

Frank Claiming Information



Before submitting your claims to Frank please read the following information.

Frank pays claim benefits by direct credit to your nominated bank account. To ensure a faster refund please ensure your account details are up to date.

Hospital & Medical Claims

Frank's Minimum Working Visa Cover policy covers you for medically-required hospital admissions and up to 100% of the Medicare Schedule Fee of any medical expenses. It also covers emergency ambulance transport, funeral expenses and medical repatriation.

What can I claim?

Hospital Benefits include the following :

- **Public & Private hospital accommodation**
 - The cost of a shared or private room accommodation when you are treated by the doctor of your choice
- **Private hospital extras**
 - The charges made for theatre fees, delivery suites/labour ward fees, intensive care/coronary care and surgical home nursing
- **Prosthesis**
 - The cost to 100% of the Common Benefit Schedule for each listed prostheses regardless of clinical applicability

Medical Benefits include the following :

- 100% cover of the Medicare Schedule Fee for all inpatient services
- Repatriation Benefits
- Funeral Benefits
- Emergency Ambulance Benefits

What cannot be claimed?

- Outpatient medical expenses, for example, doctor's services provided in their rooms
- Treatment received outside Australia
- Treatment arranged before you arrived in Australia
- Services and treatment covered by compensation of any kind
- Dental bills, even if you are an inpatient in hospital. In this case, the hospital account will be covered but the dentist bills will be an out of pocket

How long will my claim take?

Medical and hospital claims that are submitted will be processed within 5-10 business days. You should then receive payment within 48-72 hours into your nominated account.

Where can I find more information?

For information on Frank's covers and benefits, check out [Frank's Covers](#).

For more information on how to claim, check out [How To Claim](#).

Still have questions? You can [chat](#) to the Frank team online or by calling +61 3 5202 8770 between 8am and 8pm Monday to Friday AEST.

Frank Claim Form



Please complete and return together with your account and any other required information to: Frank Overseas Visitor Cover, Reply Paid 69, Geelong VIC 3220 or Email to frank@frankaustralia.com.au

Member Details	
Member Number:	
Member Name:	
Email Address:	
Home Address:	

Claim Details	
Have you already paid the attached claims?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Further Comments :	

Member's Acknowledgement and Declaration	
Liabilities of Contributors to Frank Overseas Visitors Cover A Contributor can be liable to Frank for unpaid premiums and for overpayments. Overpayments can be made by Frank to a contributor, either through an error in completing a claim, or an error in processing a claim. If an overpayment is made, the contributor is liable to repay the amount of the overpayment to Frank on demand. If a Contributor is liable to Frank for unpaid premiums or overpayments then Frank has the right to deduct the amount of that liability from any monies due by Frank to the Contributor on any account.	
Damages and Compensation Statement Where you or your dependants have a right to claim damages or compensation from any other person or body, you are required to pursue that entitlement prior to lodging a claim for benefits with Frank Health Insurance. A claim should only be lodged with Frank if action at law is unsuccessful. A letter of denial is required. This includes WorkCare, TAC, Public Liability and Third Party Claims.	
Privacy Disclosure Statement Personal information provided by you on this form will be used to deliver the health insurance claims service to you. Failure to provide all of the required information may prevent us from completing your claim. The information Frank Overseas Visitors Cover collects from you is confidential. We may disclose this information to Government authorities and health care providers. You are entitled to access your personal information. You can do this by in writing or by calling Frank on +61 3 5202 8770	
Audits Frank Overseas Visitors Cover undertakes audit activities in order to protect members' assets and contain costs. From time to time, in the general interest of members, Frank may contact you with a request for assistance to monitor costs - whether relating to benefits paid or charges raised by health care providers. Your co-operation with such requests is critical to Frank's cost containment efforts, and will be treated in a completely confidential manner.	
Declaration by Member I hereby claim benefits for the professional services to which this claim relates and I declare that: <ol style="list-style-type: none">1. I have paid or am liable to pay the expenses in this claim.2. There is no entitlement to claim compensation or damages from any other source including Workcare, Third Party, Repatriation, or claim for damages.3. The services were not for the purpose of health screening, superannuation entry or a health examination requested by an employer.4. I have read and understood, and have made the other people on this membership aware of, the Privacy Disclosure Statement. I acknowledge that, where practicable, information is provided with the consent of the individual to whom it relates and I confirm that I have the authority to act on behalf of the persons named on this membership.5. The information supplied is true and correct.6. I authorise Frank Overseas Visitors Cover to contact the provider of any professional service for clarification of any details in this claim.	
Member's signature:	Date: <input type="text"/> / <input type="text"/> / <input type="text"/>