

Member Services

Quick Reference Guide



rt health

Contents

Already registered	3
First time user	3
Dashboard	4
Contact tab	4
Family tab	5
Billing and Payments tab	5
Rebate tab	6
Change password	6
Inbox	7
Find a provider	7
Claims	8
My extras cover	8
FAQS	9
Make a payment	9
Log out	10

Already registered

Enter your membership number and password.

Whenever our website terms and conditions have been updated you will be asked to agree to them. You will only need to do this the first time after they have been updated.

rt health
Member Services

3035872

Password

Login

[Forgot password?](#)

Don't have account? [Register now](#)

Trouble logging in?
If you haven't received an email with your password details, please check your spam and junk folders.
Need some help?
If we can help you with anything, please just get in touch on 1300 888 122 or via email to help@thehealthfund.com.au

First time user

If you have not previously registered, you will need to select register now.

You will need:

- Your membership number
- Your date of birth (this will be the date of birth of the main member (principal) member who is listed as the policy owner)
- The email address listed on the policy.

You will be asked to agree to website terms and conditions.

rt health
Member Services

Register for access to the member service centre

3035872

28/01/1998

help@thehealthfund.com.au

I accept the [Terms and Conditions](#)

Submit

Have an account? [Log in](#)

Trouble logging in?
If you haven't received an email with your password details, please check your spam and junk folders.
Need some help?
If we can help you with anything, please just get in touch on 1300 888 122 or via email to help@thehealthfund.com.au

Dashboard

The dashboard gives you an overview of your membership

- The level of cover you are on
- How much you pay
- How you pay
- The date you joined the fund
- Your current date paid to
- The rebate you have chosen (if any)
- Your Lifetime Health Cover (LHC) loading (if any)

The screenshot shows the 'rt health' dashboard for user Jane Smith. The left sidebar contains navigation options: Dashboard, Inbox, Account Details, Find a Provider, Claims, My Extras Cover, FAQ, Make a Payment, and Logout. The main content area is titled 'About Your Membership' and displays the following information:

Contribution Amount: \$723.69 Monthly	Membership Join Date: 31st Aug 2022	Rebate Tier: 32.812%
Payment Method: Bulk Payment	Membership Paid To: 30th Aug 2022	LHC total: 68%
		Partner Authority: Granted

Additional text includes: 'Family Gold Ultimate Hospital \$150 Excess and Top Extras', 'Gold Ultimate Hospital \$150 Excess and Top Extras Cover Guide', and a disclaimer at the bottom.

Contact tab

Update your contact details in the Contact tab provided you live in the same state. If you live in a different state, you will need to call email on help@rthealthfund.com.au us on 1300 886 126.

The screenshot shows the 'Contact tab' in the dashboard. It features a navigation bar with tabs: Contacts, Family, Billing and Payments, Rebate, Preferences, and Change Password. The 'Contacts' tab is active, showing 'Contact Details of Main Member'.

Form fields include:

- Home Address: Level 3 403 George St
- Town/City: SYDNEY
- State: New South Wales
- Postcode: 2000
- Postal Address: Same as Home Address, Level 3 403 George St, SYDNEY, New South Wales, 2000
- Phone Number: (empty)
- Mobile Number: 1300 886 123
- Email: noreply@rthealthfund.com.au

Family tab

See everyone who is listed on your policy in the **Family tab** – if anyone is missing, please give us a call on 1300 886 126.

Welcome back Smith Jane [Update my details](#)

Account Details

About Your Membership
Family Gold Ultimate Hospital \$750 Excess and Top Extras Gold Ultimate Hospital \$750 Excess [and Top Extras](#) Cover Guide(s)

Contribution Amount:	\$723.69 Monthly	Membership Join Date:	31st Aug 2022	Rebate Tier:	32.812%
Payment Method:	Bulk Payment	Membership Paid To:	30th Aug 2022	LHC total:	68%
				Partner Authority:	Granted

Contacts **Family** Billing and Payments Rebate Preferences Change Password

My Family

Main Member

NAME	SURNAME	RELATIONSHIP	DATE OF BIRTH	HEALTH COVER
Smith	Jane	Policyholder	4/01/1947	and Top Extras

Dependants

NAME	SURNAME	RELATIONSHIP	DATE OF BIRTH	HEALTH COVER
Smith	John	Partner	28/06/1959	and Top Extras
Jill	Smith	Daughter	1/01/2021	and Top Extras

Billing and payments tab

See how you pay us in the Billing and Payments tab – if we do not have Payment of Benefits details for you then we won't be able to pay your claims until you provide us with those details – simply update them here for faster payments.

