



## Hospital cover

This cover is exactly as the name suggests - cover that helps pay for hospital and inpatient medical expenses in a public hospital. Limited benefits are paid for inpatient treatment in a private hospital.

## What you are covered for

Clinical categories are defined by the Department of Health and further specifics of the scope of cover for each clinical category can be accessed on our website [queenslandcountry.health/clinical-categories](https://queenslandcountry.health/clinical-categories).

- ✓ Choice of doctor/hospital
- ✓ Public hospital accommodation as a private patient in shared ward accommodation
- ✓ 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 km 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 prostheses  
Surgically implanted stents, screws and plates, (for fractures) and pacemakers etc. Prostheses benefits as per the Government listing.
- ✓ Access Gap Cover  
A benefit over and above the Medicare Benefits Schedule for participating doctors on inpatient services.
- ✓ Nursing home type patients  
This amount is determined by the Federal Government. Certification is required.

## Restricted and excluded services

### Restricted benefits (R)

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** Intensive Care
- R** Rehabilitation  
e.g. inpatient rehabilitation, stroke recovery and cardiac rehabilitation.
- R** 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.
- R** Brain and nervous system  
e.g. stroke, brain or spinal cord tumours, head injuries, epilepsy and Parkinson's disease.
- R** Eye (not cataracts)  
e.g. retinal detachment, tear duct conditions, eye infections and medically managed trauma to the eye.
- R** Ear, nose and throat  
e.g. damaged ear drum, sinus surgery, removal of foreign bodies and throat cancer.
- R** Tonsils, adenoids and grommets  
e.g. treatment of the tonsils, adenoids and insertion or removal of grommets.
- R** Bone, joint and muscle  
e.g. carpal tunnel, fractures, hand surgery, joint fusion, bone spurs, osteomyelitis and bone cancer.
- R** Joint reconstructions  
e.g. torn tendons, rotator cuff tears and damaged ligaments.
- R** Kidney and bladder  
e.g. kidney stones, adrenal gland tumour and incontinence.
- R** Male reproductive system  
e.g. male sterilisation, circumcision and prostate cancer.
- R** Digestive system  
e.g. oesophageal cancer, irritable bowel syndrome, gall stones and haemorrhoids.
- R** Hernia and appendix  
e.g. investigation and treatment of a hernia or appendicitis.
- R** Gastrointestinal endoscopy  
e.g. colonoscopy, gastroscopy and endoscopy.
- R** Gynaecology  
e.g. endometriosis, polycystic ovaries, female sterilisation and cervical cancer.
- R** Miscarriage and termination of pregnancy  
e.g. investigation and treatment of a miscarriage or for termination of pregnancy.
- R** Chemotherapy, radiotherapy and immunotherapy for cancer  
e.g. chemotherapy, radiotherapy and immunotherapy for the treatment of cancer or benign tumours.
- R** Pain management  
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.

## Restricted and excluded services

- R** Skin  
e.g. investigation and treatment of skin, skin-related conditions and nails including melanoma, minor wound repair and abscesses.
- R** 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.
- R** Diabetes management (excluding insulin pumps)  
e.g. stabilisation of hypo- or hyper- glycaemia and contour problems due to insulin injections.
- R** Blood  
e.g. investigation and treatment of blood and blood-related conditions including blood clotting disorders and bone marrow transplants.
- R** 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.
- R** 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. eg. burns requiring a graft, cleft palate, club foot.
- R** Dental surgery  
e.g. surgery to remove wisdom teeth and dental implant surgery.
- R** Podiatric surgery (provided by a registered podiatric surgeon)  
e.g. investigation and treatment of conditions affecting the foot and/or ankle.
- R** Lung and chest  
eg.. lung cancer, respiratory disorders such as asthma, pneumonia, and treatment of trauma to the chest.
- R** Insulin pumps  
e.g. provision and replacement of insulin pumps for treatment of diabetes.
- R** Implantation of hearing devices  
e.g. to correct hearing loss including implantation of a prosthetic hearing device.
- R** Pain management with device  
e.g. treatment of nerve pain, back pain, and pain caused by coronary heart disease with a device.
- R** Sleep studies  
e.g. investigation of sleep patterns and anomalies.
- R** Assisted reproductive services  
e.g. fertility treatments or procedures including retrieval of eggs or sperm, IVF, and GIFT.
- R** Cataracts  
eg. surgery to remove a cataract and replace with an artificial lens.
- R** Heart and vascular system  
e.g. heart failure and heart attack, monitoring of heart conditions, varicose veins and removal of plaque from arterial walls.
- R** Dialysis for chronic kidney failure  
e.g. peritoneal dialysis and haemodialysis.
- R** Pregnancy and birth  
e.g. investigation and treatment of conditions associated with pregnancy and child birth.
- R** Weight loss surgery  
e.g. surgery that is designed to reduce a person's weight, remove excess skin due to weight loss and reversal of a bariatric procedure. Eg. gastric banding, gastric bypass, sleeve gastrectomy.
- R** Hospital psychiatric services  
e.g. psychoses such as schizophrenia, mood disorders such as depression, eating disorders and addiction therapy.
- R** Joint replacements  
e.g. replacement of shoulder, wrist, finger, hip, knee, ankle, or toe joint.

