

Member Update

December 2024



In this update Farewell from the Acting CEO | Member Portal puts you in control | Dental network gets even bigger | New optical partners | What happens if you're treated in a public hospital? | Defence family events | Wishing you a safe and happy festive season

Welcome to your December Member Update with the latest news and updates from Defence Health.

Farewell from the Acting CEO

It is with mixed emotions that I say goodbye to the Defence Health membership again.



We've experienced unprecedented change over the past 15 months. Despite some of the challenges, this period marks a new chapter in the history of our health fund. An era of new services and product innovation lies ahead.

For more than 70 years we've had a profound sense of responsibility for the health and wellbeing of our members. We place your interests

at the core of our decision-making and our service aspirations.

I'm pleased to introduce you to the new CEO of Defence Health, David Brajkovic. David commenced in early November, and I have absolute confidence the organisation's values, purpose and vision will remain strong under his leadership. David is an accomplished leader and has devoted much of his career to roles that support Australians' health, wellness and quality of life.

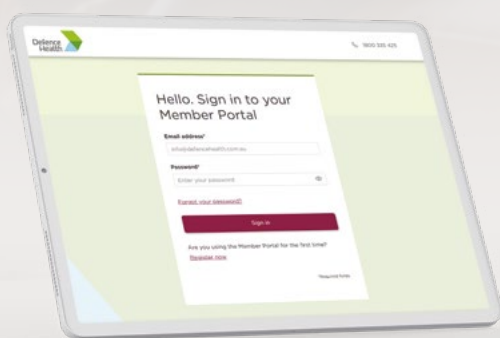
Thank you for your membership of Defence Health. And best wishes to you and your family.



Major General Gerard Fogarty, AO (Ret'd)



Member Portal puts you in control



Your **Member Portal** is where you'll find all your current membership details. It's where we securely send important documents; where you can make payments or update your bank details; and view your limits, past claims and make new claims.

You can also get a quote on the amount we'll pay for a claim and check your available limits so you can maximise the value from your extras cover.

You'll need to register before logging in to the portal for the first time. The policy holder can then manage the level of access and control others on the membership can have online.

Dental network gets even bigger

Our national network of preferred dentists is growing. Which makes it much easier for you to access a dentist closer to home or work. Primary Dental has joined our other preferred network dentists of around 430 clinics.

National Dental Care

Maven Dental

Pacific Smiles Dental

1300SMILES

Plus, we have a rapidly growing number of independent and regional dentists. We've added another 60 independent dental clinics in recent months.

Why visit a network dentist? For more affordable dental care for the whole family.

Members with Premier Extras, Value Extras, Top Extras and ADF Total Package Gold have **nothing to pay** for preventative dental treatment at a network dentist.

That includes a check-up and clean, plaque removal and x-rays. Check your product guide for terms and service limits.





New optical partners

New partners OPSM and Laubman & Pank have joined our optical network.

They join Bailey Nelson, George & Matilda Eye Care, Q Optical Network and Specsavers in providing outstanding value, fashionable frames and expert eye care for Defence Health members with extras cover. Check out all the network exclusives on our website.

And here's some great news for all members - with or without extras cover.

Sunglass Hut will provide a 15% discount off full priced sunglasses when you show your Defence Health member card. Additionally, sports brand Oakley offers a 15% discount off full priced sunglasses, footwear, accessories and clothing. Both discounts are for in-store purchases only and an optical prescription is not required. Some brand exclusions may apply.

What happens if you're treated in a public hospital?

If you're admitted to a public hospital after an accident or medical emergency, you're entitled to 100% Medicare funding as a public patient.

But you might find that hospital staff ask you to use your private health insurance. The practice of shifting public hospital treatment costs to health funds adds pressure to private health insurance premiums, which can push more people into the public system and lengthen public hospital waiting lists. If you're asked to be a private patient in a public hospital, you should ask the hospital staff these questions.

1. Can I choose my own doctor?
2. Can I have a single, private room?
3. Can I choose when I am treated?
4. Will all my costs be covered, including all my doctors' fees?

If the answer to any of these questions is 'no', then it is likely you are receiving the same treatment as every other public patient. And it could cost you more if you have to pay an excess or a private patient medical fee. We're happy to talk to you about your rights if you're placed in this position.



Call us on 1800 335 425 to discuss your options.



Defence family events

Our Defence Community Relationship Officers will be out and about, lending their support to Defence family events between now and Christmas.

From the Randwick Barracks Christmas party in Sydney, to Stirling Splendour at HMAS Stirling in Perth, our team will be on the ground sharing in the festivities and engaging with the Defence community. We'll be back on deck from late January for 'Welcome to' events at Cerberus, Duntroon, Wagga Wagga and all the way up to Darwin.

If you see the Defence Health banner flying, make sure you come and say hello!

Wishing you a safe and happy festive season

Whether you're travelling, working, or relaxing with friends and family, we wish you a happy Christmas and a safe new year. We'll be here for you over the holiday period at the following times.



Tuesday 24 December
8:30am - 3:00pm

Monday 30 December
8:30am - 6:00pm

Wednesday 25 December
Closed - Christmas Day

Tuesday 31 December
8:30am - 3:00pm

Thursday 26 December
Closed - Boxing Day

Wednesday 1 January
Closed - Happy New Year!

Friday 27 December
8:30am - 6:00pm

Thursday 2 January
8:30am - 6:00pm

Call 1800 335 425 or visit defencehealth.com.au

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