

Standard 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	\$190.20 per month including GST
Base premium for extras only before any rebate, loading or discount	\$25.75 per month (Extras only)
You may be entitled to the Australian Government rebate on this premium if you hold a reciprocal medicare card.	

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
- Log into 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, call us on 134 135 or drop by your local Bupa store to obtain your copy of the guide and rules.





Hospital Cover

Standard 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

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

R Heart and vascular system

Out of hospital medical services

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

This policy does not include cover for

Hospital & medical services

- ✗ Cataracts
- ✗ Joint replacements (Hip and Knee)
- ✗ Dialysis for chronic kidney failure
- ✗ Pregnancy and birth
- ✗ Assisted reproductive services
- ✗ Plastic and reconstructive surgery (medically necessary)
- ✗ All cosmetic surgery

Out of hospital medical services

✗ Repatriation

✓ 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.

R Restricted Cover

Only covered for a minimum benefit (an amount set by the Government for Australian residents) for hospital costs. If you go to a public or a private hospital for these treatments, you will likely have to pay a large amount yourself, as most of the time the hospital charges a lot more than the benefit we pay.

✗ 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.

12 months for rehabilitation and psychiatric treatments

12 months for pre-existing conditions

No waiting period for all other 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

No Excess.

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

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

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 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.

For more information about treatment or service definitions, contact us or go to bupa.com.au/glossary



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[^]

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) benefit. 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).

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

[^]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
- Outpatient medical services provided by an allied health provider (e.g. psychologist, optometrist, physiotherapist)
- 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 for more.

Members First Day Hospitals

If you are treated in a Members First Day Hospital, there are no out-of-pocket costs for 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).

Bupa Plus

Even when you're in great health, there are still plenty of ways to get everyday value from your cover. For great value discounts visit: bupaplus.com.au

Overseas Health Advice Line

If the unexpected happens while you're in Australia or travelling overseas, our 24-hour health advice line can provide you with phone-based information including advice about medical problems, nearest medical facilities and translation services. Plus, if you're planning a trip overseas, you can get pre-departure medical information on the countries you are visiting. Just call +61 3 9937 3999 or look for the number on the back of your Bupa card.

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.

What to do if you are sick

In Australia there are three main options to choose from when you feel 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 the emergency department of your nearest hospital. If your illness or injury is not immediately life-threatening but requires treatment or advice from a medical professional or you require a referral to a medical specialist 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 to learn more.

Extras Cover

Standard 50 Visitors Cover

Cover for some of the treatments and 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
✗ Ante Natal - Midwife
✗ Dietary
✗ Mental Health (incl. Psychology)
✗ Speech Therapy
✗ Eye Therapy
✗ Occupational Therapy
✗ Non PBS Pharmaceuticals
✗ Health Management
✗ 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.

^ Waiting periods, fund and policy rules apply.

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.

Members First Network

We have agreements with a network of dentists, chiropractors, physiotherapists and optical stores 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, optical, physiotherapy and chiropractic services ensuring you can maximise value from your Bupa cover.

Pay nothing for check-ups

In addition to your Extras Cover benefits, pay nothing for your regular dental check-ups and more at Members First Platinum, up to yearly limits.[^] Find out more at bupa.com.au/members-first-platinum Find Members First Platinum dentists at bupa.com.au/find-a-provider

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 to check whether your current provider has an agreement with Bupa, or to find a Members First provider. Please note, this does not include a full list of providers.

How to claim?

Electronic claiming on-the-spot is the fastest way to claim. After treatment, swipe your Bupa card and the claim will be processed automatically. There are no forms to complete and 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. Finally, claim forms are available to print from our website or you can pick one up in a Bupa store.

Services	Benefits**^	Yearly limit per calendar year
General Dental	Recognised Providers	\$300 per person
Periodic oral examination (O12)#	50% of charge up to limit	
Scale & clean (I14)#	50% of charge up to limit	
Fluoride treatment (I21)#	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
Major Dental & Endodontic	Recognised Providers	
Full crown veneered (615)	n/a	
Dentures - complete (719)	n/a	
Filling of one root canal (417)	n/a	
Orthodontic	Recognised Providers	
Braces for upper and lower teeth including removal plus fitting of retainer (881)	n/a	
Optical	Recognised Providers	\$150 per person
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	
Physiotherapy	Recognised Providers	\$200 per person
		(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	
Chiropractic & Osteopathy	Recognised Providers	(combined limit - see Physiotherapy)
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	
Podiatry	Recognised Providers	
Podiatry initial attendance	n/a	
Podiatry subsequent attendance	n/a	
Ante Natal - Midwife	Recognised Providers	
Lactation consultant for feeding difficulties	n/a	
Dietary	Recognised Providers	
Dietary initial attendance	n/a	
Dietary subsequent attendance	n/a	

Mental Health (incl. Psychology)
Recognised Providers

Psychology initial attendance	n/a
Psychology subsequent attendance	n/a
Counselling initial attendance	n/a
Counselling subsequent attendance	n/a

Speech Therapy
Recognised Providers

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

Eye Therapy
Recognised Providers

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

Occupational Therapy
Recognised Providers

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

Acupuncture
Recognised Providers

(combined limit - see Physiotherapy)

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

Remedial Massage
Recognised Providers

(combined limit - see Physiotherapy)

Sub-limits apply of \$100 per person

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

Chinese Herbalism
Recognised Providers

(combined limit - see Physiotherapy)

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

Exercise Physiology
Recognised Providers

(combined limit - see Physiotherapy)

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

Non PBS Pharmaceuticals
Recognised Providers

n/a

Health Management
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 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'.

Membership or Policy Limits

The maximum total amount claimable by everyone covered on a policy for the specified Extras service. Membership or policy limits apply per calendar year, in addition to individual yearly limits. The policy limit may not allow for all people on the cover to claim their individual limits.

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.