

# Explorer 50 Visitors Cover

Hospital, Medical & Extras cover for within Australia, to help protect you or your family

This cover includes a benefit for General Practitioner (GP) and specialist appointments at any private practice in Australia, cover for most inpatient hospital treatment in a public and private hospital, as well as extras benefits on a wide range of services. Plus, you get back 50% of the fee charged for your extras treatment up to your yearly limits (the amount you can claim each calendar year) - at any healthcare provider that is recognised by us.



## Medium Hospital



## Low Extras

### Product Availability

NSW & ACT

This policy is available in each state of Australia. This statement provides information on the benefits and premiums in

### Provides cover for

Single - only one person.

### Total package premium including extras before any rebate or discount

\$235.04 per month including GST, where applicable

### Base premium for extras only before any rebate, loading or discount





\$28.35 per month (Extras only)

You may be entitled to the Australian Government rebate on this premium if you hold a Reciprocal Medicare card. Your individual premium may be higher based on your age, excluding extras.

## Policy Information

This document provides general information and guidance about the product, including an overview of what is and is not covered, comparative 'base' premium and example benefits. The information in this document should be read in conjunction with Bupa's Important Information Guide, fund and policy rules. For more information and to discuss your specific needs, please contact us.

## Get in touch

-  Call us on 134 135
-  Visit [bupa.com.au](https://bupa.com.au)
-  Log into [mybupa.com.au](https://mybupa.com.au)
-  Visit your nearest Bupa Store

## Call us first

If you're planning treatment, call us first so we can discuss your options, work out what you're covered for and check that you've served any relevant waiting periods. This can help you avoid any unnecessary out-of-pocket expenses and allow you to make more informed choices and be confident about what to expect when using your cover. Other important information you should know can be found in our Important Information Guide and our Overseas Visitors Rules - (Visiting Cover). Visit [bupa.com.au](https://bupa.com.au), call us on 134 135 or drop by your local Bupa store to obtain your copy of the guide and rules.





# Hospital Cover

## Explorer 50 Visitors Cover

Provides benefits towards doctors' fees, including if you're admitted to hospital, and helps pay for hospital accommodation costs.

### This policy includes cover for\*

#### Hospital & medical services

- ✓ Hospital psychiatric services
- ✓ Palliative care
- ✓ Blood
- ✓ Eye (not cataracts)
- ✓ Ear, nose and throat
- ✓ Bone, joint and muscle
- ✓ Joint reconstructions
- ✓ Joint replacements (other than Hip and Knee)
- ✓ Hernia and appendix
- ✓ Gynaecology
- ✓ Miscarriage and termination of pregnancy
- ✓ Male reproductive system
- ✓ All other Medicare recognised services

#### Out of hospital medical services

- ✓ GP consultations
- ✓ Specialist consultations
- ✓ Pathology (e.g. blood tests)
- ✓ Radiology (e.g. x-ray scans)
- ✓ Allied health services
- ✓ Outpatient psychiatric services
- ✓ Selected pharmacy items

### This policy does not include cover for\*

#### Hospital & medical services

- ✗ Rehabilitation
- ✗ Bone Marrow transfusion or transplant
- ✗ Cataracts
- ✗ Joint replacements (Hip and Knee)
- ✗ Organ Transplant
- ✗ Dialysis for chronic kidney failure
- ✗ Heart and vascular system
- ✗ Pregnancy and birth
- ✗ Assisted reproductive services
- ✗ Plastic and reconstructive surgery (medically necessary)
- ✗ All cosmetic surgery

#### Out of hospital medical services

- ✗ Outpatient pregnancy services

#### ✓ Included Service

Benefits for this treatment or service are included on this cover. Further details on what costs are covered are outlined in this document.

#### ✗ Excluded Service

This treatment or service is not included on this cover, and no benefits will be paid.

### Waiting Periods

A waiting period is the time when you are not covered for a particular service. It starts on the date that you enter Australia or the date that you start your membership, whichever is the later date. Once you have completed your waiting period, you will receive the benefits listed under your level of cover for that service. If you're changing your cover or switching from another Insurer, these waiting periods may not apply to you, so check with us first. Waiting periods don't apply when treatment is required as a result of an Accident sustained after joining us. 'Accident' in this document is defined in the Glossary - please go to [bupa.com.au/glossary](https://bupa.com.au/glossary) for more information.

**12 months** for psychiatric treatments

**12 months** for pre-existing conditions

**1 day** for emergency ambulance, non-emergency ambulance and on-the-spot treatment

**14 days** for all other in-patient treatments

### Ambulance

Cover for uncapped emergency ambulance transportation or on-the-spot treatment by our recognised providers in each state of Australia.

