



# Primary Care Extra

Your insurance policy

HealthCare<sup>+</sup>  
It's good to belong

Effective from 30 August 2017





## Welcome to Primary Care Extra from HealthCarePlus

Thank you for choosing Primary Care Extra from HealthCarePlus. We are sure that you will find that it's good to belong.

This is your insurance policy document. Please take the time to read your insurance policy document carefully and if you have any questions please call **0800 800 441**, or **04 802 4200** (Monday – Friday, 8.00 am – 4.30 pm).

## What is Primary Care Extra?



This product covers day-to-day health care costs. This includes a wide range of health care treatment and other benefits from dental, optical and GP visits to complementary medical provider visits and health care screening.

Primary Care Extra is exclusively available to members of a participating union<sup>1</sup> and their families<sup>2</sup>. It's one of the key benefits of belonging to these unions. Primary Care and Primary Care Extra are underwritten by HealthCarePlus.

HealthCarePlus also offers access to a range of other insurance products for you to choose from including Hospital Cover, Risk Insurance including; life insurance, income/mortgage protection, trauma insurance and a home loans solution. To find out more about the benefits of these products, please call **0800 268 3763** (Monday – Friday, 8.30 am – 5.00 pm).

Hospital Cover and Risk Insurance may be underwritten by a range of New Zealand insurers. The Home Loans Solution is arranged through a range of New Zealand registered banks. These products are managed through Monument Insurance Limited a division of Crombie Lockwood. HealthCarePlus Representatives are financial advisers contracted to Monument Insurance Limited.

<sup>1</sup> Members of: NZEI, PPTA, ISEA, TIASA, PSA and Tertiary Education Union.

<sup>2</sup> See definition of "Family/Whanau" on page 13.

# Who is HealthCarePlus?

HealthCarePlus is the trading name for The Education Benevolent Society Incorporated ("EBS"). EBS was started in 1963 to enable teachers, education sector members, and their families to access competitive insurance products to support their families' health and provide financial protection for unforeseen events.

HealthCarePlus is a not-for-profit incorporated society<sup>3</sup>. This means that HealthCarePlus is owned by its Members and any profits (called surpluses) are applied for the benefit of those Members. Unlike a company, there are no dividends paid to shareholders.

## Financial Strength

EBS has a B++ (Good) financial strength rating from A.M. Best Company Inc. of New Jersey, United States of America. A.M. Best is an approved insurance rating agency in terms of the Insurance (Prudential Supervision) Act 2010.

**B++**

## (GOOD) Rating

Provided by A.M. Best an approved insurance rating agency.

Secure Ratings						Vulnerable Ratings						
A++	A+	A	A-	B++	B+	B	B-	C++	C+	C	C-	D
Superior		Excellent		Good		Fair		Marginal		Weak		Poor

<sup>3</sup> Sickness and disability fund

# Contents

Coverage table	4
How to claim	11
Exclusions	12
Who can join	13
Managing your Membership	14
Industry organisations	15
Complaints procedure	15
Privacy statement	16
Definitions	17

# Primary Care Extra Coverage Table

The following tables describe the benefits covered by your Primary Care Extra policy. It includes the health care service or benefit covered, reimbursement level, Benefit Maximums, Waiting Periods and other terms and conditions applicable to the cover. The Benefit Maximums apply as a total (i.e. aggregate) sum for all of the services outlined in the Benefit Section (unless otherwise indicated i.e. where Sub-limits apply).

The Board reserves the right to interpret, alter or amend the conditions for payment of benefits generally as it deems necessary. Further details about the terms and conditions of Membership are outlined in this policy document and on the HealthCarePlus web-site.

Health Care Service or Benefit	Benefit Maximums	Waiting Periods	Other Terms and Conditions
<b>DENTAL</b>			
DENTAL CONSULTATIONS AND MINOR TREATMENT	50% reimbursement of actual costs incurred up to \$250 per Calendar Year for each Insured Adult or for all Insured Children collectively	6 months	Includes dental examinations, x-rays and cleaning/polishing performed by a Dentist, Oral Surgeon or Dental Hygienist.  Includes fillings and teeth extraction (excluding wisdom teeth) performed by a Dentist or Oral Surgeon.  Includes periodontic and endodontic treatment.  Crowns, veneers, gold fillings or other forms of cosmetic dentistry are not included. Orthodontic treatment (refer Orthodontic Benefit), dental implants and dentures are not included.
<b>OPTICAL</b>			
OPTOMETRIST EYE EXAMINATIONS AND GLASSES, CONTACT LENSES	50% reimbursement of actual costs incurred up to \$250 per Calendar Year for each Insured Adult or for all Insured Children collectively.	6 months	Covers the cost, up to the maximum cover for this benefit, of: <ul style="list-style-type: none"> <li>• Optometrist eye examinations</li> <li>• Prescription glasses or contact lenses where there has been a change in vision</li> </ul> Documentation specifying the date of the eye examination must be provided to claim for prescription glasses or contact lenses.  Receipted Itemised accounts must be provided, clearly stating the date of the prescribing eye examination.  The effective date for the claim is the date of the prescribing eye examination and not the date of purchase or supply of the prescription glasses or contact lenses.  Optical coatings, eye drops, solutions and cases are not included.

