



Online Member Services Navigation Guide

A guide to the functionality available to Overseas Visitor Health Cover customers using the new Online Member Services (OMS) platform.

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Functionality

Access policy details any time of the day with Online Member Services (OMS).

- ✓ Make payments
- ✓ Submit a claim
- ✓ Access your secure inbox
- ✓ Change claims payment details
- ✓ Request a new membership card
- ✓ Update contact details
- ✓ Submit documents
- ✓ View claims history
- ✓ Update your policy payment details

Registering

Policyholders can register for an account once they have an active policy. Note, only primary policyholders can register for OMS. If you are listed as a spouse or dependant on a policy, you will be unable to register.

Click here to login and select [Register](#).



Policy number

Password

[Forgotten password?](#)

[Sign in](#)

[Register](#)

By continuing you are agreeing to our app use [terms & conditions](#)



Enter your policy information as follows.

Policy number: Policy number

Family name: Primary policyholder's surname

Date of Birth: Primary policyholders date of birth in format DD/MM/YYYY

Click **Next**.

Register

Membership details

Please enter your details to verify your identity. If you don't know your policy number please [contact us](#).

Policy number

Family name

Date of birth 
e.g. DD/MM/YYYY

Next

Multifactor authentication

To protect your account, each time you login you will need to enter the security code sent to you via email or SMS. Select **Next**.

Register

Send code

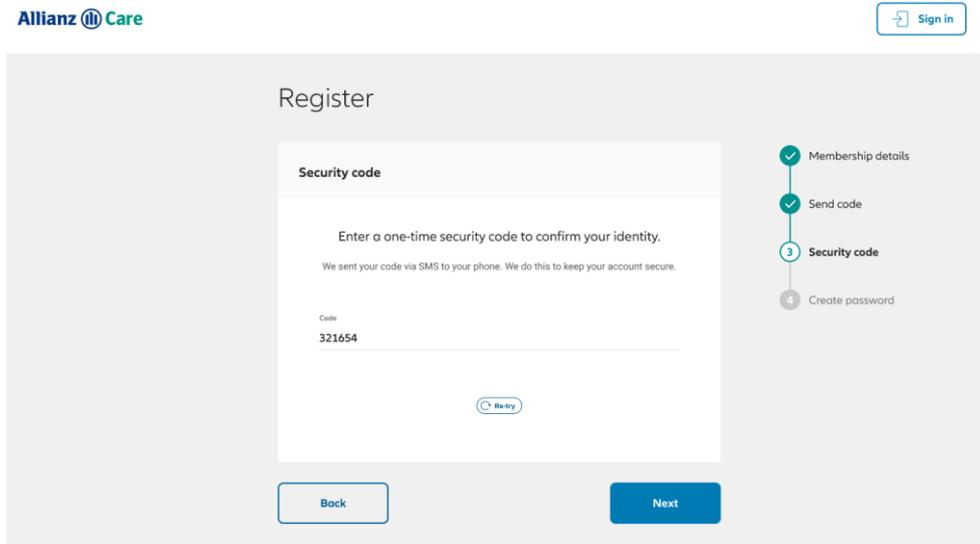
How do you want to receive the code to register?

 Phone  Email

*If you no longer have access to these contact details please [contact us](#)