Cover for non-emergency ambulance services by our recognised providers capped at three trips per person, per calendar year. If claimable from another source, a benefit won't be paid by Bupa. For more, see the Important Information Guide

### Excess

You will have to pay an excess of \$250 per admission. This is limited to a maximum of \$250 per person and \$250 per policy per year. This excess is based on calendar year, and applies for all hospital admissions, including overnight admission or day procedures.

### Hospital Costs

Bupa has agreements with private hospitals to help provide certainty on costs when admitted to hospital for included services.

For more detail about the types of hospital arrangements Bupa has please visit [bupa.com.au/find-a-provider](https://bupa.com.au/find-a-provider)

### Pre-existing condition

A pre-existing condition is any condition, ailment, or injury, that you had signs or symptoms of during the six months before you joined or upgraded to a higher level of cover with us. It is not necessary that you or your doctor knew what your condition was, or that the condition had been diagnosed. We may request medical certificates to be completed by your treating doctor/s, if you require treatment in the first 12 months of cover. For more information about pre-existing condition, please refer to the Important Information Guide: [bupa.com.au/visitors-info](https://bupa.com.au/visitors-info)

### Network Hospitals

At all agreement hospitals in Bupa's network, receive cover for accommodation, intensive care and theatre fees for included services. In addition to our Network Hospitals, other agreements include:

#### Members First Hospitals

Get complimentary local calls, TV usage and a daily newspaper. Access to a single room if booked and requested at least 24 hours prior to admission or get \$50 back from the hospital per night (subject to conditions).

#### Members First Day Hospitals

No out-of-pocket expenses for inpatient medical fees charged by a surgeon, anaesthetist or other specialists when admitted to hospital for included services.

#### Fixed Fee Hospitals

At a small number of Network Hospitals, an additional set amount or 'fixed fee' may be charged by the hospital per day, capped at a maximum amount for overnight stays. The daily fixed fee amount may vary based on the hospital and is in addition to any excess or co-payment.

### Non-agreement/other hospitals

If admitted to a private hospital Bupa does not have an agreement with, the benefit will only partially cover the cost and there are likely to be significant out-of-pocket expenses. Payment may be required upfront for accommodation, doctor's services (including diagnostic tests), surgically implanted prostheses and personal expenses. Some benefits may be claimed back from Bupa for these items.

### Medical Costs

Medical costs are fees charged by doctors, surgeons, anaesthetists or other medical specialists for treatment. For included services on this policy, Bupa will pay benefits toward medical costs both in hospital and out of hospital.

### Visa Types

Please contact us for a full list of visa types this cover is suitable for.

\* The services provided under our health insurance policies are defined and these defined terms may not have their ordinary meaning. For more information about what is covered under a treatment or service, contact us or go to [bupa.com.au/glossary](https://bupa.com.au/glossary)



# Hospital Cover

## Explorer 50 Visitors Cover

### Things you should know

#### How you are covered

##### Agreement Hospitals

When admitted to a Members First, Network or Public hospital, you will be covered for inpatient hospital charges including:

- Accommodation for overnight or same-day stays
- Operating theatre and intensive care fees
- Supplied pharmaceuticals approved by the Pharmaceutical benefit scheme (PBS) and provided as part of your inpatient hospital treatment
- Physio, occupational therapy, speech therapy and other allied health services as part of your inpatient hospital treatment
- Surgically implanted prosthesis listed on the Australian Government Prostheses List up to the approved benefits
- If admitted into hospital, reimbursement on emergency department fees charged at any private or public hospital including administration fees
- Private room where available and clinically appropriate<sup>^</sup>

##### Medical Costs in Hospital

If your chosen doctor does not use the Bupa Medical Gap Scheme, Bupa will cover up to 100% of the Medicare Benefits Schedule (MBS) fee for associated medical costs, including any inpatient diagnostic tests (pathology and radiology) recognised by Medicare and considered medically necessary.

If your doctor or specialist charges more than the benefit, you will need to pay the remaining balance, often called a 'gap.'

##### Medical Costs out of Hospital

You are covered for:

- Medical costs when treated by a General Practitioner (GP) or specialist in private practice Australia-wide, or at a hospital without being admitted, covered up to 100% of the Medicare Benefits Schedule (MBS) fee. This is the amount determined by the Australian Government for a specific service for Australian residents.
- Most diagnostic tests recognised by Medicare as medically necessary (e.g. pathology, radiology).
- We will determine the appropriate MBS item number for the service that has been provided, which may, in limited cases, be different from the item number provided. This can mean the amount we cover is lower than the benefit for the item number on your treatment bill, and there may be an additional cost to you.
- Outpatient medical services provided by an allied health provider (e.g. psychologist, optometrist, physiotherapist) where a Medicare benefit would be payable for an Australian resident.