Health Care Service or Benefit	Benefit Maximums	Waiting Periods	Other Terms and Conditions
<b>MEDICAL, SPECIALISTS &amp; TESTS (including health screening)</b>			
GENERAL PRACTITIONER FEES, PRESCRIPTION MEDICINES, LABORATORY TESTS, SPECIALIST CONSULTATIONS, DIAGNOSTIC TESTS AND HEALTH SCREENING	50% reimbursement of actual costs incurred up to \$1,000 per Calendar Year for each Insured Adult or for all Insured Children collectively.	3 months	<p>Covers the cost, up to the maximum cover for this benefit, of:</p> <ul style="list-style-type: none"> <li>• Registered Medical Practitioner consultations</li> <li>• Registered Medical Specialist consultations</li> <li>• Medicines or laboratory tests prescribed or referred by a Registered Medical Practitioner or Registered Medical Specialist up to a maximum of \$20 per prescription item or laboratory test</li> <li>• Diagnostic tests*, x-rays and ultrasound (non obstetric) on referral from a Registered Medical Practitioner or Registered Medical Specialist</li> </ul> <p>This benefit excludes treatment covered by the Complementary Medical Benefit even if this treatment is provided by a Registered Medical Practitioner.</p> <p>* This includes health screening tests including mammography, prostate checks and skin checks (including mole mapping)</p> <p>Travel and other vaccinations are included within this Benefit Maximum subject to a Sub-limit of 50% reimbursement of actual costs incurred up to \$100 per Calendar Year.</p> <p>If you have an Approved Hospital Cover policy, please refer to the note at the end of this table.</p>

Health Care Service or Benefit	Benefit Maximums	Waiting Periods	Other Terms and Conditions
<b>COMPLEMENTARY MEDICAL</b>			
PHYSIOTHERAPY, CHIROPRACTIC, OSTEOPATHY, PODIATRY,  ACUPUNCTURE, NATUROPATHY, HOMEOPATHY,  PSYCHOLOGY, PSYCHOTHERAPY,  COUNSELLING,  DRUG AND ALCOHOL THERAPY,  DIETITIAN AND NUTRITIONIST,  LYMPHOEDEMA THERAPY,  ALLERGY TESTING AND CHELATION THERAPY,  AUDIOLOGY, OCCUPATIONAL THERAPY, SPEECH-LANGUAGE THERAPY,  INFERTILITY/ STERILISATION	50% reimbursement of actual costs incurred up to \$500 per Calendar Year for each Insured Adult or for all Insured Children collectively.	3 months	<p>Covers the cost, up to the maximum cover for this benefit, of treatment and consultations provided by persons registered with:</p> <ul style="list-style-type: none"> <li>• The Physiotherapy Board of New Zealand;</li> <li>• New Zealand Chiropractic Board;</li> <li>• Osteopathic Council of New Zealand;</li> <li>• Podiatrists Board of New Zealand;</li> <li>• Acupuncture NZ;</li> <li>• New Zealand Acupuncture Standards Authority Inc (NZASA);</li> <li>• The Physiotherapy Acupuncture Association of New Zealand Inc. (PAANZ);</li> <li>• Naturopaths of New Zealand Inc;</li> <li>• Natural Health Council (NZ) Inc – Naturopaths and Homeopaths only;</li> <li>• New Zealand Society of Naturopaths Inc (NZSN);</li> <li>• New Zealand Council of Homeopaths Inc (NZCH);</li> <li>• New Zealand Psychologists Board;</li> <li>• The Psychotherapists Board of Aotearoa New Zealand;</li> <li>• The New Zealand Association of Psychotherapists (NZAP);</li> <li>• NZ Association of Counsellors (NZAC);</li> <li>• The Addiction Practitioners Association of Aotearoa – New Zealand Inc (DAPAANZ);</li> <li>• Dietitians Board;</li> <li>• Nutritionist Society of New Zealand;</li> <li>• Lymphoedema NZ;</li> <li>• New Zealand Audiological Society (MNZAS);</li> <li>• Occupational Therapy Board of NZ (OTBNZ);</li> <li>• New Zealand Speech-Language Therapists Association (NZSTA).</li> </ul> <p>Treatment outlined above is also covered if performed by a Registered Medical Practitioner.</p> <p>Fertility treatment or sterilisation procedures are covered. Dietitian or Nutritionist consultations are covered if referred by a Registered Medical Practitioner.</p> <p>Chelation therapy, allergy testing or consultations and treatment related to allergies are covered if performed by a Registered Medical Practitioner. Medications, remedies, aids, food supplements or other items relating to treatment by the providers listed above are not included.</p>



