



INFORMATION SHEET

Medibank rebates for counselling

Medibank members with appropriate policies may be eligible for rebates for counselling services provided by PACFA-registered counsellors and psychotherapists.

What counselling and psychotherapy services are covered?

PACFA's Agreement with Medibank covers "counselling". This is a generic term and covers any type of counselling or psychotherapy provided by the Provider. It is important that your invoice or receipt says "counselling" and includes the Item Number for counselling.

Does my policy allow me to access rebate for counselling?

Medibank members are eligible to claim counselling rebates through the Package Bonus or Membership Bonus features of specific products.

Package Bonus benefits and limits

The following Medibank products include the Package Bonus:

- PremierPlus
- AdvantagePlus
- Smartplus
- HealthyPlus

These policies are no longer available for purchase but a large number of Medibank members still hold these products. These products have the following limits.

Annual Benefit per membership	Single membership	\$100 added per year
	Couple / Family / Single Parent Family	\$200 added per year
Maximum Benefit per membership	Single membership	\$500
	Couple / Family / Single Parent Family	\$1000

Membership Bonus benefits and limits

The following Medibank products include the Membership Bonus:

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- Everyday Comprehensive
- Settled Families Essentials
- Settled Families Comprehensive
- Security Comprehensive
- New Families Essentials (no longer available to new members)
- New Families Comprehensive(no longer available to new members)

These products have the following limits.

Annual Benefit per membership	Single membership	\$50 added per year
	Couple / Family / Single Parent Family	\$100 added per year
Maximum Benefit per membership	Single membership	\$500
	Couple / Family / Single Parent Family	\$1000

Can I switch to a new Medibank policy to get counselling rebates?

Yes. The following products have a Membership Bonus and are available if you switch to Medibank. Please note, a six-month waiting period applies before you can claim your Bonus.

- Everyday Comprehensive
- Settled Families Essentials
- Settled Families Comprehensive
- Security Comprehensive

Contact Medibank by phone or visit a retail centre to switch.

How do I make a claim?

If you are eligible to make a claim for counselling, you can submit your claim in two ways:

1. Lodge your claim in person at any Medibank Private retail outlet. When making a claim in person, you should say "I want to use my Membership Bonus / Package Bonus".
2. Send in your claim via post to:
Medibank Private
Medical and Extras Claims
GPO Box 2984
Melbourne, VIC 3001

***NOTE:** Use the Medical & Extras Claim Form. In question 2 put a cross in the box that says "I'm claiming a bonus".

Online claims for package bonuses are not available.

What should I do if I have a problem claiming?

- Ask to speak to the Manager at the retail outlet where you are trying to make a claim. Say you want to use your Bonus to claim for counselling and that your invoice includes the Item Number for counselling.
- Send you claim in via post. Make sure you use the correct claim form, as detailed above.
- Speak to the Medibank Call Centre on 134 190.