psychiatric services	✓
Palliative care	✓
Brain and nervous system	✓
Eye (not cataracts)	✓
Ear, nose and throat	✓
Tonsils, adenoids and grommets	✓
Bone, joint and muscle	✓
Joint reconstructions	✓
Kidney and bladder	✓
Male reproductive system	✓
Digestive system	✓
Hernia and appendix	✓
Gastrointestinal endoscopy	✓
Gynaecology	✓
Miscarriage and termination of pregnancy	✓
Chemotherapy, radiotherapy, immunotherapy for cancer <sup>1</sup>	✓
Pain management	✓
Skin	✓
Breast surgery (medically necessary)	✓
Diabetes management (excluding insulin pumps)	✓
Heart and vascular system	✓
Lung and chest	✓
Blood	✓
Back, neck and spine	✓
Plastic and reconstructive surgery (medically necessary)	✓
Dental surgery <sup>2</sup>	✓
Podiatric surgery (provided by a registered podiatric surgeon) <sup>3</sup>	✓
Implantation of hearing devices	✓
Cataracts	✓
Joint replacements	✓
Dialysis for chronic kidney failure	✓
Pregnancy and birth	✓
Assisted reproductive services	✓
Weight loss surgery	✓
Insulin pumps	✓
Pain management with device	✓
Sleep studies	✓

## But wait, there's more...



### Ambulance Services

Unlimited benefits for medically necessary ambulance trips to the nearest hospital that is able to provide the level of care you require. TAS and QLD have State schemes to cover ambulance services for residents of those States.

### Travel and accommodation benefits

We'll pay a travel and accommodation benefit related to a hospitalisation where:

- the patient has to travel more than 200km return in relation to a hospitalisation, or
- in life or death situations, for a partner or next of kin (supporter) to accompany the patient, or
- a parent accompanies a Child Dependant.

This benefit is only payable where both the patient and the supporter hold an ahm hospital cover that includes this benefit and for travel or accommodation relating to a hospitalisation. The combined benefit per day includes both travel and accommodation. We will only pay a benefit to either the patient or their supporter for the same date of service.

Accommodation for a patient who travels greater than 200km return in relation to a hospitalisation is only payable for one night before and one night after the admission, unless supported by medical certification of a genuine need for an extended stay.

We'll pay for accommodation for the supporter during the patient's hospital admission only.

Proof of travel and accommodation costs will be required.

#### Benefits payable include:

Travel – 15c per kilometre travelled

Accommodation – \$75 per night

Up to \$750 per person, per financial year.

### Speech processor and insulin pump replacements

We pay benefits in accordance with the minimum benefits listed on the Federal Government's Protheses List.

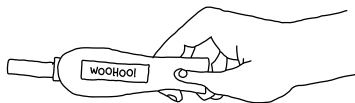
We do not pay benefits on items under warranty period. A claim can be submitted by logging into your account using the **upload documents** option. You'll need:

- speech processor or insulin pump replacement form completed by your medical practitioner

Forms can be found: [ahm.com.au/forms-guides](http://ahm.com.au/forms-guides)

**Note: Waiting periods apply**

### Midwife assisted home births



We pay \$1,000 for each home birth with a registered Midwife where a Medicare rebate is not payable. This doesn't apply if hospitalisation is required related to the birth.

## Disease management appliances

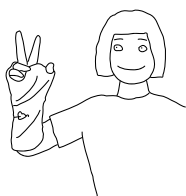
We pay a benefit towards select disease management appliances. A claim can be submitted by logging into your account using the **upload documents>claim form** option.

You'll need:

- a letter from a medical practitioner that recommends the relevant appliance.
- a prescription for the appliance to the relevant condition.

Appliance	Benefit	Limits
CPAP machine or BiPAP respirator	\$600	1 per person every 5 continuous financial years
CPAP machine or BiPAP respirator mask and/or rental	\$100	Combined per person per financial year
Blood pressure monitor	\$100	1 of each appliance per person every 3 continuous financial years
Blood glucose testing machine	\$100	
Instant injector or insulin pen	\$100	
TENS machine purchase	\$140	
TENS machine hire	\$80	1 per person every financial year
Nebuliser	\$100	1 of each appliance per person every 2 continuous financial years
Peak Flow Meter	\$50	
Spacer	\$50	
Lymphoedema	\$50 per garment	3 garments per person per financial year
	\$40 per consult	4 consults per person per financial year

## Accidents during Waiting Period



If a member with hospital cover has an Accident after joining or upgrading their cover with ahm and the treatment required is an Included service, they can apply to have the Waiting Period reduced to 1 day where the treatment is required during the initial two month Waiting Period for hospital treatment.