Back **Next**

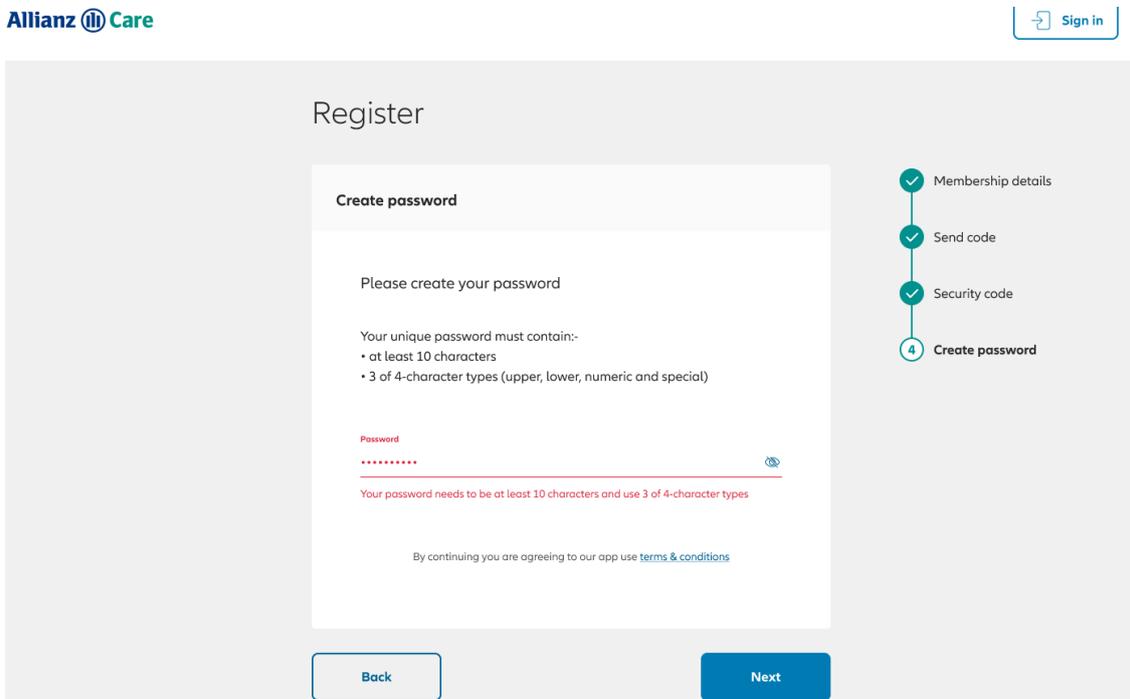
If the security code isn't received to the chosen method, refresh the page by selecting **Retry**. Enter the six digit code received and select **Next**.



Once the security code has been verified, **set a password** then select **Next**.

The password requirements are:

- Minimum of 10 characters
- Must contain at least 3 of the following: Upper case, lower case, number, or special character.



Logging in

Enter your policy number and your nominated password. Select **Sign In**.



Policy number

Password

[Forgotten password?](#)

Sign in

Register

By continuing you are agreeing to our app use [terms & conditions](#)

Confirm where you would like to receive your security code (SMS or email) and select **Next**. The contact details where the security code will be sent will be partially masked on the screen. If these details are incorrect, please call 1300 727 193, Monday to Friday 8.30am-5pm AEST.

Confirm your identity via a one-time security code
You can receive this code via SMS to a phone number ending in 294, or via
email to l*****h@p*****c**.au



Phone



Email

Cancel

Next



Enter the six-digit security code and select **Submit**. If the security code isn't received, you can request to **Resend code**.



Enter a one-time security code to confirm your identity.

We sent your code via SMS to a phone number ending in 057.

Code

[Resend code](#)