Health Care Service or Benefit	Benefit Maximums	Waiting Periods	Other Terms and Conditions
<b>HOSPITAL TREATMENT</b>			
<p><b>A CONTRIBUTION TOWARDS THE COST OF PRIVATE HOSPITAL TREATMENT.</b></p> <p>INCLUDES REIMBURSEMENT OF EXCESSES ON ELIGIBLE HOSPITAL COVER POLICIES (\$500 MAXIMUM APPLIES)</p>	<p>50% reimbursement of actual costs incurred up to \$1,000 per Calendar Year for each Insured Adult or for all Insured Children collectively.</p>	<p>3 months</p>	<p>Covers the cost, up to the maximum cover for this benefit, of:</p> <p>Surgery provided by a Registered Medical Specialist</p> <ul style="list-style-type: none"> <li>• Surgeon's fees, Anaesthetist's fees, Hospital charges</li> <li>• This benefit covers endoscopy procedures (where a theatre/facility fee applies) i.e. gastroscopy and colonoscopy procedures</li> </ul> <p>Cover commences from the date of hospitalisation or treatment and continues through to post operative consultations (up to 6 months after hospitalisation). Consultations prior to admission to hospital may be claimed under the Medical Benefit.</p> <p>Documentation for all parts of the procedure must be submitted with the application even if they are not being claimed at that time.</p> <p>Travel, newspapers, television, telephone and any extras are excluded.</p> <p>Oral surgery is not included under this benefit.</p> <p>If you have an Approved Hospital Cover policy, please refer to the note at the end of this Coverage Table. An Excess reimbursement may apply.</p>
<b>MAJOR DIAGNOSTIC IMAGING</b>			
<p><b>A CONTRIBUTION TOWARDS THE COST OF CT/CAT, MRI AND ANGIOGRAMS.</b></p>	<p>50% reimbursement of actual costs incurred up to \$600 per Calendar Year for each Insured Adult or for all Insured Children collectively.</p>	<p>6 months</p>	<p>Covers the cost, up to the maximum cover for this benefit, of:</p> <ul style="list-style-type: none"> <li>• CT/CAT scans</li> <li>• MRI scans</li> <li>• Angiograms</li> </ul> <p>If you have an Approved Hospital Cover policy, please refer to the note at the end of this Coverage Table.</p>

Health Care Service or Benefit	Benefit Maximums	Waiting Periods	Other Terms and Conditions
<b>MEDICAL APPLIANCE</b>			
SPECIFIED ITEMS PRESCRIBED BY A GP, SPECIALIST OR HOSPITAL	50% reimbursement of actual costs incurred up to \$400 per Calendar Year for each Insured Adult or for all Insured Children collectively.	3 months	<p>Covers the cost, up to the maximum cover for this benefit, of medical appliances prescribed by a Registered Medical Practitioner, Registered Medical Specialist or provided by an approved hospital facility, including:</p> <ul style="list-style-type: none"> <li>• Prosthesis (not related to surgery)</li> <li>• Hearing aids</li> <li>• Aids for the control of diabetes or lung-related disease</li> <li>• Specially made footwear (excluding inserts for shoes provided by a podiatrist)</li> <li>• Baby monitor or any equipment essential for the disabled</li> </ul> <p>Any subsidy payable or assistance available from any other source must be claimed first and disclosed on the claim form with supporting documentation.</p> <p>A medical referral or supporting letter from a Registered Medical Practitioner must be provided with your claim.</p> <p>Hire costs are not included.</p>
<b>ORTHODONTIC TREATMENT</b>			
A CONTRIBUTION TOWARDS THE COST OF ORTHODONTIC TREATMENT FOR INSURED CHILDREN	30% reimbursement of actual costs incurred up to \$750 for each Insured Child, up to a policy maximum of \$1500 for the duration of the Subscriber's Membership.	12 months	<p>Covers the cost, up to the maximum cover for this benefit, of orthodontic treatment to straighten dental arches or crooked teeth, to improve breathing, eating or speaking difficulties.</p> <p>This benefit covers Insured Children only.</p> <p>A treatment plan and estimate of the expected total cost is required from the orthodontist with the first application for the Orthodontic Benefit.</p> <p>Preliminary consultation and extraction costs will be considered only when a brace or appliance for the straightening of the dental arch(es) has been fitted.</p> <p>Permanent fixtures or devices for other purposes e.g. dentures, thumb crib are excluded.</p> <p>Where a consultation or treatment occurred prior to the end of the Waiting Period for eligibility (12 months) for this benefit, all subsequent orthodontic expenses in relation to that child are ineligible.</p> <p>Full orthodontic guidelines may be viewed on the HealthCarePlus website.</p>

