

# Rio Tinto Medical Plus claim form

## Hospital gap

RioTinto

### How to submit a hospital gap claim

Rio Tinto Medical Plus will reimburse eligible hospital and in-hospital medical out-of-pockets associated with a same day or overnight hospital admission (subject to limits).

Follow these easy steps to submit your hospital gap claim:

#### Step 1: Check your eligibility for a hospital gap claim

Read this section carefully to confirm you meet the eligibility conditions for a hospital gap claim.

##### Terms and Conditions

Hospital gap reimbursement will be provided for eligible hospital and in-hospital medical out-of-pocket expenses associated with a same day or overnight hospital admission, where such costs are above the designated maximum employee out-of-pocket limit of \$1,000 per calendar year. All eligible out-of-pocket expenses incurred by the employee and their immediate family count towards the maximum employee out-of-pocket limit.

Immediate family includes dependants who are the employee's spouse, de facto partner or child.

To access hospital gaps, an employee and their immediate dependant family member need to have coverage through their private health insurer for the services for which they are in hospital for.

Items which are included under this provision:

- Hospital excess,
- Hospital and in-hospital medical gaps that apply after benefits have been paid by Medicare and the individual's private health insurer (subject to there being no restrictions for the service provided),
- High cost non-PBS pharmaceuticals prescribed as part of the hospital admission (where approved based on defined assessment criteria e.g. TGA listed, clinical evidence supporting use for prescribed purpose).

Items which are excluded under this provision:

- Booking fees charged by specialists,
- Benefits for services not fully covered by the employee's hospital insurance product,
- Benefits for services carried out while an employee is serving a waiting period,
- Services not listed on the Medicare Benefit Schedule (MBS),
- Cosmetic treatments,
- Out-patient services,
- Expenses which can be claimed from an additional source such as travel insurance or workers compensation.

##### Who is a dependant?

A dependant can be:

- Your spouse or de facto,
- A child who is under 21 years old,
- A student under 25 years old who is studying full time at school, college or university and/or covered under private health insurance,
- An invalid child who:
  - Receives a disability support pension or a special needs disability support pension under the Social Security Act 1991, or
  - Has a certificate from a Commonwealth-approved doctor certifying a continuing inability to work, or
  - Is paid a disability support pension or a special needs disability support, or
  - Has been certified as having a continuing inability to work by a medical officer of the Health Department or by a medical practitioner appointed to examine claimants for disability support pensions.

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## Step 2: Provide your employee details and details of the Claimant

Ensure you complete every field in this section of the claim form, and that any handwriting is clear and legible. You must provide copies of the tax invoice from the Private Hospital including receipt of payment. You must provide proof that the person receiving hospital gap reimbursement is a dependant.

### Employee Details:

Title:	First name:	Family name:
Rio Tinto business unit:		Site location:
Phone number:	Employee number:	
Email:		
Residential address:		
Postal address: (if different from residential)		

### Claimant's details (if not employee or different from employee name):

Claimant's first name:	Claimant's family name:
Relationship to employee:	

## Step 3: Provide details of your hospital gap claim

Ensure you complete every field in this section of the claim form, and that handwriting is clear and legible. You must provide copies of the following:

- Tax invoice from Private Hospital including receipt of payment
- Itemised statement of benefits from your Private Health fund
- Itemised Medicare benefit history
- Itemised Doctors invoices
- Proof that the person receiving the hospital gap reimbursement is a dependant (if not the employee). See step 4 below

### Claim details:

Name of Private Health Insurance Fund:	
Name of cover:	
Date joined current level of cover: ___/___/___	Date of service: ___/___/___
Reason for hospitalisation:	

