

Australia's peak body for member-owned and not-for-profit private health insurers, hirmaa, has congratulated ACA Health Benefits Fund (ACA) for its outstanding performance in the 2014 hirmaa Customer Satisfaction Awards.

In addition to receiving the prestigious Chairman's Award for Overall Performance, ACA also earned awards for Member Communication and Overall Member Satisfaction Improvement.

ACA Manager, Jody Burgoyne, was delighted to receive the three awards and praised the commitment of ACA staff.

"As the only church based fund in Australia, we really do care about our members and always put them first. I am so pleased at the recognition that our team has earned as it is an acknowledgment of the enormous effort they make." said Ms Burgoyne.

Ms Burgoyne was presented the awards by hirmaa Chairman Mr Brad Joyce and hirmaa CEO Mr Matthew Koce.

"ACA is a leader when it comes to providing health insurance and as a member of hirmaa, reflects the high values common to all of our members funds" said Mr Koce. "It is great to see this translated into the finest standards for performance and these awards



Chairperson Mr David Potter congratulating Mr Luke Wemyss, ACA Health Team Member

are a clear demonstration of ACA's outstanding commitment to delivering on the expectations of members".

The hirmaa customer satisfaction awards are based on customer surveys conducted by Discovery Research. The annual surveys have been conducted for around ten years and in 2014, eleven hirmaa funds participated with more than 13,000 responses collected.

The survey covers areas such as telephone service, value for money, price competitiveness, staff friendliness and integrity. The survey results for 2014 show that 99% of respondents were

satisfied with their membership, with 72% considering themselves very satisfied.

hirmaa is the peak industry body for seventeen private health insurers which are member-owned and not-for-profit. In all, the hirmaa funds provide private health insurance for approximately one million Australians.

19 May, 2014

Further enquiries:
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**We are
hirmaa**

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ACA BOARD OF DIRECTORS

ACA Health Benefits Fund Limited is looking for volunteer directors to help us grow and ensure we are best serving our members.

If you have experience in, **Strategic Planning, Finance, Risk Management or Governance** and would like to contribute to ACA Health then please contact us at hr@acahealth.com.au



Postal Address:

Locked Bag 2014
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Office:

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Wahroonga, NSW 2076
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Call: 1300 368 390

Fax: 02 9847 3357

Web: **www.acahealth.com.au**

Email: **info@acahealth.com.au**

Office hours

Mon-Thurs 9am - 5pm

Fridays 9am - 12:15pm

Your ACA Health Team

Manager

Jody Burgoyne

Systems Administrator

Brett Saville

Accountant

Luke Wemyss

Administrative Assistant

Janet Hyde

Marketing & Membership

Richard Poole

Sales Representative


Benjamin Ashby

Membership

Sonya Machado

Claims Team

Sue Smith, Carmen Wemyss,
Andrew Lewis, Cindy Farkas
and Lisa Vlahakis.

What would
you like to read
in *HealthWise*? 

Send us your suggestions
and questions!

Email:

info@acahealth.com.au

or phone 1300 368 390.

From the Manager... Jody says

Thank you again to all of our customers who participated in the 2014 Customer Feedback Survey. At the moment I have a general overview of the results, but I am looking forward to reading all of your comments and suggestions in full.

Our next Customer Survey will take place in 2016 to allow us time to more thoroughly examine your comments and implement any changes.

We really do value your feedback and your suggestions, so watch what we do over the next year and make sure that have your say in the 2016 Customer Feedback Survey.



Jody Burgoyne,
Manager

Health Insurance Statement vital for your tax return

Make sure you hang onto your Private Health Insurance (PHI) statement to be ready for doing your tax return.

Changes to the way your PHI rebate is calculated this year means you'll need some extra information from your statement for your tax return.

ATO Assistant Commissioner, Mike Ingersoll, says there will be two different rebate percentages for the 2013/14 tax year, one from 1 July to 31 March and one from 1 April to 30 June.

"They'll show up on your PHI statement as separate lines and you will need to enter both in the appropriate section on your 2013/14 tax return.

"If this extra information is missing or incorrect, it may affect any tax refund you may be owed."



Mike says if you use a registered tax agent to complete and/or lodge your return, you'll need to include the Private Health Insurance statement in the information you provide to them.

So if your PHI statement's gone astray, get in touch with us for a replacement.

In most cases you can do this online at **members.acahealth.com.au** or give us a call on 1300 368 390

For more information go to **ato.gov.au/privatehealthinsurance**

Get Your Private Health Insurance Statement Online

Are you registered for Online Member Services?

If you registered before the 30th of June you were able to download your Private Health Insurance Statement as soon as it was ready.

While it's too late to receive this year's statement early, you can use OMS to check your benefit usage, update payment information and download previous years Private Health Insurance Statements.

Why not give it a try?

members.acahealth.com.au



You choose

Did you know that you have the option of receiving rehabilitation at home following a hospital stay?

Home Support Services (HSS) can provide eligible ACA members with a Rehabilitation Program in their home as an alternative to short term hospital rehabilitation. In-home rehabilitation has many benefits such as increased independence, greater support from friends and family, and the ability to recover in the safety & privacy of your own home. HSS care managers can work in partnership with your Health Care specialist to ensure you receive the care that you need.