Health Care Service or Benefit	Benefit Maximums	Waiting Periods	Other Terms and Conditions
<b>SICK LEAVE WITHOUT PAY GRANT</b>			
DUE TO SICKNESS OF THE SUBSCRIBER	\$50 per week plus \$5 for each Insured Child up to a maximum of \$60 per week for 26 weeks for the Subscriber.	12 months	<p>The period may be extended by up to 26 weeks provided a full sickness benefit is being received from Work and Income and the HealthCarePlus benefit does not prejudice the right to additional assistance from Work and Income benefits.</p> <p>The minimum recognised period, which can be claimed, is 5 consecutive working days' approved sick leave without pay.</p> <p>A medical certificate must be supplied stating the nature of the illness and specifying the period of absence from work.</p> <p>A letter from the Subscriber's pay office, or employer stating the start date of approved sick leave without pay and proposed finish date must be supplied. Once the Subscriber resigns or retires, this benefit is no longer claimable.</p> <p>A Subscriber absent from duty on approved sick leave without pay is not required to pay subscriptions in respect of any complete fortnight of absence for which a salary payment is not received.</p> <p>Persons in receipt of this benefit may continue to apply for other mandatory benefits for up to 12 months from the start of the period of approved sick leave without pay.</p> <p>This benefit is not applicable to employees who have sick leave with pay available.</p> <p>Subscribers who return to work on reduced hours cannot claim this benefit.</p> <p>A Subscriber receiving payments under the Accident Compensation Act 2001 (ACC) is not entitled to this benefit, except for the first week of a non-work related accident if salary is not received.</p> <p>Subscribers on maternity or parental leave, teacher trainees, relieving teachers and Subscribers who are free to take up other employment cannot apply for this benefit.</p>
<b>BIRTH GRANT</b>			
	\$200 for each live child born to a Subscriber or their partner/ \$200 for each child adopted by a Subscriber or their partner.	12 months	<p>An adoptive parent may claim this benefit, provided that the claim is made within 12 months of the date of adoption.</p> <p>Claims must be supported by an original or certified copy of the child's birth certificate or a statement of adoption issued by the adoption agency or solicitor.</p>

Health Care Service or Benefit	Benefit Maximums	Waiting Periods	Other Terms and Conditions
<b>BEREAVEMENT GRANT</b>			
	\$1,000 on the death of an Insured Adult or child (including still birth).	3 months	<p>Where the Subscriber dies, the benefit is payable to the surviving partner or to the person who is the accredited next of kin.</p> <p>In the event that the deceased has no accredited next of kin a discretionary application may be made by the person responsible for the funeral expenses and arrangements (a supporting letter is required from the solicitor). It should be noted that the benefit is not payable to an estate.</p> <p>The benefit is payable within 12 months of the death.</p> <p>All applications must be supported by the original or a certified copy of the death certificate or an original newspaper notice.</p>
<b>Approved Hospital Cover Policy</b>			
Members may be eligible for a full or partial reimbursement of hospital treatment, diagnostic tests or specialist consultations included in this policy if they have a HealthCarePlus linked and Approved Hospital Cover policy.			
<b>Excess Reimbursement – Hospital Treatment</b>			
<p>If Members claim under an Approved Hospital Cover policy for hospital treatment (as outlined in the Hospital Treatment section) and an Excess applies, then they may submit a claim for the Excess reimbursement available under this policy.</p> <p>Unlike Primary Care; Primary Care Extra Subscribers may submit Excess reimbursement claims related to oral surgery.</p> <p>The Excess reimbursement is calculated based upon the value of the claims submitted to the Hospital Cover provider.</p> <p>For Hospital Cover claims submitted which are greater than \$1,000, the Excess reimbursable is the actual Excess paid up to a maximum of \$500. For example; a Member has a hip operation in a private hospital. It costs \$22,000 and they claim this from their Hospital Cover provider and pay their Excess of \$500. They then claim their Excess from HealthCarePlus and are reimbursed \$500.</p> <p>For Hospital Cover claims of less than \$1,000 the reimbursement will be 50% of the actual claim submitted, provided that this amount is not greater than the Excess paid (in which case the Excess reimbursement will be the actual Excess paid). For example a Member requires a minor operation performed by a dermatologist, which costs \$800. Their Hospital Cover provider deducts their Excess of \$500 from the amount charged, paying the Member \$300. The Member claims their \$500 Excess from HealthCarePlus and are reimbursed \$400 (i.e. 50% of \$800*).</p>			

# How to claim

We recommend that you read this section before you submit your claim.