Welcome back Smith Jane [Update my details](#)

Account Details

About Your Membership
Family Gold Ultimate Hospital \$750 Excess and Top Extras Gold Ultimate Hospital \$750 Excess [and Top Extras](#) Cover Guide(s)

Contribution Amount:	\$723.69 Monthly	Membership Join Date:	31st Aug 2022	Rebate Tier:	32.812%
Payment Method:	Bulk Payment	Membership Paid To:	30th Aug 2022	LHC total:	68%
				Partner Authority:	Granted

Contacts **Family** **Billing and Payments** Rebate Preferences Change Password

My Payments
Premium Payments

Debit Card	Payment of Benefits:	
Card Name: Mr Smith Jane	Account Name: Mr Smith Jane	
Card Number: 54311#####111	BSB: 062000	Account Number: 123456
Card Expiry: 02/25	Bank: CBA	Branch: 48 Martin Place Sydney 48 Martin Place Sydney NSW 2000

[Update Payment of Benefit Details >](#)

TELEPHONE 1300 886 123 | DISCLAIMER - PRIVACY POLICY Copyright © 2022 The Hospitals Contribution Fund of Australia Limited (ACN 000 028 748)
The materials on this website have been prepared for general information only. The information on this website, or any other website accessed via this website or otherwise, may not be accurate, complete or current. We do not accept any liability to any person for the information that is provided or accessed through this website.
For full conditions and use of our member online area please [click here](#)

Rebate tab

Check which rebate tier you are claiming and, in some cases, change it, in the **Rebate tab**.

If you have never registered for the rebate you will need to or pay via salary payroll, you will need to give us a call on 1300 886 123 so we can help you.

The screenshot shows the 'Rebate' tab selected in the navigation menu. The page displays membership details and a table for Private Health Insurance Rebate - Income Thresholds.

	Base Tier	Tier 1	Tier 2	Tier 3
Single	\$50,000 or less	\$50,001-\$100,000	\$100,001-\$140,000	\$140,001 or more
Family	\$100,000 or less	\$100,001-\$210,000	\$210,001-\$250,000	\$250,001 or more

	Base Tier	Tier 1	Tier 2	Tier 3
Under 65	24.600%	16.400%	6.200%	0%
65 - 69	28.710%	20.507%	12.300%	0%
70+	32.812%	24.600%	16.400%	0%

Change password

Change your password – remember to keep this secure and not share it with anyone. Password must be between 6 and 16 characters and must contain a lowercase alphabetical character, uppercase alphabetical character, a numeric character, and a special character.

The screenshot shows the 'Change Password' tab selected in the navigation menu. The page contains a form with three password input fields: 'Current Password', 'New Password', and 'Confirm New Password'. A note below the fields states: 'Your password must be between 6 and 16 characters and must contain a lowercase alphabetical character, uppercase alphabetical character, a numeric character, and a special character.'

The screenshot shows the 'Account Details' tab selected in the navigation menu. The page displays contact details for the main member, including name, address, phone number, and email.

