Better Hospital (Silver+)

1 April 2024

(FORMERLY KNOWN AS VALUE PLUS HOSPITAL COVER)

Queensland Country Health Fund

Queensland Country Health Fund Pty Ltd ABN 18 085 048 237

Hospital Cover

Better Hospital (Silver+) Cover is our most extensive hospital product and popular with those looking for greater peace of mind. Covering you for a wide range of hospital services including, but not limited to pregnancy, heart related procedures, major eye surgery and joint replacement surgery. Better Hospital (Silver+) Cover can be taken on its own or packaged with any of our extras packages. You can choose a $250 or $500 excess with this cover which is payable on admission to a hospital or day surgery.

What you are covered for

This provides a summary of cover and isn't intended to be an extensive list of all the services covered. Additional information on this cover, can be found in the Membership Guide available at queenslandcountry.health/brochures

- ✓ Choice of doctor/hospital
- ✓ Public hospital accommodation as a private patient
- ✓ Private hospital accommodation
  If you have chosen Better Hospital (Silver+) Cover and are an inpatient at a private hospital or day facility for any of the Restricted (R) services you will have a benefit entitlement to the default rate benefit only. This will lead to large out of pocket expenses if admitted under this level of hospital cover.
- ✓ Theatre fees
- ✓ Age-based discount eligible policy
  For more details see age-based discount section on the last page of this summary.
- ✓ Nationwide ambulance cover
  Ambulance benefits will be applied to emergencies only and limited to one per person per Membership Year, when provided by recognised providers. For more details see Ambulance Cover section on the last page of this summary.
- ✓ Accommodation benefits
  Accommodation benefit of up to $50 per night for Members travelling 300 kilometres or more return from their home address for hospitalisation. For more details see Accommodation Benefits section on the last page of this summary.
- ✓ Surgically implanted medical devices and human tissue products
  Surgically implanted stents, screws and plates (for fractures) and pacemakers etc. Benefits as per the Government Prescribed Listing. No benefit payable on an excluded service.
- ✓ Access Gap Cover
  A benefit over and above the Medicare Benefits Schedule for participating doctors on inpatient services.
- ✓ Intensive care
- ✓ Nursing home type patients
  This amount is determined by the Federal Government. Certification is required.
- ✓ Rehabilitation
  e.g. inpatient rehabilitation, stroke recovery and cardiac rehabilitation.
- ✓ Palliative care
  e.g. treatment for care where the intent is primarily providing quality of life for a patient with a terminal illness, including treatment to alleviate and manage pain.
- ✓ Brain and nervous system
  e.g. stroke, brain or spinal cord tumours, head injuries, epilepsy and Parkinson's disease.
- ✓ Eye (not cataracts)
  e.g. retinal detachment, tear duct conditions, eye infections and medically managed trauma to the eye.
- ✓ Ear, nose and throat
  e.g. damaged ear drum, sinus surgery, removal of foreign bodies and throat cancer.
- ✓ Tonsils, adenoids and grommets
  e.g. treatment of the tonsils, adenoids and insertion or removal of grommets.
- ✓ Bone, joint and muscle
  e.g. carpal tunnel, fractures, hand surgery, joint fusion, bone spurs, osteomyelitis and bone cancer.
- ✓ Joint reconstructions
  e.g. torn tendons, rotator cuff tears and damaged ligaments.
- ✓ Kidney and bladder
  e.g. kidney stones, adrenal gland tumour and incontinence.
- ✓ Male reproductive system
  e.g. male sterilisation, circumcision and prostate cancer.
- ✓ Digestive system
  e.g. oesophageal cancer, irritable bowel syndrome, gall stones and haemorrhoids.
- ✓ Hernia and appendix
  e.g. investigation and treatment of a hernia or appendicitis.
- ✓ Gastrointestinal endoscopy
  e.g. colonoscopy, gastroscopy and endoscopy.
- ✓ Gynaecology
  e.g. endometriosis, polycystic ovaries, female sterilisation and cervical cancer.
- ✓ Miscarriage and termination of pregnancy
  e.g. investigation and treatment of a miscarriage or for termination of pregnancy.
- ✓ Chemotherapy, radiotherapy and immunotherapy for cancer
  e.g. chemotherapy, radiotherapy and immunotherapy for the treatment of cancer or benign tumours.