If you have any further questions you can contact us on **0800 800 441**, or **04 802 4200** (Monday – Friday, 8.00 am – 4.30 pm).

## Online claiming – it's easy

You can submit a claim by emailing the claim to [claims@healthcareplus.org.nz](mailto:claims@healthcareplus.org.nz). Simply download and complete the claim form. Attach to an email along with your scanned or photographed receipts and submit your claim – it's that easy.

All sections of the claim form must be completed to avoid delays in processing your claim. Incomplete forms will not be processed, so please spend the time to ensure that all sections of the claim form have been completed in full.

Please make sure that all scanned or photographed receipts are legible and are itemised, showing the date of treatment, treatment provider, patient treated, description of health services received and fees charged.

A receipt for \$100 or more must be accompanied by an itemised account. HealthCarePlus will not accept EFTPOS, cash register receipts, credit card receipts or Income Support Services Reports. You are required to retain your original receipts for 12 months (from the date of treatment) in the event they are required to assess your claim.

The Subscriber is required to submit the claim on behalf of all Members on the policy. Claims are paid by direct credit into the Subscriber's nominated bank account.

Payments received by Subscribers are not subject to income tax and are inclusive of GST.

Please note the minimum amount that will be processed for any claim is \$10. Subsequent expenses cannot be aggregated with previous paid claims.

## Posting your claim

Download a claim form from the website, fill it in, attach your original receipts to the claim form and then post it to HealthCarePlus. If you do not have website access, please call **0800 800 441**, or **04 802 4200** and we will post a claim form out to you.

The same conditions for online claims (as specified opposite) apply to claims submitted by post.

## How long do I have to claim?

Any costs related to events which occurred more than 12 months prior to the date a claim is received by HealthCarePlus will be declined. This also applies to costs resubmitted.

## Other considerations applying to particular claims

### Sick leave without pay

Subscribers receiving the Sick Leave Without Pay Grant are eligible for all benefits until contributions resume, up to a maximum of 12 months from the start of approved sick leave without pay.

### Parental leave

Subscribers on maternity or parental leave who do not pay contributions in advance may apply for the Birth Grant (and Bereavement Grant if the child dies) but eligibility for all other benefits ceases until contributions recommence and the requisite Waiting Periods have been re-served.

### Claims from outside New Zealand

Costs incurred outside New Zealand are ineligible except for any Subscriber on approved overseas exchange or study leave who continues to have NZ\$ salary paid to them and continues to make contributions to HealthCarePlus. Costs within the

country of exchange only are eligible. Claims must be supported by a letter from the Subscriber's pay office confirming the country of exchange and the start and finish date of approved overseas exchange or study leave.

### Events claimable from any other source

Reimbursement must be claimed from other sources first. Copies of receipts/accounts must support claims. All claims must be accompanied by evidence of the amount received from the other society/provider.

Note: When submitting a copy of the list of events claimed from another society/provider with a HealthCarePlus claim form, this will reduce form filling, as it is not necessary to complete these same details on your HealthCarePlus claim form.

Claims subject to the Accident Compensation Corporation (ACC), Work and Income, Ministry of Health, Ministry of Social Development, Ministry of Justice, other government refunds or assistance must be settled before applying to HealthCarePlus. In these cases a maximum of 50% of the balance less other medical insurance refunds will be paid.

No Subscriber may receive an aggregated refund of more than 100% of original costs.

### Other conditions for the orthodontic benefit

Please refer to the orthodontic guidelines available on the HealthCarePlus website.

## Exclusions – what you are not covered for

These are expenses or items that are not covered and will not be reimbursed by HealthCarePlus.

The following items are excluded from coverage:

- Excesses charged from other insurers (apart from reimbursement of Excesses on HealthCarePlus Approved Hospital Cover policies linked to a HealthCarePlus Primary Care or Primary Care Extra policy).

Expenses arising from and/or associated with the following treatments or activities are excluded:

- Oral surgery
- Pregnancy and birth
- Accommodation and travel related expenses
- Food supplements
- Non-health related consultations e.g. examinations for employment, insurance purposes or drivers' licences

- Preventative treatment
- Cosmetic surgery
- Over the counter medication
- Consumables, accessories, replacement parts or repairs
- Treatment and expenses incurred outside of New Zealand (refer to paragraph entitled "Claims from outside New Zealand")
- Any treatment or benefit that is not specifically included in the Coverage Table
- Hire fees

Please call **0800 800 441**, or **04 802 4200** (Monday – Friday, 8 am – 4.30 pm) for further information on restrictions.

