



# Gold Ultimate Hospital

Ultimate Hospital removes the guesswork from choosing Hospital cover. True peace of mind comes from knowing that you are covered for everything we are able to cover.

## What does Gold Ultimate Hospital (“Ultimate Hospital”) cover you for?

Over the page, you’ll find a comprehensive list of the types of treatments, services and products you can claim under your Ultimate Hospital cover. You’ll also see information on the things you are not covered for, as well as the waiting periods that apply before you can make different types of claims.

## Your Hospital cover pays benefits on five types of costs:

### 1. Private or public hospital of your choice

With Ultimate Hospital, you’re up to 100% covered for all of the hospital’s costs when you are treated in any private hospital that Transport Health has a contract with. You are also covered in all public hospitals across Australia. This is for both overnight and same-day procedures. The only costs that won’t be covered are personal services such as television hire, internet access, newspaper delivery etc. Some hospitals may also charge administration fees.

Transport Health has contracts with most private hospitals and day surgeries in Australia, so you’re covered around the country. You can see which private hospitals Transport Health has a contract within the Health Services area of our website.

It is important to choose one of the hospitals listed because if you choose to be treated in a private hospital that we don’t have a contract with, you will be left with substantial out-of-pocket hospital costs. These can add up to many thousands of dollars.

Please note that some state governments allow public hospitals to charge fees outside the default rate covered by the health funds. These additional charges are not covered by your Ultimate Hospital cover. You should check with the hospital prior to your admission what your out-of-pocket expenses will be.

### 2. Doctors fees

When you are treated as an inpatient in hospital, your doctors’ fees are shared between Medicare, your Hospital cover and yourself.

Medicare will reimburse you for 75% of the Medicare Benefits Schedule (MBS) fee and your Ultimate Hospital cover pays the remaining 25%. Any amount your doctor chooses to charge above the MBS fee is an out-of-pocket cost you will be responsible for paying.

Your Ultimate Hospital cover gives you access to a gap cover program that can help you to reduce or eliminate any out-of-pocket costs by making certain arrangements with your doctors before you go into hospital. This is called Medcover. You can see which doctors currently participate in Transport Health’s Medcover program on our website under ‘Health Services’. You can read more about Medcover in our Medcover factsheet, which is also on our website under ‘Your Cover’ and ‘Understanding Your Cover’.

### 3. Implanted prosthesis

Most prostheses you receive in relation to your treatment in hospital are fully covered, but there are a few restrictions on the types of products we can pay for. These generally apply to items that are not covered by the government’s Prostheses List. To limit any potential out-of-pocket costs, ask your doctor which prosthesis is best for you and if there is a no-gap option available.

### 4. In-hospital pharmaceuticals

Most pharmaceuticals you receive in relation to your treatment in hospital are fully covered, but there are a few restrictions on the types of

pharmaceuticals we can pay for. These generally apply to items that are not covered or restricted by the government’s Pharmaceutical Benefits Scheme (PBS) and approved under the Therapeutic Goods Administration.

To limit any potential out-of-pocket costs, ask your doctor which pharmaceutical is best for you and if there is a no-gap option available.

### 5. Ambulance attendance and transportation

Your level of ambulance cover is based on the State or Territory the policy is held in so if you or any of the people listed on your membership live in a different State or Territory to the residential address of the policy, you will need to contact our team to check what level of cover you presently have. You’ll find full details over the page.

## How do you make a Hospital cover claim?

### PLANNED HOSPITAL STAYS

#### 1. Decide whether you wish to go private or public

Having private hospital cover gives you the best of all options when it comes to deciding where, when and by whom you want to be treated. You also have the option of choosing not to use your Hospital cover and to instead be treated as a public patient. As a private patient, you have more control over the timing of your treatment and can nominate the doctor you wish to treat you, but you may have out-of-pocket costs following the procedure. As a public patient, you are less likely to have any out-of-pocket costs, but you often have no control over the timing of your treatment or the doctors who are appointed to care for you. With private hospital cover, you have the ability to make the choice that suits you best.