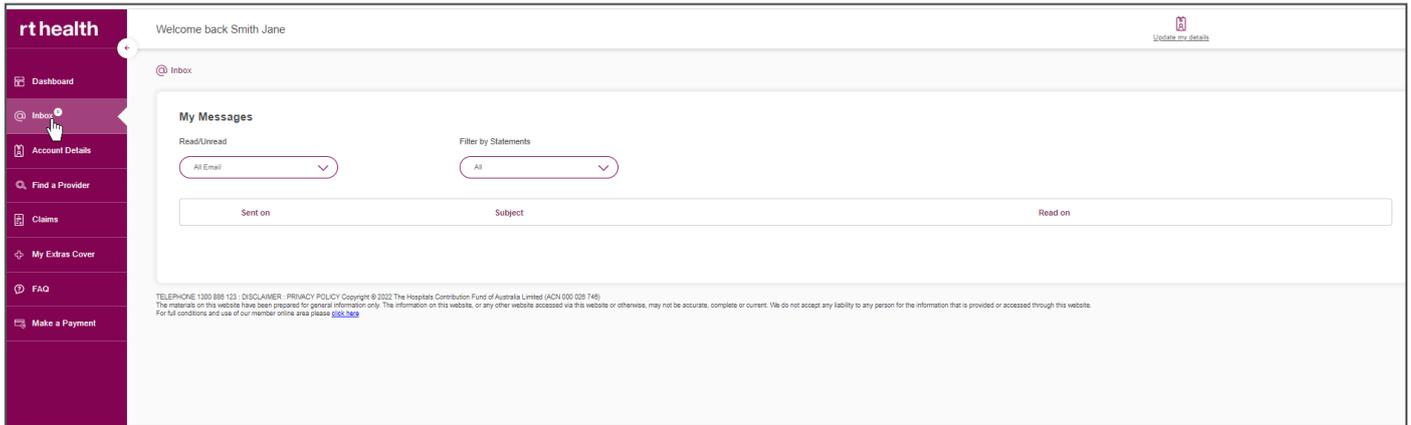
Contact Details of Main Member

Name: Lee 1402 George St
Town/City: SYDNEY
State: New South Wales
Postcode: 2000

Phone Number: 1300 886 123
Mobile Number: [blank]
Email: [blank]

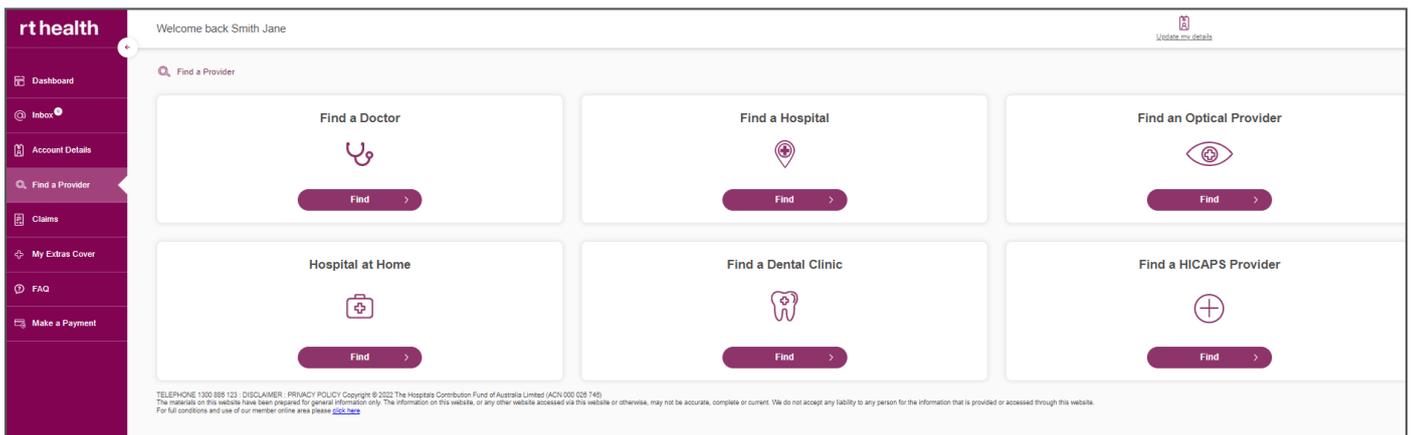
You can also see all this information by selecting "Account Details" from the toolbar on the left-hand side.

Inbox



Find a provider

The find a provider section links to our main website and shows you how to find doctors and providers we work with.



Claims

The claims section gives you an overview of the claims you and your family have made – you can view this for the last month, last 6 month, 12 month or financial year.

Welcome back Smith Jane

Claims

Update my details

Claim History Claim Progress

Claim History

You can check your claims history by selecting from the options below.

Claim Period: Last Month | Dependant: All | Claim Type: All

Service Date	Patient Name	Service Provider	Claim Type	Service	QTY	Description of Service	Provider Fee	Fund Benefit
							\$0.00	\$0.00

TELEPHONE 1300 888 123 | DISCLAIMER: PRIVACY POLICY Copyright © 2022 The Hospitals Contribution Fund of Australia Limited (ACN 000 020 748)
The materials on this website have been prepared for general information only. The information on this website, or any other website accessed via this website or otherwise, may not be accurate, complete or current. We do not accept any liability to any person for the information that is provided or accessed through this website.
For full conditions and use of our member online area please [click here](#)

Logout

My Extras cover

My extras cover gives you an overview of what you are covered for – you can access your product cover guide from the top right-hand corner.