# Who can join?

An applicant for cover must be a financial member of, or be employed by one of the following participating unions:

- TEU: Tertiary Institutes Allied Staff Association Incorporated
- NZEI: New Zealand Educational Institute Incorporated Te Riu Roa Incorporated
- PPTA: New Zealand Post Primary Teachers' Association Incorporated
- TIASA: Tertiary Institutes Allied Staff Association Incorporated
- PSA: NZ Public Service Association Te Pukenga Here Tikanga Mahi Incorporated
- ISEA: The Independent Schools Education Association

A former employee of a participating union who is a financial member of a participating union is eligible for admission to HealthCarePlus.

An applicant who is linked through 'Family/Whanau' Membership\* is eligible for admission to HealthCarePlus.

Once the applicant is admitted as a Subscriber to HealthCarePlus, the Subscriber must advise HealthCarePlus of any change to union status.

## Membership

The Subscriber must register a partner and/or children and pay the appropriate subscription in order to apply for benefits for them.

A parent or other adult who is not recognised as the Subscriber's partner, cannot be registered as a partner for the purpose of obtaining benefits as a family.

Registered dependant children are eligible for benefits up to the end of the year in which they become 21, i.e. to 31 December in any year. Note: students, although living with a parent, may be eligible for the Community Services Card and this should be used where appropriate before claiming HealthCarePlus benefits.

Over 21 year olds may continue to enjoy HealthCarePlus benefits by moving to a non-union premium rate. To discuss these options, call **0800 800 441**, or **04 802 4200** (Monday – Friday 8 am to 4.30 pm).

## Special Membership categories

The Board may admit applicants who do not meet the above requirements as follows:

### Trainee Teachers

Trainee teachers need to provide an annual declaration that they still qualify for and are a current member of a participating union. If not, their membership will terminate at the end of the period when they no longer met the eligibility requirements of their qualifying union. Trainee teachers qualify for union member rates.

### \*Family/Whanau

Family or Whanau is defined as a family member residing in the household of a HealthCarePlus Subscriber, or an ex- partner of a Subscriber, or a child of a Subscriber who is over 21 years of age. The HealthCarePlus Subscriber must be a financial member of, or be employed by a recognised organisation. Such a person, who is linked as Family/Whanau, can be a HealthCarePlus Member by paying for the policy under their own name at a non-union rate.

## Payment of Premiums

The level of premiums (or contributions) is set by the Board of HealthCarePlus from time to time and is reviewable without reference to Subscribers.

Subscribers will be notified in writing within 10 Business Days of changes made to the level of premiums (or contributions).

If you are in the education sector payment can be made by fortnightly salary deductions.

**Note; Salary deduction is not available to PSA members', or anyone not in the education sector, ie; Family/Whanau, Trainee Teachers.**

Fortnightly, monthly and annual direct debit options are available to all Members. Currently, we are unable to accept credit or debit card payments.

Fortnightly direct debits are deducted every second Wednesday in conjunction with HealthCarePlus payroll dates. Monthly and annual direct debits are deducted on the first business day of the month.

Premiums received by HealthCarePlus may not be refunded.

# Managing your Membership

## Continuing your Membership when circumstances change

Life can be unpredictable so it's good to know that HealthCarePlus has options that enable you and your family to maintain your Membership when your circumstances change.

These life events can include:

- Starting a family
- A change in career
- Travelling overseas for an extended period
- Marriage break-ups and new relationships
- Children reaching 21
- Retirement

HealthCarePlus Members and their families can continue their coverage, when their circumstances change, and they are no longer Members of a qualifying union. They will simply move to the non-union Member premium rate.

In order to continue to enjoy lower premiums some Members may elect to remain in their union, through associate union Membership. Please contact HealthCarePlus on **0800 800 441**, or **04 802 4200** (Monday – Friday, 8 am – 4.30 pm).

## Honorary/Associate or Retired Member

Subscribers can continue paying contributions to HealthCarePlus provided they either:

- become an Honorary or Associate Member of a participating union or,
- may choose to continue as a non-union Subscriber and pay the non-union Member premium rate.

## Relieving Teacher/Support Staff

Irregular salary payments make it impossible for some Subscribers to maintain their eligibility for HealthCarePlus benefits. Long-term relievers are also disadvantaged when salary ceases at vacation time. To ensure continuous eligibility for benefits subscriptions can be paid in advance or by regular monthly direct debits.