#### 2. Make sure that you have served your waiting periods

When you take out Hospital cover for the first time, rejoin after letting your cover lapse, or when you upgrade to a higher level of cover, you are required to serve waiting periods. This means you must have the cover for a certain period of time before you can claim for some services. All the waiting periods that apply to your Ultimate Hospital cover are shown over the page. If you’re not sure whether or not you’ve served your waiting periods, please call our team to find out.

#### 3. Make sure that the treatment or procedure you’re planning to claim is covered

If you’re not 100% certain, please ask us. With Ultimate Hospital cover, the simple test of whether something is covered or not is whether Medicare pays a benefit; if Medicare pays, so does Ultimate Hospital. When you are booking your hospital stay, the hospital will ask you for the details of your cover and will contact us to confirm that you are covered for the procedure you’re having. They’ll also check that your membership is paid up to date.

#### 4. Make sure that the hospital you’re planning to be treated in is one that Transport Health has a contract with

We have contracts with most private hospitals and day surgeries in Australia, and you are also covered for treatment as a private patient in any public hospital in the country. There is a search facility where you can look up whether the hospital you are planning to go to is contracted with us in the Health Services area of our website. Please be aware that choosing to be treated in a private hospital that is not contracted with us will leave you with substantial out-of-pocket costs.

#### 5. Ask your doctors if they will use our Medcover

You need to make this arrangement before your hospital stay. If your doctors agree, it means they are willing to accept a set fee for their services that is

higher than the MBS fee, but probably less than what they might otherwise charge. This means you are likely to have lower out-of-pocket costs, and in some cases, none at all. We recommend that you contact our team for more information about how to request Medcover arrangements when you are planning your hospital stay. You can see which doctors currently participate in Transport Health’s Medcover program on our website under ‘Health Services’. You can read more about Medcover in our Medcover factsheet, which is also on our website under ‘Your Cover’ and ‘Understanding Your Cover’.

#### 6. Your excess is payable directly to the hospital

Ultimate Hospital comes with an excess. You can choose either No excess, \$250 or \$500. The hospital admissions staff will let you know whether you need to pay it before you are admitted or at the time of your admission. You can confirm the amount of any excess payable by contacting our team, or asking the hospital admissions staff, who will confirm that information with us prior to your hospital stay. The excess only applies to overnight stays, you do not pay any excess on day procedures.

#### 7. Find out if you’re suitable for our Hospital at Home program

Hospital at Home can help you to get home from hospital sooner, and sometimes avoid a hospitalisation altogether, by providing you with hospital-equivalent treatment and follow-up care in your own home. The program is available for a range of treatments and post-procedure support. If the treatments you need in your home are available, and if you, your doctor and the hospital all agree that it is appropriate for you, then we can help. Ask our team for more information about Hospital at Home.

#### 8. Following your hospital stay

You usually won’t see any bills from the hospital as they get sent directly to us, but you will receive bills from all the doctors who treat you.

If your doctors agree to participate in our Medcover, they will send the bill directly to us. With Medcover, your doctors will have either agreed to charge you no gap, or they will have given you a written quote in advance for any out-of-pocket costs. You are responsible for paying any agreed out-of-pocket costs.

If your doctors do not participate in our Medcover, take your doctors’ bills to a Medicare office. They will pay 75% of the MBS fee and give you a statement that you send to us together with a completed claim form (available to download from our website, or ask our team to email or post one to you). We will pay the remaining 25% of the MBS fee. Any remaining amount is an out-of-pocket cost that you are responsible for paying.

### UNPLANNED HOSPITAL STAYS

If you are taken to hospital as a result of an accident or emergency, you will more than likely go to a public hospital emergency ward. Most public hospital emergency departments will treat you as a public patient at no cost. Some private hospitals also have emergency departments, and if you attend one of these, you are not covered for the costs. Hospital cover only comes into play when you are admitted as an inpatient to hospital.