### What is an Accident?

An Accident is defined by ahm as 'an unplanned or unforeseen event resulting in bodily injuries that requires immediate medical treatment in a hospital.' Note: this includes both public and private hospitals.

## Excess explained

Excess is the amount you pay towards your hospital admission (same-day or overnight), often at the time of your admission, before we pay any benefits.

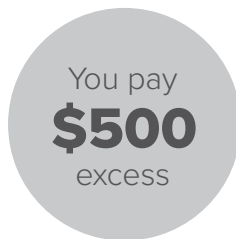
Excess levels available on this product are \$500 per person (up to a maximum of \$1,000 per couple / family) and \$750 per person (up to a maximum of \$1,500 per couple / family). Excess applies per member, per Membership Year.

Membership Year is the annual period commencing on the date that you join an ahm hospital cover, or change to a new ahm cover for hospital treatment, and renews every year on that date.

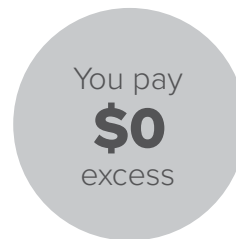
**Don't forget you won't pay an excess for Dependants on this product.**

**Here's an example of \$500 excess level:**

Your first hospital admission



Next and ongoing hospital admissions in the same Membership Year



## GapCover

**How to reduce your in-hospital medical out-of-pocket expenses**

GapCover is designed to help eliminate or reduce your out-of-pocket expenses for in-hospital doctor's charges.

Where your doctor decides to charge more than the MBS fee (the set government fee), you will be left with an out-of-pocket expense, commonly referred to as the 'gap'.

Doctors can choose to participate in GapCover on a claim-by-claim basis.

Check upfront with each doctor involved if they'll participate in GapCover for each claim as part of your treatment, to help reduce your out-of-pocket expense. Out-of-pocket expenses may still apply.

It's important to know GapCover doesn't apply to diagnostic services.

## Going to hospital?

It can be a little daunting going to hospital.

Get help with our simple Going to hospital checklist from [ahm.com.au/forms-guides](http://ahm.com.au/forms-guides)

## Waiting Periods

A Waiting Period is a set amount of time you must wait before any benefits are payable for items and services that are included under your cover. Benefits are not payable for items and services received during a Waiting Period.

Waiting Periods apply when you first join private health insurance. If you have a gap of more than 30 days between cancelling and re-joining, or switching to ahm from another insurer, Waiting Periods may apply. They also apply if you change to a level of cover that has additional services or higher benefits on services, or are changing cover to reduce any Excess and/or Daily Charges.

<b>1</b> day	<ul style="list-style-type: none"><li>• Ambulance services</li><li>• Travel and accommodation related to hospitalisation</li></ul>
<b>2</b> months	<ul style="list-style-type: none"><li>• Hospital treatment for Included and Restricted Services (where there are no Pre-Existing Conditions)</li><li>• Rehabilitation and palliative care (regardless of whether it is a Pre-Existing Condition)</li><li>• Hospital psychiatric services (See below for info about the Mental Health Waiver)</li></ul>
<b>12</b> months	<ul style="list-style-type: none"><li>• Pre-Existing Conditions An ailment, illness or condition that, in the opinion of a Medical Practitioner appointed by ahm, the signs or symptoms of which existed at any time in the 6 month period prior to the day on which you became insured under the policy or changed your cover.</li><li>• Pregnancy and birth</li><li>• Midwife assisted home births</li><li>• Disease management appliances</li><li>• Speech processor and insulin pump replacements</li></ul>

## The Mental Health Waiver

If you have served the 2 month waiting period for Restricted hospital psychiatric services and you join this cover (without a break of more than 30 days) you may be eligible to access the Mental Health Waiver and elect to have the 2 month waiting period for the higher hospital psychiatric services benefits waived. The Mental Health Waiver can only be used once in your lifetime. Find out how at [ahm.com.au/mentalhealthwaiver](http://ahm.com.au/mentalhealthwaiver)


## Joining us from another insurer?


You may not need to re-serve Waiting Periods if you join ahm within 30 days of leaving your previous health insurer, and you've already served the Waiting Period for that service.

# Got questions? We're here to help


You can find out more information in our Member Guide at [ahm.com.au/forms-guides](https://ahm.com.au/forms-guides) - it's full of health insurance goodness.


## Monday to Friday

 Chat at [ahm.com.au](https://ahm.com.au)

 Call 134 246  
8am - 7pm Monday to Friday (AEDT)

## or ask anytime

 [facebook.com/ahm.health.insurance](https://facebook.com/ahm.health.insurance)

 [@ahmhealth](https://twitter.com/ahmhealth)

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