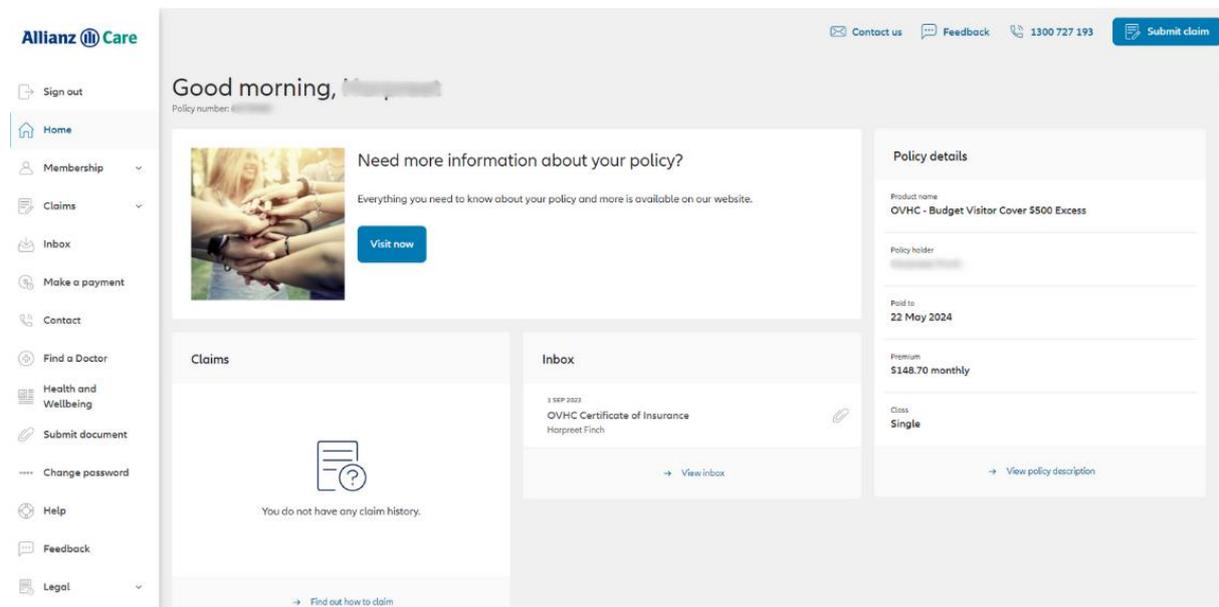
Cancel

Submit

Having trouble?
If you have issues logging in please [contact us](#).

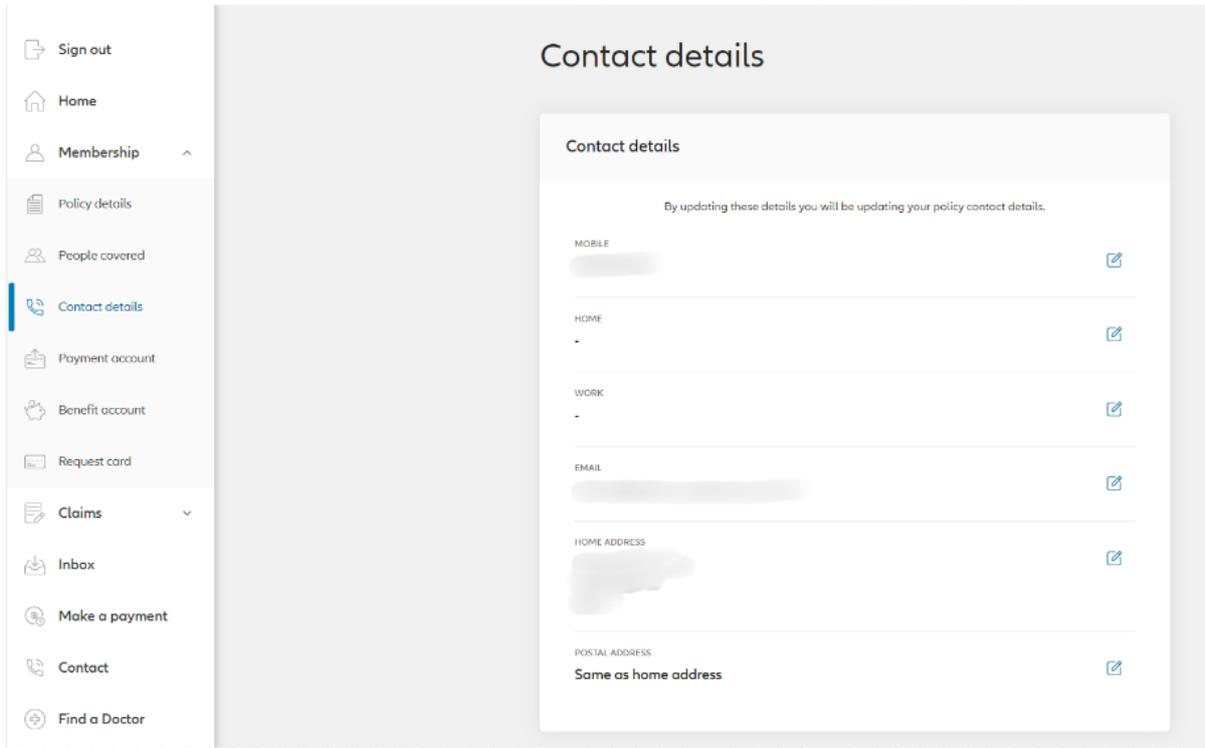
Dashboard

Once you have logged in, the dashboard or main menu will display. All key OMS functions are accessible from the left-hand side bar.