If the hospital does decide that you need to be admitted, you will be asked if you have private hospital cover. Remember, you’re not obligated to declare or to use your private cover if it doesn’t suit you – you have the option of choosing to be treated as a public patient under Medicare rather than using your cover.

## GOLD ULTIMATE HOSPITAL COVER

Here's what you're covered for:

Private or public hospital costs – contracted private hospitals and public hospitals		
<b>Accommodation</b>	Up to 100% of the cost, after you've paid any excess that may be applicable to your membership. Depending on availability, this may be either a private or a shared room.	
<b>Operating theatre / Intensive care / Coronary care</b>	Up to 100% of the cost.	
Doctors' costs		
<b>Doctor of your choice</b>	<p>100% of the Medicare Benefits Schedule (MBS) fee for services provided by doctors in hospital.</p> <p>When you are treated in hospital, Medicare will pay 75% of the MBS fee for each 'item' and private hospital cover is only allowed by law to pay the remaining 25%. Doctors are not limited to only charging the MBS fee – and that's where people can end up with out-of-pocket costs, because the law prevents funds from paying more than 25% of the MBS fee.</p> <p>We offer a program as part of all our Hospital covers that can help to reduce the likelihood of out-of-pocket costs. With Medicover, you can ask your doctors to charge a set fee based on a different fee schedule, which is higher than the MBS fee but probably not as much as they might otherwise charge. If they agree to use Medicover, you will either have no out-of-pocket costs or you will know in advance what the costs will be. We can give you more information and assistance with this when you are planning your hospital stay.</p> <p>Please note that doctors usually work in a select few hospitals, which may limit the choice of hospitals available to you if you wish to be treated by a particular doctor.</p>	
Prostheses and pharmaceutical costs		
<b>Prostheses</b>	100% of the cost of government-approved no-gap prostheses (lower benefits apply for other prostheses). We recommend that you contact our member care team to find out exactly what you're covered for before going into hospital.	
<b>Pharmaceuticals</b>	<p>100% of the cost of:</p> <ul style="list-style-type: none"> <li>TGA and PBS listed pharmacy items directly related to the reason for your hospitalisation, supplied to you during your admission provided they are not listed as a restricted drug.</li> <li>pharmaceuticals listed on the Commonwealth Exceptional Drug List.</li> </ul>	
Ambulance attendance and transportation costs		
<b>Ambulance</b>	<p>Benefits for ambulance are paid when the service is provided by a state government operated, authorised or approved ambulance scheme. Residents of VIC, SA, WA, TAS, NT – up to \$5,000 per person per year for emergency ambulance attendance or transportation in the case of accident or illness. Cover applies anywhere in Australia. Residents of Tasmania are covered by a reciprocal state government ambulance scheme in all states except QLD and SA, so our Ambulance cover only applies where the state government scheme does not. You can also purchase additional Ambulance cover through a state government ambulance service.</p> <p>Residents of NSW or the ACT – unlimited cover for emergency transportation, and medically necessary non-emergency transportation. Cover applies anywhere in Australia. Please contact the fund prior to using any non-emergency patient transportation supplied by a hospital for inter-hospital transfers.</p> <p>Residents of QLD – unlimited cover under a QLD state government ambulance scheme for emergency transportation, and medically necessary non-emergency transportation. Cover applies anywhere in Australia. Contact the QLD state government ambulance provider for more information.</p> <p>*Your level of ambulance cover is based on the state the policy is held in. If you live in a different state to the residential address of the policy please contact our team.</p>	
Additional benefits		
<b>Hospital at Home</b> (hospital substitution program)	Where available, offers an alternative to a hospital admission or enables you to leave hospital early and receive treatment in your own home.	For more information, enrolment and referral forms, call our member care team on <b>1300 806 808</b> or visit <a href="http://transporthealth.com.au">transporthealth.com.au</a>
<b>Travel and Accommodation</b>	<p><b>Travel:</b> Benefit is up to \$60 per round trip (over 200km).</p> <p><b>Accommodation:</b> Benefit is up to \$40 per night.</p>	Please speak with our member care team on <b>1300 806 808</b> about when these benefits are payable