Your rehabilitation program can start as soon as you leave hospital and is available 7 days a week to support you while you recover in the comfort of your own home.

HSS can provide rehabilitation services for a wide range of conditions and procedures including:

- Cardiac conditions
- Respiratory conditions
- Orthopaedic operations
- Musculoskeletal conditions
- Joint replacements
- Restorative and reconditioning

The HSS care team includes:

- Physiotherapists who can personalise your conditioning and exercise program, and offer support and advice on regaining or maintaining your strength and balance.
- Occupational Therapists who can assess your home to minimise the risk of falls and set up the home for safe living. They can also organise appropriate equipment and mobility aids to ensure your safety.
- Registered Nurses to assist with wound care as well as aid with medication and pain management.
- Personal Carers who assist you with showering, dressing, grooming and domestic duties.



For further information, you can contact HSS on 1800 854 300 and speak with one of their experienced care managers.



Where's your next destination?

Are you tired and need a change of scenery? Speak with SPD Travel Service and plan a trip for this year!

Office Locations:

**148 Fox Valley Road
Wahroonga NSW 2076**

Toll Free:1300 309 831

Ph:(02) 9847 3202

Fax:(02) 9847 3300

**1 Sanitarium Drive
Berkeley Vale NSW 2261**

Ph:(02) 4348 7704

Fax:(02) 4348 7781

www.spdtravel.com.au

SPD Travel has great competitive prices for cars, hotels, accommodation and much more. They also offer easy access to excellent deals for international and domestic airfares, holiday packages, cruises, group bookings and tours, as well as rail journeys and travel insurance.

SPD Travel services are open to everyone not just SPD employees and they make sure that your travel experience is safe, secure and enjoyable! You can easily request a quote or view more details at **www.spdtravel.com.au** or email **spdtravel@adventist.org.au**

SPD Travel also works in conjunction with ADRA Connection, next time you book a holiday why not make a donation (tax deductible) to ADRA via SPD Travel to support their personnel and projects!



DID YOU KNOW.... Claiming Tips and Tricks

"I'm here
to help!"



- **Don't miss out!** - If you are a pensioner, under the age of 26 or receiving a Sickness Allowance from Centrelink you may be eligible for assistance towards the cost of **hearing aids** and audiology services as part of the Australian Government Hearing Services Plan. Before you purchase a hearing aid please call 1800 500 726 or visit www.hearingservices.gov.au to see if you are eligible.
- **Your benefits are per calendar year** - from January 1 to December 31. Please send us your receipts for your healthcare services when you receive them as this helps you to monitor your remaining limits. Remember that if you find an old receipt you have 24 months to make a claim from the date of service.
- If we receive a claim form that has been signed by a person who is not **authorised to make claims on a policy** we will hold this claim for up to 30 days while we wait for authorisation. This can delay your benefit payments and cause some inconvenience. To avoid this please make sure that anybody on your membership who you would like to be able to make claims independently (such as your spouse, partner or adult children) has been given your authority to do so. Please contact us for the relevant forms.

Where's Ben?

- Brisbane
- Adelaide
- Perth
- Sydney, Central Coast, Newcastle



If you would like Ben to visit your Adventist workplace, ask your employer to contact him on 1300 368 390!

Team changes at ACA Health

"Change is inevitable - except from a vending machine".

Robert C. Gallagher

There have been a lot of changes in the ACA Health Team over the last few months. Thank you for your patience as the new team members settle in to their roles.

Swipe to Win Competition

Congratulations to the winners of our Swipe to Win competition! Our winners used their member cards at HealthPoint or HICAPS terminals during the competition period, streamlining their benefits payments.

Even though the competition is over, keep using your member card to make claims as you will receive your benefits much faster than by making a paper claim.

Our winners are:

\$50 Coles Myer Gift Cards - Thanks to HICAPS

Craig Wright, NSW	Casey Herman, NSW
Heather Minns, NSW	Jeannene Moore, NSW
Lenore Potter, NSW	Karen Tams, NSW
Nataniel Pereira, NSW	Pokaniu Sikua, NSW
Bronya Dixon, QLD	Gillian Weekes, NSW



HICAPS
Fast claims... on the spot

HealthPoint

Double Movie Passes -
Thanks to HealthPoint

Katica Gulai, QLD
Lola Johanson, VIC
Peter Jack, NSW

Winners of our Member Feedback Survey

Congratulations to our 2014 Member Feedback Survey winners.

Robin Magnusson, NSW
\$300 SPD Travel voucher

Vivira Cadungog, NSW
One month free ACA membership

Colleen Manners, WA
Pure Fiji Gift Pack

Aleta Pure, QLD
Pure Fiji Gift Pack
Thank you to SPD Travel and Sanitarium Health & Wellbeing Company for providing prizes for this year's survey.



Group Physiotherapy Claims

Recently we have received an increase in claims for group physiotherapy. ACA Health procedures require checking that group physiotherapy claims are not being made for Pilates classes as we do not pay benefits for exercise related expenses such as Pilates or gym fees. While we understand the health benefits of regular exercise, these items are not included in your policy.

Please make sure you keep accurate details of any group physiotherapy claims you make.

