

1300 653 099

Straightforward health insurance



Electronic Claiming

What is electronic claiming or e-claiming?

Electronic claiming or e-claiming enables GMF Health members to have their claims processed automatically in a participating health service provider's practice.

What services are covered for electronic claiming?

E-claiming is available for physiotherapy, dental, optical, chiropractic, podiatry (excluding surgery), dietetics, occupational therapy and osteopathy services through providers who use e-claiming services.

How does e-claiming work?

Enclosed is your GMF Health member card, which you should take with you when visiting a health service provider who is a registered e-claiming provider. Then all you need to do is:

1. Have your card swiped through the terminal at reception after your treatment.
2. Once your claim is authorised, all you'll need to pay is the difference between the fee for the treatment and the benefit GMF Health pays for that service.
3. If the health service provider has installed the terminal with an EFTPOS facility, you may be able to pay the difference with your EFTPOS or credit card.

The great news is that there's no paperwork and you don't have to pay the full fee up-front and wait for the reimbursement of your benefit. Just remember to take your signed member card with you on the day of your treatment.

Get a quote on your upcoming treatment.

We also have an electronic quoting system so dental and optical providers can generate a quote on the spot, so you can estimate your out of pocket costs.

How do I find out if my provider uses e-claiming services?

To find out if your health service provider uses e-claiming please contact your provider.

What if my provider does not use e-claiming services?

Manual claiming services are still available to providers not using e-claiming and we still offer manual claiming for members who prefer to use this service.

What if the information on my card is incorrect?

To have your details updated, please contact a GMF Health Member Service Consultant on 1300 653 099 or email us at welcome@gmfhealth.com.au

Can e-claiming be used for previous treatment?

E-claiming can only be used on the day you receive your treatment.

Terms and Conditions

This member card will allow you to electronically submit your claim to a participating electronic claiming service provider. Your member card will not be valid unless it is signed.

By signing the member card, you accept and agree to abide by the following terms and conditions of use:

- The member card remains the property of GMF Health (GMF Health Group) and must be destroyed or returned to GMF Health if we request you to do so.
- You are responsible for the safe keeping of your member card and for any member card that has been issued to a dependant upon your request. This includes not leaving the member card in the possession of any health provider at any time.
- You must not provide your member card or details of your member card to any person not displayed as a member on your member card. GMF Health reserves the right to cancel any member card in the event of improper or unauthorised use.
- You must at all times when using the card to make a claim, properly identify the person who received treatment.
- You are required to notify GMF Health as soon as you become aware that your card is lost, stolen or is being used by an unauthorised person so that your card can be cancelled and replaced.
- GMF Health will not accept any liability for any loss to you, including benefit entitlements resulting from any unauthorised or incorrect use of your membership card, including the misuse of a lost or stolen member card.
- Existing member cards will be automatically cancelled in the event that a policy lapses or is cancelled by either GMF Health or by the member.
- A new card will be issued to you if there are any changes to your GMF Health membership, including changes to the people covered under your membership, a name change, or policy change.

Privacy

At GMF Health, we respect the privacy of your personal information. We process personal details on a daily basis and are committed to ensuring that the privacy and security of personal information remains protected. We are bound by the National Privacy Principles (NPPs) set out in the Privacy Act 1988. A privacy statement about personal information collected by GMF Health is contained in the [GMF Your Rights and Obligations brochure](#), which is provided to you when you take out cover, or is available on request. Further details on the way we handle personal information are in our Privacy Policy, which is available at gmfhealth.com.au or on request by calling a Member Service Consultant on 1300 653 099.