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- ✓ Pain management
  e.g. treatment for pain management that does not require the insertion or surgical management of a device e.g. treatment of nerve pain and chest pain due to cancer by injection of a nerve block.
- ✓ Skin
  e.g. investigation and treatment of skin, skin-related conditions and nails including melanoma, minor wound repair and abscesses.
- ✓ Breast surgery (medically necessary)
  e.g. investigation and treatment of breast disorders and associated lymph nodes, and reconstruction and/or reduction following breast surgery or a preventative mastectomy.
- ✓ Diabetes management (excluding insulin pumps)
  e.g. stabilisation of hypo- or hyper- glycaemia and contour problems due to insulin injections.
- ✓ Blood
  e.g. investigation and treatment of blood and blood-related conditions including blood clotting disorders and bone marrow transplants.
- ✓ Back, neck and spine
  e.g. sciatica, prolapsed or herniated disc, spinal disc replacement and spine curvature disorders such as scoliosis, kyphosis, lordosis and spinal fusion.
- ✓ Plastic and reconstructive surgery (medically necessary)
  e.g. investigation and treatment of any physical deformity, whether acquired as a result of illness or accident, or congenital condition. e.g. burns requiring a graft, cleft palate, club foot.
- ✓ Dental surgery
  e.g. surgery to remove wisdom teeth and dental implant surgery.
- ✓ Podiatric surgery (provided by a registered podiatric surgeon)
  e.g. investigation and treatment of conditions affecting the foot and/or ankle.
- ✓ Lung and chest
  e.g. lung cancer, respiratory disorders such as asthma, pneumonia, and treatment of trauma to the chest.
- ✓ Insulin pumps
  e.g. provision and replacement of insulin pumps for treatment of diabetes.
- ✓ Implantation of hearing devices
  e.g. to correct hearing loss, including implantation of a prosthetic hearing device.
- ✓ Pain management with device
  e.g. treatment of nerve pain, back pain, and pain caused by coronary heart disease with a device.
- ✓ Sleep studies
  e.g. investigation of sleep patterns and anomalies.
- ✓ Cataracts
  e.g. surgery to remove a cataract and replace with an artificial lens.
- ✓ Heart and vascular system
  e.g. heart failure and heart attack, monitoring of heart conditions, varicose veins and removal of plaque from arterial walls.
- ✓ Dialysis for chronic kidney failure
  e.g. dialysis treatment for chronic kidney failure.
- ✓ Pregnancy and birth
  e.g. investigation and treatment of conditions associated with pregnancy and child birth.
- ✓ Assisted reproductive services
  e.g. fertility treatments or procedures. e.g. retrieval of eggs or sperm, IVF, and GIFT.
- ✓ Joint replacements
  e.g. Replacement of shoulder, wrist, finger, hip, knee, ankle, or toe joints.
- ✓ Hospital boarder
  Benefits up to $35 per day to a maximum of four days per person, where such accommodation is necessary for the wellbeing of the patient.
- ✓ Care Navigation
  Provides assistance immediately following a period of time in hospital or for those living with one or more chronic diseases. Care Navigation can be accessed after two years of continuous membership and benefit availability is pending the outcome of a clinical assessment by the Care Navigation Team.

Restricted and excluded services

Restricted benefits

You will be covered for shared ward accommodation in a public hospital only. While you can choose to go to a private hospital or day surgery for the service or treatment, your admission is not fully covered and will likely result in large out-of-pocket expenses. Some private specialists may not operate in a public facility, please take this into consideration when making a hospital product choice.

- **R** Hospital psychiatric services
  e.g. psychoses such as schizophrenia, mood disorders such as depression, eating disorders and addiction therapy.

Excluded Services

Hospital or day surgery admissions for these services in either a public or private facility will receive no benefit from Queensland Country.

- ✗ Weight loss surgery
  Surgery that is designed to reduce a person's weight, remove excess skin due to weight loss and reversal of a bariatric procedure.
  e.g. gastric banding, gastric bypass, sleeve gastrectomy, lipectomy and abdominoplasty.
- ✗ Surgery or hospital treatment where Medicare does not pay a benefit
  e.g. elective cosmetic surgery, experimental treatment/procedures and laser eye surgery (LASIK etc.)

Excess options

✓ $250 ✓ $500

An excess is an amount you agree to pay upfront before a benefit is paid for overnight or same day hospital/day surgery admissions. You can choose to have a $250 or $500 excess. The total excess is payable once per person per Membership Year, up to a maximum of twice the nominated excess amount for a couples/family membership.

Each person on the membership will never pay the excess more than once per Membership Year. The only exception to this would be where the nominated excess is not fully paid or charged on a single hospital/day surgery admission. In this situation the remaining balance up to the nominated excess amount will be payable on any subsequent admissions that person may have in the same Membership Year.

Dependents aged 12 and under are exempt from paying an excess.

