

Member Update

June 2024

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Message from the Acting CEO

The past nine months have been a period of significant change. Since launching our new system last year, our primary focus has been to meet your service expectations and to improve the value of your health insurance.

The financial impact of COVID-19 on the health sector is now reasonably stable. The final cash-back payments of savings were made to members in 2023. And we are now in a good position to return higher value to members.

After several rounds of premium relief, we've just delivered the second-lowest premium adjustment in the industry.

This means Defence Health hospital and extras premiums are now even more competitive.

We're also investing in higher benefit payments for members claiming for dental services. And optical claims will optimise the full value of the annual benefit limit.

From 1 July this year, we will provide you with a significantly better dental offer – with an additional \$3 million in benefits each year. Optical benefits will receive an extra \$1.5 million per year.

We'll also be launching new hospital cover later this year which is exclusively designed for our serving and ex-serving community.



Best wishes



Major General
Gerard Fogarty, AO (Retd)
**Acting Chief
Executive Officer**



More affordable dental care

When it comes to your oral health, prevention is better than cure. So we're making it easier and more affordable for the whole family to maintain good dental health.

Preventative dental treatment includes check-ups and procedures such as scale and clean, fissure sealing and plaque removal.

We've been growing our national network of preferred dentists, to help you access a network dentist closer to home. Our dental network is comprised of National Dental Care, Maven Dental, Pacific Smiles Dental, 1300SMILE as well as several independent and regional clinics.

From 1 July, you can take advantage of our industry-leading preventative dental offer at a network dentist. We're increasing the number of

preventative dental items that will have 'no-gap at a network dentist'. And we're adding bitewing x-rays as a 'no-gap' item at a network dentist, available once a year.

This means with an eligible extras policy, you'll have nothing to pay for your annual check-up, clean and x-rays (at a network dentist).

The 'no-gap at a network dentist' offer applies to **Premier Extras, Value Extras, Top Extras and ADF Total Package Gold**. We're also removing the preventative and general dental annual limits from Value Extras, Top Extras and ADF Total Package

Gold – they will join Premier Extras in offering **unlimited general and preventative dental treatment** (within item and service caps).

Plus, we're pumping up the benefits we pay at any dentist. General dental and major dental benefits will increase by 6%. You don't have to see a network dentist. But you'll receive extra value from your extras cover if you do.

We've got more dentists in the network. And we're making it easier for you to find a dentist. Check for **participating dentists** at a dental network practice near you.



Optical benefits

At a Defence Health Optical Network provider you get expert eye care and added value from your optical benefits.

In addition to gap-free frames, you can also take advantage of discounts and network exclusives at **Bailey Nelson, George & Matilda Eyecare, Q Optical Network** and **Specsavers**.

We're making changes from 1 July that will maximise your annual optical limit – at any optometrist.

We're removing item limits within your annual limit. So instead of paying your optical benefit up to an item limit for frames, or an item limit for lenses, we'll pay 100% on each item covered, until you reach your annual limit.

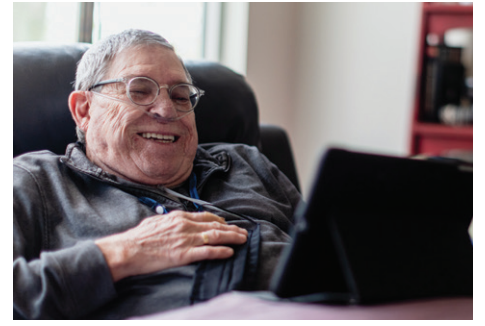
Annual optical limits (per person)

Premier Extras	Value Extras	Essentials Extras	Top Extras	Standard Extras	ADF Total Package Gold	ADF Essentials Package Basic Plus
\$300	\$255	\$170	\$255	\$150	\$255	\$170

Medical appliances

Members now have greater flexibility in how they claim for certain medical appliances or devices.

If your extras cover includes a benefit for the rental of oxygen cylinders or a shower chair (for example), you can now claim up to your benefit limit for the purchase of the appliance. Benefits for some costly mobility aids (such as a wheelchair) are payable only when the item is purchased, and the benefit is not claimable within three years of the previous claim.



Tax statements available in July

Your tax information will be sent to the Tax Office for pre-filing of your 2024 tax return. You or your tax agent can access it via myTax from Monday 15 July.



Fund rules update

We've updated some definitions and benefits. There's a summary of the changes as well as the updated Fund Rules on our website.

Rebate and MLS income thresholds

The government is increasing the income thresholds for the Private Health Insurance Rebate and Medicare Levy Surcharge (MLS).

The adjustment will apply for the financial year 1 July 2024 to 30 June 2025. The change could affect the rate of rebate you're entitled to receive, or the MLS charged by the tax office (for higher income earners without hospital cover). You can review the thresholds on the [tax office website](#).



Connections matter

Whatever your connection to Defence, it's important - and valued. It's also a connection that qualified you to become a member of Defence Health.

And because you're a member, that means your parents, siblings, kids and grandkids can join too. When it comes to your health, it's good to know you're with a fund that will always treat you like family. And we want you to know that we will never take your membership for granted.

Leadership update

We informed members in August last year that our CEO, Joanne Kadlecik, needed to take extended leave due to a serious health condition. After a period of medical treatment, Joanne advised us of her resignation in March. Joanne has made an outstanding contribution to our health fund since she joined us as Chief Operating Officer in 2014. We're grateful for her leadership and wish her and her family the very best for the future. Major General Gerard Fogarty will continue as Acting Chief Executive Officer until the Board appoints a new CEO.



Travelling overseas?

Heading off to explore Europe this year? Or visiting Paris for the spectacle of the Olympic Games?

You might not realise that your health insurance does not cover you while you're overseas. Travel is about exploring new places and creating memories. But unplanned events can occur even during holidays. **Defence Health Travel Insurance** offers cover for lost or damaged luggage*, travel delay expenses*, unexpected cancellations* or an overseas medical emergency*. So you can focus on the good stuff.

* Terms, conditions, exclusions, limits and applicable sub-limits apply. Please refer to the Product Disclosure Statement for full details.

Important information

Defence Health Limited ABN 80 008 629 481 AFSL 313890 arranges this insurance as agent for AWP Australia Pty Ltd ABN 52 097 227 177 AFSL 245631 trading as Allianz Global Assistance (AGA). AGA issues and manages travel insurance as agent for the insurer Allianz Australia Insurance Limited ABN 15 000 122 850 AFSL 234708 (Allianz). Terms, conditions, exclusions, limits and applicable sub-limits apply. Defence Health, Allianz and AGA do not provide any advice on this insurance based on any consideration of your objectives, financial situation or needs. Therefore, you should consider whether the advice is appropriate for you. Before making a decision please consider the Product Disclosure Statement. The Target Market Determination is available at www.allianzpartners.com.au/policies/. Defence Health, and AGA receive a commission which is a percentage of the premium you pay for a policy - refer to our Financial Services Guide for details or ask us for more information prior to purchasing.

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