Welcome back Smith Jane

Update my details

Extras Cover

About Your Membership

Family Gold Ultimate Hospital \$750 Excess and Top Extras

Good Ultimate Hospital \$750 Excess and Top Extras Cover Guide(s)

Contribution Amount:	\$723.69 Monthly	Membership Join Date:	31st Aug 2022	Rebate Tier:	32.812%
Payment Method:	Bulk Payment	Membership Paid To:	30th Aug 2022	LHC total:	68%
				Partner Authority:	Granted

TELEPHONE 1300 888 123 | DISCLAIMER: PRIVACY POLICY Copyright © 2022 The Hospitals Contribution Fund of Australia Limited (ACN 000 020 748)
The materials on this website have been prepared for general information only. The information on this website, or any other website accessed via this website or otherwise, may not be accurate, complete or current. We do not accept any liability to any person for the information that is provided or accessed through this website.
For full conditions and use of our member online area please [click here](#)

FAQs

If you click on the support tab you can send an email direct to help@thehealthfund.com.au

If you click on the FAQ tab you will be directed to our online members guide (A-Z).

Welcome back Smith Jane

Update my details

Claims

Claim History Claim Progress

Claim History

You can check your claims history by selecting from the options below.

Claim Period: Last Month | Dependant: All | Claim Type: All

Service Date	Patient Name	Service Provider	Claim Type	Service	QTY	Description of Service	Provider Fee	Fund Benefit
							\$0.00	\$0.00

TELEPHONE 1300 888 123. DISCLAIMER: PRIVACY POLICY Copyright © 2022 The Hospitals Contribution Fund of Australia Limited (ACN 000 028 748). The materials on this website have been prepared for general information only. The information on this website, or any other website accessed via this website or otherwise, may not be accurate, complete or current. We do not accept any liability to any person for the information that is provided or accessed through this website. For full conditions and use of our member online area please [click here](#).

Logout

Make a payment

Need to make a payment -click on Make a Payment and select the date you wish to pay to.

Applies to Direct debit members only who pay via bank account.

Welcome back Smith Jane

Update my details

Make a Payment

About Your Membership

Family Gold Ultimate Hospital \$750 Excess and Top Extras Gold Ultimate Hospital \$750 Excess [get the Extras Cover Guide!](#)

Contribution Amount:	\$723.69 Monthly	Membership Join Date:	31st Aug 2022	Rebate Tier:	32.812%
Payment Method:	Bulk Payment	Membership Paid To:	30th Aug 2022	LHC total:	68%
				Partner Authority:	Granted

Make a payment

Current Paid to Date (PTD): 30/08/2022 | New Paid to Date (PTD): dd/mm/yyyy | Amount Payable: \$ 0.00

Make a Payment

TELEPHONE 1300 888 123. DISCLAIMER: PRIVACY POLICY Copyright © 2022 The Hospitals Contribution Fund of Australia Limited (ACN 000 028 748). The materials on this website have been prepared for general information only. The information on this website, or any other website accessed via this website or otherwise, may not be accurate, complete or current. We do not accept any liability to any person for the information that is provided or accessed through this website. For full conditions and use of our member online area please [click here](#).

Log out

The logout button appears in the bottom left-hand corner.

The screenshot displays the 'rt health' member portal interface. On the left is a dark purple sidebar with navigation options: Dashboard, Inbox, Account Details, Find a Provider, Claims, My Extras Cover, FAQ, and Make a Payment. The main content area is titled 'Welcome back Smith Jane' and includes a 'Support and FAQ' section. This section contains three cards for 'Postal Address', 'Phone', and 'Email'. Below these is an 'Online Enquiry' form with fields for Membership Number, Date of Birth, Full Name, and Email, and a large text area for the message. A 'Send Message' button is at the bottom of the form. At the very bottom of the page, there is a small disclaimer text.

rt health

Welcome back Smith Jane

Support and FAQ

Postal Address
rt health fund
PO Box 545
Strawberry Hills NSW 2012

Phone
1300 888 123

Email
help@rthealthfund.com.au

Support FAQ

Online Enquiry

Membership Number: 3035872 Date of Birth: 04/01/1947

Full Name: Smith Jane Email: noreply@rthealthfund.com.au

Message:

Send Message

TELEPHONE 1300 888 123. DISCLAIMER - PRIVACY POLICY Copyright © 2022 The Hospitals Contribution Fund of Australia Limited (ACN 000 028 748). The materials on this website have been prepared for general information only. The information on this website, or any other website accessed via this website or otherwise, may not be accurate, complete or current. We do not accept any liability to any person for the information that is provided or accessed through this website. For full conditions and use of our member online area please [click here](#).