Aside from your agreed excess, here's where out-of-pocket costs can come from:

<b>Treatments and procedures not covered by Medicare</b>	If the treatment or procedure you're having cannot be claimed under Medicare, your normal cover entitlements won't apply. You will have substantial out-of-pocket costs.	
<b>Admission to a non-contracted private hospital</b>	If you receive treatment in a private hospital that we do not have a contract with, we will pay a 'default benefit' toward your accommodation, but no other benefits for hospital costs are payable. You will have substantial out-of-pocket costs.	
<b>Hospital or medical costs for outpatient treatment</b>	Your Ultimate Hospital cover can only pay benefits for treatment you receive as an inpatient, that is, when you are admitted as a patient to hospital.	
<b>Private hospital emergency department fees</b>	When you are treated in an emergency department, you are an outpatient (you have not yet been admitted to the hospital). No benefits are payable for outpatient treatment.	
<b>Pharmaceuticals</b>	<p><b>Discharge pharmaceuticals</b> These are items prescribed for you to take home after you are discharged from hospital. No benefits are payable for these under your Ultimate Hospital cover, but you may be able to claim under your Extras cover.</p> <p><b>Other Pharmaceuticals</b> You are not covered for pharmaceuticals that are not TGA approved and listed on the Pharmaceutical benefit scheme.</p>	
<b>Services such as television hire, internet access, purchase of newspapers, purchase of medication not related to the reason for your admission, hospital administration fees</b>	Your Ultimate Hospital cover does not pay benefits for these additional products or services.	

Waiting periods:

<b>Accidents</b>	1 day	
<b>General services</b>	2 months	
<b>Hospital psychiatric services, rehabilitation and palliative care</b>	2 months	
<b>Pre-existing conditions</b>	12 months	A pre-existing condition is 'an ailment or illness, the signs or symptoms of which were in existence at any time during the six months preceding the day on which the member joined the fund or upgraded to a higher level of cover'. If you have a medical condition at the time you join Transport Health, or upgrade your existing Transport Health Hospital cover, you may not be immediately covered. If a claim looks like it may relate to a pre-existing condition, a medical advisor or practitioner appointed by us will examine the information provided by your doctor/s and any other material relevant to the claim, and will make a determination as to whether the condition is pre-existing or not.
<b>Pregnancy and birth</b>	12 months	
<b>Assisted reproductive services</b>	2 months	Pre-existing rule conditions apply

Read more about your Hospital cover in our online A to Z guide which can be found under 'Your Cover' on our website. You can find a copy of the Private Health Information Statement by visiting [PrivateHealth.gov.au](http://PrivateHealth.gov.au). If you have a hospital stay coming up, we strongly recommend that you call us for advice about how to make the most of your Hospital cover, and to confirm that you are covered for the procedure you're having.

Effective 01 April 2022. Fund rules and policies are subject to change without notice. If a change will adversely affect your membership and/or benefits, we will notify you in writing. Depending on the issue, this may be through a personally addressed letter, via email or through our Pulse Newsletter. While you are making your decision about whether to join Transport Health, and which cover is best for you, it is important that you read (and retain for future reference) this cover guide and any other materials that we might send to you or refer you to. Transport Health Pty Ltd ABN 39 099 028 127 is a registered Health Benefits organisation.

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**Our industry code of conduct** The Private Health Insurance Code of Conduct is a voluntary industry code aimed at delivering better service to health members through clear and complete communication, whether in writing or in person. As a signatory to the code, we are committed to ensuring that our members receive accurate information from properly trained staff, including clear and complete policy documentation, and information on internal and external dispute resolution processes. You can read more about the code at [www.privatehealthcareaustralia.org.au](http://www.privatehealthcareaustralia.org.au).