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<p><b>Step 4:</b></p>	<p><b>Attach the required supporting documents to your claim form</b></p> <p>Ensure you provide the following supporting documents with your hospital gap claim.</p> <ul style="list-style-type: none"> <li>Tax invoice from Private Hospital including receipt of payment</li> <li>Itemised statement of benefits from your Private Health fund</li> <li>Itemised Medicare benefit history</li> <li>Itemised Doctors invoices</li> <li>Proof that the person receiving hospital gap reimbursement is a dependant. This can be done by providing a copy of;             <ul style="list-style-type: none"> <li>- Private Health Insurance membership card/statement showing who is covered; or</li> <li>- Birth certificate; or</li> <li>- Adoption certificate; or</li> <li>- Marriage certificate; or</li> <li>- Statutory declaration stating the relationship.</li> </ul> </li> </ul>			
<p><b>Step 5:</b></p>	<p><b>Sign and date the Declaration</b></p> <p>Read this Declaration then sign, date and print your name.</p> <p><b>Declaration and Consent:</b> I declare that:</p> <ul style="list-style-type: none"> <li>• All documents supporting this claim are in respect of admissible expenses for myself, my partner and my dependant children. As per definition in Step 1.</li> <li>• If this claim relates to my partner or any dependant child aged 16 or over, I have their consent to include their personal information (including any health information), as part of this claim.</li> <li>• I have incurred the expenses in this claim and confirm that I have been unable to recoup the out-of-pocket expenses from any other source and to the best of my knowledge the information is true and correct.</li> </ul> <p>I consent to the collection and processing of the personal information, including any health information (<b>Personal Information</b>), provided on or with this claim form in accordance with the Rio Tinto Medical Plus Privacy Statement (see next page). This includes processing of such Personal Information by Medibank Private (on behalf of Rio Tinto), in its capacity as claims administrator.</p> <table border="1" data-bbox="252 1422 1481 1467"> <tr> <td data-bbox="252 1422 794 1467">Name (print clearly):</td> <td data-bbox="794 1422 1264 1467">Signed:</td> <td data-bbox="1264 1422 1481 1467">Date: ___ / ___ / ___</td> </tr> </table>	Name (print clearly):	Signed:	Date: ___ / ___ / ___
Name (print clearly):	Signed:	Date: ___ / ___ / ___		
<p><b>Step 6:</b></p>	<p><b>Send your claim form and all supporting documents to Medical Plus Claims</b></p> <p>Upon receipt of your completed claim form and supporting documents, the Medical Plus Claims team will assess your claim.</p> <ul style="list-style-type: none"> <li>• If your claim form is completed correctly and the required supporting documents have been provided, your claim will be reported to Rio Tinto payroll.</li> <li>• If your claim form is incomplete, incorrect or supporting documents are missing, you will be contacted by the Medical Plus Claims team.</li> </ul> <table border="1" data-bbox="252 1792 1481 2123"> <tr> <td data-bbox="252 1792 861 2123"> <p><b>By email:</b></p> <p>Please email your completed hospital gap claim form and scanned copies of all your supporting documents:</p> <p><a href="mailto:Medical.Plus@medibank.com.au">Medical.Plus@medibank.com.au</a></p> </td> <td data-bbox="861 1792 1481 2123"> <p><b>By post:</b></p> <p>Please post your completed hospital gap claim form and attach copies of all your supporting documents:</p> <p><b>Rio Tinto Medical Plus Claims</b>  <b>GPO Box 9999</b>  <b>Docklands VIC 3008</b></p> </td> </tr> </table>	<p><b>By email:</b></p> <p>Please email your completed hospital gap claim form and scanned copies of all your supporting documents:</p> <p><a href="mailto:Medical.Plus@medibank.com.au">Medical.Plus@medibank.com.au</a></p>	<p><b>By post:</b></p> <p>Please post your completed hospital gap claim form and attach copies of all your supporting documents:</p> <p><b>Rio Tinto Medical Plus Claims</b>  <b>GPO Box 9999</b>  <b>Docklands VIC 3008</b></p>	
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## Hospital gap

For full terms and conditions refer to the Rio Tinto Better Health Cover (RTBHC) policy which can be obtained by contacting the Rio Tinto APAC Benefits Team via email [Benefitapac@riotinto.com](mailto:Benefitapac@riotinto.com)

### Rio Tinto Medical Plus Privacy Statement:

Rio Tinto provides the Medical Plus program as a benefit to its Australian employees. More information about this program is available at [myriotinto.com](http://myriotinto.com) - under 'myBenefits'.

Rio Tinto has appointed Medibank Private to administer the Medical Plus program (as claims administrator).

The personal information, including any health information (**Personal Information**) that you provide in this claim form or in documents attached to this claim form will be collected by Medibank Private on behalf of Rio Tinto.

Medibank Private will process this Personal Information to assess your Medical Plus claim and to report to Rio Tinto payroll (so that you can be reimbursed). Please be aware that Medibank Private does not report any health information to Rio Tinto; it only reports on the nature of the claim you have made (eg Hospital Gap) and the amount of reimbursement. As claims administrator, Medibank Private will undertake this data processing in Australia.

Please be aware that if you don't complete the claim form and provide the requested Personal Information, your claim will not be able to be processed. The Rio Tinto [Data Privacy Standard](#) and the [Employee Privacy Statement](#) contain more information about data privacy at Rio Tinto, including your rights of access and correction, and how to complain about processing of personal data about you. These documents are available at the above links or from Rio Tinto Group Ethics & Integrity ([askE&I@riotinto.com](mailto:askE&I@riotinto.com)).

### Disclaimer:

Rio Tinto at its sole discretion has the right to decline any claim that does not meet the Rio Tinto Better Health Cover policy whether written or implied. Following General Manager approval, final approval will be made by Rio Tinto APAC Benefits.