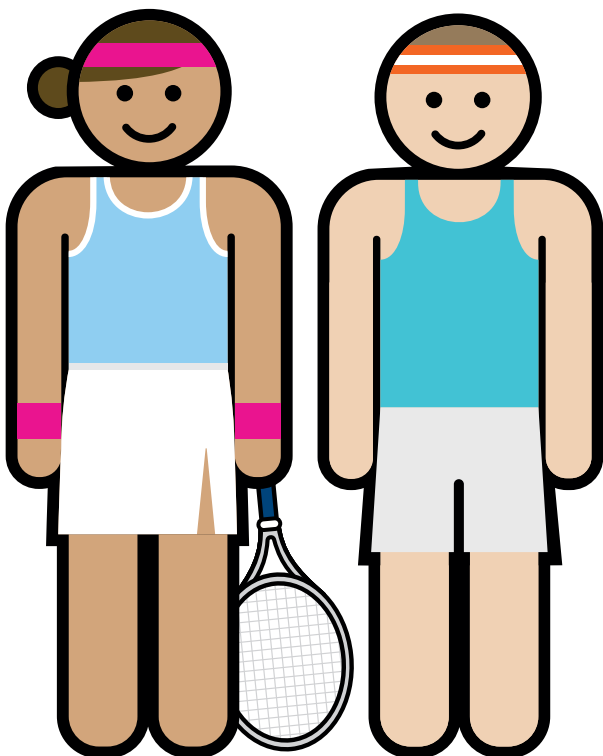


# Active Health Bonus



All together better.

# Who can complete a Health-e-Profile?

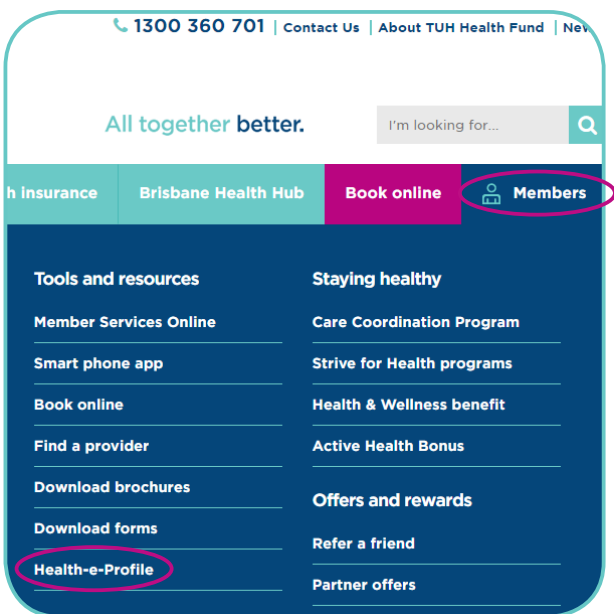
All financial TUH members may complete the online health assessment. New TUH members will gain access to the portal after 30 days from the date of joining.

## Log in to your Health-e-Profile

- Go to [tuh.com.au](https://tuh.com.au)
- Hover on the **Members** tab and choose **Health-e-Profile**

This takes you directly to the login page for the Strive for Health web portal.

Once logged in to the portal, you can complete the health assessment.



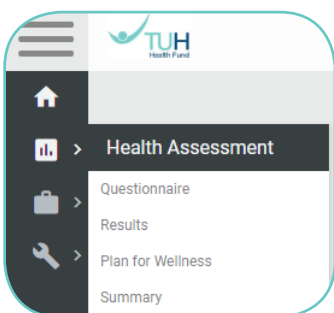
## New Health-e-Profile users

Use the **REGISTER** button, complete the details and establish your password. Upon successful registration you will have immediate access to the health assessment.

A confirmation email with the registration details for the Strive for Health portal will be emailed to you for future reference.

## Current Health-e-Profile users

Select the **LOGIN** button, complete your details, tick the consent box and submit.



Hover over the icon in the left menu bar to access the **Health Assessment**.

### Password issues

Should you not be able to log in to the web portal, call **1800 609 209** for further assistance.

### Friendly reminders

TUH contacts you each year to remind you to complete your next annual Health-e-Profile. Please note that the primary member's email address is used for these reminders.

## How to claim your Active Health Bonus

You can claim the Active Health Bonus by using any of TUH's approved claiming methods, just tick the checkbox on our online or manual form.

Benefits can only be paid for services which have been paid in full.

## **Receipts/accounts must have the following information:**

- Name and address of the person, organisation or clinic who provided the service
- Name of the person who received the service
- Date of service
- Whether the account has been paid in full
- Itemised cost of service, including item numbers or description of the product or service

## **Cash register docket will not be accepted.**

You can also claim via HICAPS by answering “yes” when asked if you wish to claim your bonus. Note that HICAPS, which is an external system, will be unable to show you how much Active Health Bonus you have available.

## **Active Health Bonus Conditions**

- No benefits are payable for services which were provided whilst not participating in the health assessment, including lapsed periods.
- The Active Health Bonus is paid per policy, per calendar year. One family member may claim the entire bonus, or it may be spread across several services for different family members on the policy.
- We will pay claims in order of when we receive them.
- A six-month waiting period applies from your join date or from when you upgraded your cover to a health cover that offers the Active Health Bonus.
- The following are not claimable under Active Health Bonus:
  - Co-payments for Pharmaceutical Benefit Scheme (PBS) prescriptions;
  - Any gap between the Medicare Benefits Schedule (MBS) fee and the doctor’s charge for medical expenses;
  - Any medical expense our Fund Rules or legislation prevents us from paying; and
  - Hospital excesses.
- Benefits attracted through the Active Health Bonus are transferable between certain levels of cover, provided both levels of cover include the Active Health Bonus. You may receive a lower bonus if you decrease your cover.



# What is the Active Health Bonus?

The Active Health Bonus is a reward for members on the following covers:

| Covers  | Bonus per calendar year |        |
|---|-------------------------|--------|
|   | Single                  | Family |
| <b>Ultimate Choice</b>                              | \$125                   | \$250  |
| <b>Easy Choice</b>                                  | \$75                    | \$150  |
| <b>Comprehensive Extras and Total Care Hospital</b> | \$75                    | \$150  |

You may use the bonus to pay up to 100% of the out-of-pocket costs for extras treatments up to the bonus limit per calendar year.

To receive the Active Health Bonus, one adult on your policy must complete the Health-e-Profile online health assessment every 12 months.

## What is a Health-e-Profile?

Health-e-Profile is part of TUH's Strive For Health suite of health-management programs. This online health assessment provides an easy and convenient way to check your health and spot risk factors that may lead to chronic disease. If risk factors are identified, the assessment may prompt one of TUH's contracted health coaches to contact you. They will provide a confidential risk assessment and advise whether there is a coaching/educational program suitable for your needs.

You can access the Strive for Health web portal at any time to review and update your results.

## Your privacy

TUH has contracted Home Support Services (HSS) to deliver Health-e-Profile. HSS will handle all your personal information in accordance with the Privacy Act.



Have more questions about the Active Health Bonus? Give us a call and we'll work through it together.



**1300 360 701**

8am to 6pm Monday to Friday



**[enquiries@tuh.com.au](mailto:enquiries@tuh.com.au)**



**[tuh.com.au](http://tuh.com.au)**

1/2018