If your doctor or specialist charges more than the above benefit, you'll need to pay the remaining balance, often called a 'gap'.

<sup>^</sup>Conditions apply, contact us for details

#### When you might have to pay

##### Hospital Costs

Situations when you are likely not to be covered or may incur significant additional expenses include:

- During a waiting period.
- When specific services or treatments are a restricted cover or excluded from your level of cover
- For surgically implanted prostheses not on the Australian Government Prostheses List, or for charges above the approved benefits for prostheses on the List
- Hospital treatment not recognised by Medicare.
- Treatment at a non-agreement private hospital
- Hospital treatment provided by a practitioner not authorised to provide that treatment
- When in hospital for 35 days and you have been classified as a 'nursing home type patient'.
- Benefits for pharmaceuticals supplied upon discharge from the hospital. (Note whilst this will not be payable under hospital costs, in some circumstances, discharge medication may be covered under Pharmacy)
- Non-Pharmaceutical Benefit Schedule (PBS) high-cost drugs.
- When choosing to use any allied health provider other than the hospital's practitioner for services that are part of inpatient treatment (e.g. chiropractors, dietitians or psychologists)
- Where compensation, damages or benefits are covered by another source (e.g. Workers Compensation)
- Any treatment or services rendered or organised outside Australia.

##### Medical Costs

You will not be covered for:

- Medical services for surgical procedures performed by a dentist, podiatrist, podiatric surgeon or any other practitioner or service that is not eligible for a rebate by Medicare
- Costs for medical examinations, x-rays, vaccinations or any treatment required for obtaining a visa to enter Australia, change in visa or application for permanent residency.

#### How you might reduce costs

##### Bupa Medical Gap Scheme

The Bupa Medical Gap Scheme is designed to remove or reduce the costs you pay for your treatment in hospital. Where a doctor chooses to use the Scheme for your treatment, they agree to only charge up to a certain fee. Bupa then pays a much higher amount than we normally would to help cover the extra cost. If a doctor uses the no-gap option, Bupa covers all of the extra charges, so you pay nothing for that doctor's medical fees.

Otherwise, for each doctor choosing to use the Medical Gap Scheme, the most you'll pay is up to \$500 out-of-pocket on medical costs.

Each doctor involved in your treatment can choose to use the Bupa Medical Gap Scheme for your admission in a Public Hospital, or a Private Hospital with which Bupa has an agreement.

See [bupa.com.au/medicalgapscheme](https://bupa.com.au/medicalgapscheme) for more.

##### Members First Day Hospitals

If you are treated in a Members First Day Hospital, there are no out-of-pocket costs for inpatient medical treatment (Not available in NT). Any co-payment or excess as part of your cover will still apply.

## Get more from your cover with Bupa

### Pharmacy

Selected pharmacy items including medication prescribed to you when leaving the hospital. You pay \$20 then we refund 60% of the balance per script item up to a maximum of \$300 per person per calendar year. This is provided the pharmacy items usage is approved by the Therapeutic Goods Administration (TGA).

### Travel and Accommodation

Helps cover the cost of travel for essential medical or hospital treatment not available close to home, where the total return distance is 200 kilometres or more from where you live. Up to \$100 per person, per trip for travel expenses and \$50 per night up to \$150 per person, per trip for accommodation. 2 month waiting period and eligibility criteria apply.

### Blua

Healthcare anytime, anywhere with Blua, Bupa's home for digital health. Visit <https://www.blua.bupa.com.au/> to learn more.

### Life Rewards

It's our way of saying thanks for doing life with Bupa. With Life Rewards, the more life we share, the more rewarding it gets. Member-only offers, discounted eGift Cards, dining discounts, and competitions are just the beginning. Visit [bupa.com.au/liferewards](https://bupa.com.au/liferewards) to find out more.

### What to do if you are sick

If it is an emergency, a serious illness or injury that poses an immediate risk to your life, you can call 000 (triple zero) for an ambulance or go direct to a hospital emergency department. If your illness or injury is not immediately life-threatening but requires treatment or advice from a medical professional, you can visit your nearest doctor (General Practitioner or GP). If you have a common illness or a minor injury, you can visit a pharmacy to seek general medical advice or buy non-prescription medication. Visit [bupa.com.au/ovcvideo](https://bupa.com.au/ovcvideo) to learn more.