Waiting periods

Initial waiting period

Palliative care, Hospital psychiatric services, Rehabilitation and all other hospital treatment/services where there are no

Pre-existing conditions (excluding accidental injury*)	2 months
Pre-existing ailments, conditions or illnesses	12 months
Pregnancy and birth	12 months
Emergency ambulance treatment	1 day

* Cover for an accident is immediate provided it is not recoverable from another source such as Workers' Compensation, third party or other liability provision. Sporting accidents sustained by professional sportspeople in activities relating to their full-time employment, including training and competition are subject to a two month waiting period.

Medical costs

These are the fees that are charged by a doctor, surgeon, anaesthetist or other specialist for any treatment given to you whilst you're an inpatient in hospital. Private health insurance means that generally you can choose your own doctor and decide whether you will go into a public or private hospital. If you choose private, this may also mean you will have more of a choice of when your procedure will take place.

You are covered for the cost of medical fees up to the Medicare Benefit Schedule (MBS) fee. The MBS fee is the amount set up by the Federal Government for each medical service covered by Medicare. You must be eligible for Medicare in order to be covered up to the MBS fee. If you choose to be treated as a private patient in a hospital (public or private), Medicare will cover you for 75% of the MBS fee for associated medical costs and we will cover the remaining 25%. If your specialist charges more than the MBS fee there will be a 'gap' for you to pay. However, the Queensland Country Health Fund Access Gap Agreement can help eliminate or reduce the gap for you if your doctor/s chooses to use it.

Please note: Access to benefits for medical costs associated with a hospital or day surgery admission is still subject to the eligibility to benefits for the treatment or service. If the hospital treatment or service is an excluded service on your cover or you have not fully served all the appropriate waiting periods for that service, you will only be entitled to 75% of the MBS fee. No benefit will be paid by Queensland Country.

Access Gap Cover

This is a direct billing arrangement between Queensland Country and your doctor/s that in most instances eliminates your out-of-pocket expenses for in-hospital doctor's fees (the gap). If your doctor charges up to the Medicare Benefits Schedule fee or is participating in the Access Gap Scheme, in most cases you will have limited out-of-pocket costs. For doctors who are not participating in the Access Gap Scheme and are charging above the MBS fee, we will pay the difference between the Medicare benefit and the MBS fee. Any amount above the MBS fee will be the amount you are required to pay and this is referred to as your 'gap' fee or out-of-pocket expenses.

Extra value from your membership

For further information on any of the following benefits please visit our website at queenslandcountry.health

Exclusive unit accommodation

Queensland Country Health Fund has self-contained units in both Brisbane and Townsville exclusively available to our Members travelling to those locations for medical treatment. These two bedroom units can be booked at very reasonable rates for an overnight stay or for several weeks, depending on your needs.

Accommodation benefits

An accommodation benefit is available on all Queensland Country hospital products. This will apply to Members who need to travel 300 km or more return journey for hospital treatment. Where a parent or carer travels with a dependent aged 12 years and under (the patient), there is no minimum travel distance required. The benefit will be up to $50 per night and will apply for the period of hospitalisation, including one night prior to hospitalisation and also the night of discharge. A carer or support person is permitted to stay in the accommodation, however the benefit will only apply to one room per Member per hospitalisation.

The benefit will not be paid for stays in Queensland Country Health Fund units, which are already heavily discounted for Members.

Age-based discount

If you're 18-29 years and not currently covered under your parent/s or guardian/s policy, you'll be entitled to a discount on your Queensland Country hospital cover. Depending on your age, the following discount will apply:

Age	Discount
18-25	10%
26	8%
27	6%
28	4%
29	2%

Your discount will be retained in full until you turn 41 (unless age-based discounts are discontinued on your policy). The discount will then gradually phase out by age 45, as per the following:

Age	Discount
41	Age-based discount, less 2%
42	Age-based discount, less 4%
43	Age-based discount, less 6%
44	Age-based discount, less 8%
45	0%

Members will be allowed to retain their age-based discount when transferring from another hospital product, whether internally or from another fund. This allowance means this policy is referred to as a retained age-based discount policy.

Ambulance cover

Nationwide ambulance cover is available for Members with a Queensland Country Health Fund hospital policy who reside outside of Queensland or Tasmania (nationwide emergency ambulance services for Queensland and Tasmanian residents are already covered by their respective State Governments). Ambulance benefits will be applied to emergencies only and limited to one per person per Membership Year, when provided by recognised providers. Conditions apply.

Planning a trip to hospital?

If you're planning any treatment or have a hospital procedure coming up, we would love to know about it. If you call us first we can discuss your options, assist with what you're covered for and check that you have served all waiting periods and you're all set to go. This way you can be more confident when attending medical appointments and will have a better idea of what to expect when you're admitted to hospital.

Need more info?

Call: 1800 813 415 **Visit:** queenslandcountry.health
Email: info@queenslandcountry.health

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