## Leave Without Pay

Where leave without pay has been approved for a specific period up to 12 months, a Subscriber may pay HealthCarePlus premiums for the full period in advance before leave commences or may choose to pay monthly by bank direct debit if leave is more than 6 months.

Subscribers who do not pay in advance to cover periods of approved leave without pay must re-serve the requisite Waiting Periods when payments to HealthCarePlus resume (except for those Members who have suspended Membership whilst overseas).

## Overseas Suspension of Membership

HealthCarePlus Membership can be suspended for a maximum period of 12 months if a Subscriber is travelling overseas for 3 months or more. Written/Email confirmation is required.

Waiting Periods for benefits must be re-served after any break in the payment of premiums (except for those Members who resume within 12 months of the start of approved sick leave without pay/have suspended Membership whilst overseas).

## Changing your policy

Members may choose to increase their range of Benefits by moving from one policy to another, provided that:

- All Members are covered in the same policy and
- The appropriate premium is paid

Members who elect to change their policy will serve the Waiting Period applicable for all benefits that are not included in their current policy. These additional Waiting Periods apply over and above the standard Waiting Periods for their current policy.

For details on the Waiting Periods refer to the Table of Coverage for the respective policy. All policy wordings may be viewed and downloaded from the website [www.healthcareplus.org.nz](http://www.healthcareplus.org.nz).



## Cancelling your Membership

If you are joining HealthCarePlus for the first time and are not satisfied with the policy during the first 14 days after the date you have received this policy document and your Membership Certificate, you can cancel the policy and we will provide a full refund of all premiums paid. You can only do this if no claim has been made under the policy during this period by you or in respect to any other Members insured by your policy.

You can cancel your policy at any other time but if you do so you will not be entitled to a refund of any

premium already paid to us and you will remain liable for premium due up to the date the cancellation takes effect. Cover will be provided until the date the policy is paid to.

Cancellation of a HealthCarePlus Membership must be advised in writing/email to HealthCarePlus. Benefits will be paid up to the date of the last HealthCarePlus contribution.

For cancellation of an Approved Hospital Cover policy; please call **0800 268 3763**  
(Monday – Friday 8:30 am – 5.00 pm)

## Industry Organisations

HealthCarePlus is a Member of the Health Funds Association of New Zealand (the industry association for health insurers) and is bound by its code.

HealthCarePlus is also a Member of the Insurance and Financial Services Ombudsman Scheme ("IFSO"). This provides a free and independent disputes resolution scheme for HealthCarePlus Members.

## Complaints Procedure

If you have a complaint, we recommend that you contact us on **0800 800 441**, or **04 802 4200**  
(Monday – Friday, 8am – 4.30 pm).

If the matter is unresolved and you would like HealthCarePlus to consider it in further detail, then your complaint should be made in writing to:

The Chief Executive  
HealthCarePlus  
P.O. Box 11-045 Manners Street  
Wellington 6142  
Email: [contact@healthcareplus.co.nz](mailto:contact@healthcareplus.co.nz)

If your written complaint is not resolved, and it relates to a claim or benefit entitlement, then you will be advised by us within two months, in writing, that your

complaint has reached deadlock. Or if we do not notify you that a deadlock has been reached, within three months of the date of your original complaint, at this stage you can have your complaint considered by the Insurance and Financial Services Ombudsman Scheme.

You can find out more information on the Insurance and Financial Services Ombudsman Scheme from the website [www.ifso.nz](http://www.ifso.nz).

The Ombudsman's address is:

Insurance and Financial Services Ombudsman Scheme  
PO Box 10845  
Wellington 6143

# Privacy Statement

We are committed to protecting the privacy and security of the personal information we collect, in line with the Privacy Act 1993, the Information Privacy Principles, and the Health Information Privacy Code. We collect, hold, use, and disclose personal and health information on Members as outlined in this Privacy Statement.

You authorise us to use information about you for the following purposes:

- to consider your eligibility and the eligibility of all persons applying for cover under your policy;
- to consider the specific terms applying to your policy;
- for administrative purposes, such as validating union Membership, billing, and claims processing;
- for statistical purposes (however you will not be identifiable);
- to consider the eligibility of benefits claimed under this policy;
- to contact you and Members on your policy with information about products and services relating to HealthCarePlus;
- to process and review claims made under your policy; and
- as may be required by law.

You authorise us to disclose and/or collect information about you for the above purposes, directly to/from you as the Subscriber, or to/from:

- other Members on your policy;
- the husband/wife or partner of the Subscriber (provided that they are insured on the policy); and
- relevant health service providers, health insurers, ACC and other Government Agencies or third parties.

We will take reasonable steps to ensure that any information you disclose is accurate, complete, relevant, up to date, and not misleading.