## Excluded Services

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

- X** Private hospital accommodation  
If you have chosen Public Hospital (Basic+) Cover and are an inpatient at a private hospital or day surgery 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.
- X** Theatre fees  
No benefits for theatre fees are paid under this level of hospital cover.
- X** Mechanical Aids and Appliances  
Benefits on the purchase or hire of Mechanical Aids and Appliances approved by Queensland Country Health Fund with a limit of \$2,000 per person per Membership Year.
- X** Mammograms and bone density test  
Benefit up to \$75 limited to 2 services for each of these tests, only if not claimable from another source. The Membership Year limit is \$300 per person covered.
- X** Hearing aids  
A benefit amount is provided to use over three Membership Years based on the date of which the purchase of a hearing aid/s is made. The benefit limit applies based on your length of membership with Queensland Country as follows - up to 10 years \$1,000, 10-15 years \$1,500 and 15 years+ \$2,000. Benefits are per person up to the appropriate benefit limit.
- X** Hearing aid maintenance, batteries and chargers  
Benefit up to \$100 per Member per Membership Year for the cost of maintenance fees, repairs, batteries or purchase and/or repairs of a charging dock for hearing aids.
- X** Australian Hearing Services  
Benefit of \$25 per Membership Year per eligible person for the cost of a Hearing Services Card.
- X** Nursing services  
A benefit up to \$50 per visit or \$150 per day, up to \$1,000 per person per membership year is payable for:
  - Bush nursing services provided by a registered nurse employed at a public hospital or bush nursing centre where there is no resident medical practitioner
  - Home nursing services provided by a registered nurse in private practice
  - A benefit up to \$150 per day, up to \$750 per person per membership year is payable for clinically relevant special nursing provided by a registered nurse in private practice.
- X** 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.
- X** Care Navigation  
Provides assistance immediately following a period of time in hospital or for those living with one or more chronic diseases.
- X** 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).

## Waiting periods

Initial waiting period

Palliative care, Hospital psychiatric services, Rehabilitation and all other hospital treatment/services..... 2 months

Pre-existing ailments, conditions or illnesses (excluding accidental injury\*)..... 1 year

Pregnancy and birth ..... 1 year

\* 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.

## Out-of-pocket expenses

### EXCESS

An excess is an amount that you agree to pay if admitted to hospital as an inpatient, in exchange for a lower policy premium.

◇ There is no excess on this cover.

### Out-of-pocket expenses in hospital

If you are admitted to a private hospital with Public Hospital cover, we will pay the default benefit only for the accommodation. No benefits are payable for theatre fees. This would result in significant out-of-pockets being incurred.

**Some out-of-pocket expenses may apply which differ between hospitals. These may include:**

- ◇ Any difference between what your doctor charges and the Medicare Benefit Schedule fee not covered by Access Gap Cover
- ◇ Surgically implanted prostheses and other items on the Federal Government's Prostheses Schedule which have a gap or those which are not on the schedule
- ◇ Costs for procedures not accepted for Medicare benefit purposes
- ◇ Cost for services not covered, or fully covered by the agreement between the hospital and Queensland Country Health Fund
- ◇ Cost for services in an emergency department that aren't covered by Medicare.

## Extra value from your membership

For further information on any of the following benefits please visit our website at [queenslandcountry.health](http://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. 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](http://queenslandcountry.health)

Email: [info@queenslandcountry.health](mailto:info@queenslandcountry.health)



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