# Extras Cover

Cover for some of the services that aren't hospital related, like dental and physio.

This policy includes cover for	Waiting periods
✓ General Dental	2 months
✓ Optical	2 months
✓ Physiotherapy	2 months
✓ Chiropractic & Osteopathy	2 months
✓ Acupuncture	2 months
✓ Remedial Massage	2 months
✓ Chinese Herbalism	2 months
✓ Exercise Physiology	2 months

## This policy does not include cover for

✗ Major Dental & Endodontic
✗ Orthodontic
✗ Podiatry
✗ Foot Orthotics
✗ Ante Natal - Midwife
✗ Dietary
✗ Mental Health (incl. Psychology)
✗ Digital Mental Health
✗ Speech Therapy
✗ Eye Therapy
✗ Occupational Therapy
✗ Non PBS Pharmaceuticals
✗ Health Management
✗ Online Doctor Appointments
✗ Home Nursing
✗ Health Aids & Appliances
✗ Hearing Aids
✗ Blood Glucose Monitors
✗ Travel & Accommodation

✓ **Included Service**  
Benefits for this treatment or service are included on this cover. Further details on what costs are covered are outlined in this document.

✗ **Excluded Service**  
This treatment or service is not included on this cover, and no benefits will be paid.

Yearly limits, waiting periods, benefit claiming restrictions, policy and fund rules apply.

## Explorer 50 Visitors Cover

### Waiting Periods

A waiting period is the time when you are not covered for a particular service. It starts on the date that you enter Australia or the date that you start your membership, whichever is the later date. Once you have completed your waiting period, you will receive the benefits listed under your level of cover for that service. If you're changing your cover or switching from another Insurer, these waiting periods may not apply to you, so check with us first. Waiting periods don't apply when treatment is required as a result of an Accident sustained after joining us. 'Accident' in this document is defined in the Glossary - please go to [bupa.com.au/glossary](https://bupa.com.au/glossary) for more information.

### Members First Network

We have agreements with a network of dental practitioners, chiropractors and physiotherapists across Australia. We call them our Members First Extras providers. When you choose to visit a Members First provider, in most instances you have the added certainty of knowing what your out-of-pocket costs will be for dental, physiotherapy and chiropractic services ensuring you can maximise value from your Bupa cover.

### Dental Partners

Our dental partner offering gives you greater flexibility and choice for your dental needs. For further information including eligible products, benefits, limits, and recognised Dental Partners visit [bupa.com.au/dentalpartners](https://bupa.com.au/dentalpartners)

### Recognised Providers

Extras service providers must meet certain requirements to be recognised by Bupa and for us to pay towards the cost of your treatment. Before you book a treatment or service, it's a good idea to check with us so we can confirm whether we recognise the provider you're planning to visit.

### Find a Provider

Visit [bupa.com.au/find-a-provider](https://bupa.com.au/find-a-provider) to check whether your current provider has an agreement with Bupa, to find a Members First provider or Optical Partner. Please note, this does not include a full list of all Bupa recognised providers.

### How to claim?

Electronic claiming on-the-spot is the fastest way to claim. After treatment, swipe or tap your Bupa card and the claim will be processed automatically, you'll only pay the remaining balance. If you can't claim electronically, for most services you can log onto myBupa and enter the details found on your receipt via the 'make a claim' section. We'll transfer the payment directly to your bank account, so have your BSB and account number ready. For other claim options contact us.