The intended recipient of information is HealthCarePlus. The information is held by HealthCarePlus, whose office is at Education House, 178 Willis Street, Wellington.

You can request access to, and correction of, your personal information. To do so, please call HealthCarePlus **0800 800 441**, or **04 802 4200** (Monday – Friday, 8.00 am – 4.30 pm)

If the information provided to us is inaccurate or incomplete, it may lead to your claim being delayed or declined or Membership voided. We may also be unable to provide you with any benefits until we receive accurate and complete information from you and/or the Members on your policy.

HealthCarePlus is a member of the Health Funds Association of New Zealand (HFANZ). HFANZ, together with PricewaterhouseCoopers maintains an integrity registry (Integrity Registry). The Integrity Registry is a database for HFANZ members which is designed to document relevant suspicious conduct by insured members and medical professionals. Further information about the Integrity Registry may be found on the HFANZ website <http://www.healthfunds.org.nz/>.

# Definitions

These are terms used in this Policy Wording that are defined to provide clarity.

**Benefit Maximum or Entitlement** The maximum, total (or aggregate) sum that will be reimbursed for the specified period relating to the health care services or benefit outlined in the Benefit Section. Note: in some cases Sub-limits will apply.

**Business Day** This means a day that is not a Saturday, Sunday or public holiday in Auckland or Wellington, New Zealand.

**Benefit Section** This is a category of health care services or benefits that have a common Benefit Maximum. For example, Optical.

**Calendar Year** A 12-month period starting 1st of January and ending 31 December.

**Family/Whanau** Family or Whanau is defined as a family member residing in the household of a Subscriber, or an ex-partner of a Subscriber (including a deceased Subscriber), or a child of a Subscriber who is over 18 years of age.

**HealthCarePlus** The trading name for The Education Benevolent Society Incorporated.

**Insured Adult** A Member who is aged 18 (and over) and not registered as an Insured Child on the policy.

**Insured Child** A registered dependant child who is aged under 21 and 21 year olds up until the end of the year in which they turn 21 years of age, i.e. 31 December.

**Member** Any person who is insured by HealthCarePlus in #care4U, Primary Care or Primary Care Extra.

**Membership** All persons insured by HealthCarePlus under the same #care4U, Primary Care or Primary Care Extra policy.

**Participating Union** Members of: NZEI, PPTA, ISEA, TIASA, PSA and Tertiary Education Union

**Registered Medical Practitioner** A person who holds a current practising certificate in compliance with the Health Practitioners Competence Assurance Act 2003 (or any subsequent Acts) and is a Member of the appropriate registration body.

**Registered Medical Specialist** A Registered Medical Practitioner who is a Member of an appropriately recognised specialist college and has authority granted under the Health Practitioners Competence Assurance Act 2003 (or any subsequent Acts) to perform that health service and has Medical Council of New Zealand vocational registration for that health service.

**Subscriber** The person who is eligible to join HealthCarePlus and is responsible for the payment of all premiums associated with the Members on their HealthCarePlus policy.

Note: Although the Subscriber is responsible for payment of premiums, a family member may elect to pay the premiums on behalf of the Subscriber.

**Sub-limit** This is a limit that applies to a specific health care service or benefit within a Benefit Section. For example a prescription limit of \$20 per item.

**The Board** The Board of Directors of The Education Benevolent Society Incorporated. (trading as HealthCarePlus).

**Trainee Teacher** Is a student that is; registered with and studying at a tertiary education institution, to become a teacher, and who is a current and eligible member of a participating union.

**Waiting Period/Qualifying Period** This is the minimum period that all Members on a policy must have been continuously insured (with premiums fully paid) before they are eligible to claim. Benefits may be claimed for events that occur after the Waiting Period has been completed in full.

**“We” or “Us”** Refers to The Education Benevolent Society Incorporated. trading as HealthCarePlus.

**“You” or “Your”** Refers to the Subscriber or their insurance policy.



## HealthCarePlus services and claims:

**0800 800 441**

**Wellington Ph: 04 802 4200**

**Wellington Fax: 04 384 9009**

Queries: [contact@healthcareplus.org.nz](mailto:contact@healthcareplus.org.nz)

Claims: [claims@healthcareplus.org.nz](mailto:claims@healthcareplus.org.nz)

Download forms at: [healthcareplus.org.nz](http://healthcareplus.org.nz)

(Monday – Friday, 8.00 am – 4.30 pm)

## HealthCarePlus enquiry line:

**0800 268 3763**

(Monday – Friday, 8.30 am – 5 pm)



Remember, the sooner you join,  
the sooner we can help you pay for  
your day-to-day health costs.