Services	Benefits**	Yearly limit per calendar year
<b>General Dental</b>	<b>Recognised Providers</b>	<b>\$300 per person</b>
Periodic oral examination (012)#	50% of charge up to limit	Refer to <a href="https://bupa.com.au/dentalpartners">bupa.com.au/dentalpartners</a> for further details
Scale & clean (114)#	50% of charge up to limit	
Fluoride treatment (121)#	50% of charge up to limit	
Surgical tooth extraction (322)	50% of charge up to limit	
Filling/tooth restoration (531)	50% of charge up to limit	
		#Payable once every 6 months
<b>Major Dental &amp; Endodontic</b>	<b>Recognised Providers</b>	
Full crown veneered (615)	n/a	
Dentures - complete (719)	n/a	
Filling of one root canal (417)	n/a	
<b>Orthodontic</b>	<b>Recognised Providers</b>	
Braces for upper and lower teeth including removal plus fitting of retainer (881)	n/a	
<b>Optical</b>	<b>Recognised Providers</b>	<b>\$150 per person</b>
Frames (110)	50% of charge up to limit	
Single vision lens (212)	50% of charge up to limit	
Progressive lens (512)	50% of charge up to limit	
<b>Physiotherapy</b>	<b>Recognised Providers</b>	<b>\$200 per person</b>
		(combined limit for Physiotherapy, Chiropractic & Osteopathy, Acupuncture, Remedial Massage, Chinese Herbalism, Exercise Physiology)
Physiotherapy initial attendance	50% of charge up to limit	
Physiotherapy subsequent attendance	50% of charge up to limit	
<b>Chiropractic &amp; Osteopathy</b>	<b>Recognised Providers</b>	<b>(combined limit - see Physiotherapy)</b>
Chiropractic initial attendance	50% of charge up to limit	
Chiropractic subsequent attendance	50% of charge up to limit	
Osteopathy initial attendance	50% of charge up to limit	
Osteopathy subsequent attendance	50% of charge up to limit	
<b>Podiatry</b>	<b>Recognised Providers</b>	
Podiatry initial attendance	n/a	
Podiatry subsequent attendance	n/a	
<b>Foot Orthotics</b>	<b>Recognised Providers</b>	
Custom made Orthotics	n/a	
<b>Ante Natal - Midwife</b>	<b>Recognised Providers</b>	
Lactation consultant for feeding difficulties	n/a	
<b>Dietary</b>	<b>Recognised Providers</b>	
Dietary initial attendance	n/a	
Dietary subsequent attendance	n/a	

**Mental Health (incl. Psychology)**

Psychology initial attendance	n/a
Psychology subsequent attendance	n/a
Counselling initial attendance	n/a
Counselling subsequent attendance	n/a
Social Work (psychological therapies) initial attendance	n/a
Social Work (psychological therapies) subsequent attendance	n/a

**Recognised Providers**
**Digital Mental Health**

Online Cognitive Behavioural Therapy	n/a
--------------------------------------	-----

**Recognised Providers**
**Speech Therapy**

Speech Therapy initial attendance	n/a
Speech Therapy subsequent attendance	n/a

**Recognised Providers**
**Eye Therapy**

Eye Therapy initial attendance	n/a
Eye Therapy subsequent attendance	n/a

**Recognised Providers**
**Occupational Therapy**

Occupational Therapy initial attendance	n/a
Occupational Therapy subsequent attendance	n/a

**Recognised Providers**
**Acupuncture**

Acupuncture initial attendance	50% of charge up to limit
Acupuncture subsequent attendance	50% of charge up to limit

**Recognised Providers**

(combined limit - see Physiotherapy)

**Remedial Massage**

Remedial massage initial attendance	50% of charge up to limit
Remedial massage standard attendance	50% of charge up to limit

**Recognised Providers**

(combined limit - see Physiotherapy)

Sub-limits apply of \$100 per person

**Chinese Herbalism**

Chinese Herbalism initial attendance	50% of charge up to limit
Chinese Herbalism subsequent attendance	50% of charge up to limit

**Recognised Providers**

(combined limit - see Physiotherapy)

**Exercise Physiology**

Exercise Physiology initial attendance	50% of charge up to limit
Exercise Physiology subsequent attendance	50% of charge up to limit

**Recognised Providers**

(combined limit - see Physiotherapy)

**Non PBS Pharmaceuticals**
**Recognised Providers**

n/a

**Health Management**
**Recognised Providers**

n/a

**Online Doctor Appointments****Recognised Providers**

n/a

**Home Nursing****Recognised Providers**

Covers selected services

n/a

**Health Aids & Appliances****Recognised Providers**

Asthma pump

n/a

CPAP devices

n/a

TENS machine

n/a

Hire repair and maintenance (6 month wait)

n/a

**Hearing Aids****Recognised Providers**

Hearing aid

n/a

**Blood Glucose Monitors****Recognised Providers**

Blood glucose monitor

n/a

**Travel & Accommodation****Recognised Providers**

Travel Expenses

n/a

Accommodation Expenses (per night)

n/a

\*^Listed benefits are examples and are not exhaustive, benefits may differ to those listed depending on the state or territory in which treatment is received. Benefits listed for consultations relate to in-person/face-to-face treatment.

**Yearly Limit**

The maximum amount you can claim for a service per person, per calendar year. This limit resets on 1st January and doesn't 'roll over'.

**Sub-limits**

A limit within the yearly limit. It applies to a specific service or treatment within a broader service group. Once the sub-limit or yearly limit is reached, no more benefits can be paid for services provided in that calendar year.

**Lifetime Limit**

This limit applies to an individual, usually for orthodontic. Once the lifetime limit is reached, no more claims for this type of service are payable, even if you leave Bupa and start a new cover with us in the future.