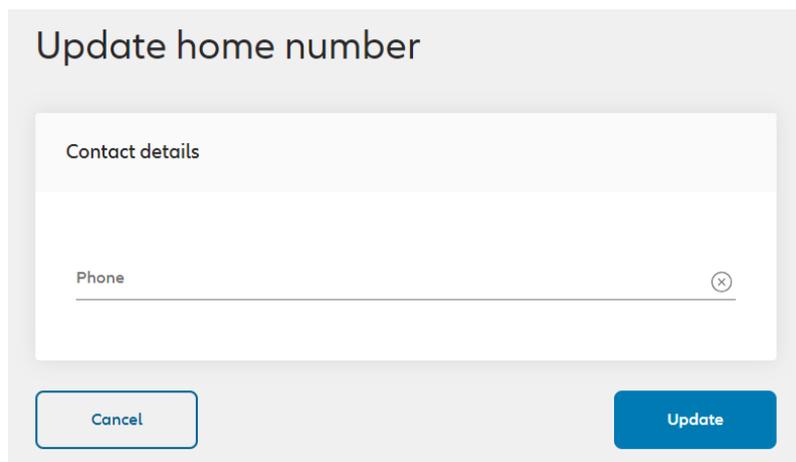
Updating contact information

From the left-hand side bar, select **Membership** then **Contact details**.



Policyholders will be able to see and update their contact phone numbers, email and home/postal address. Select the **Edit** icon  beside the information you wish to update.

To update contact numbers (mobile or home phone) delete the entered data, enter your new contact number and select **Update**.



When updating address information, an effective date will need to be entered. Note, changes cannot be backdated and will default as the date you are making the change

Update postal address

Contact details

→ Make the same as home address

Line 1

Line 2 (optional)

Suburb

State
NSW

Postcode

Address effective from
23/04/2024

Cancel Update

Updating policy payment details

Your payment account is the bank account or credit card you nominate for your policy premium payments. Select **Membership** then **Payment account**.

- Sign out
- Home
- Membership
- Policy details
- People covered
- Contact details
- Payment account**
- Benefit account
- Request card
- Claims
- Inbox
- Make a payment
- Contact
- Find a Doctor
- Health and

Payment account

Account details

Your payment account is the bank account or credit card you nominate for your policy premium payments. Editing these details will affect your future policy direct debit payments.

TYPE
Debit account

ACCOUNT NAME
Test Test

BSB
923-100

ACCOUNT NUMBER
987654321

NEXT DEBIT DATE
01/02/2024

PREMIUM
\$148.70 monthly

Your cover price is correct as of 30/05/2024 and does not include any future date changes or product price increases

Select your preferred payment method (**Debit account** or **Credit card**). Select the **Edit** icon  enter the updated bank account or credit card details. Note, if you opt for a bank account, you can also nominate the same bank account details to be updated for your benefit account (the account where claims payments are deposited).

Payment account

Update payment account

Debit account Credit card

→ Make the same as my benefit account details

Account name

BSB

Account number

Also update my benefit account details

I agree to the direct debit [terms & conditions](#)

Cancel Update

Once the preferred details are entered you will need to agree to the terms and conditions and select **Update**.

Account in arrears

If a policy is in arrears (e.g. as a result of rejected payments) a notification will display when updating payment details. The outstanding balance will be debited with the next scheduled direct debit payment.

Account details

Payment account details updated successfully. A receipt has been sent to [redacted]

Looks like you're behind with your payments.
It's easy to get back on top of things! We'll get you up to date with your next direct debit. We'll take the amount owing plus your usual payment to help you catch up.

These account details are for everyone on your policy. Editing these details affects the account where payment is deducted from.

TYPE
Debit account

ACCOUNT NAME
Test

BSB
[redacted]

[redacted]

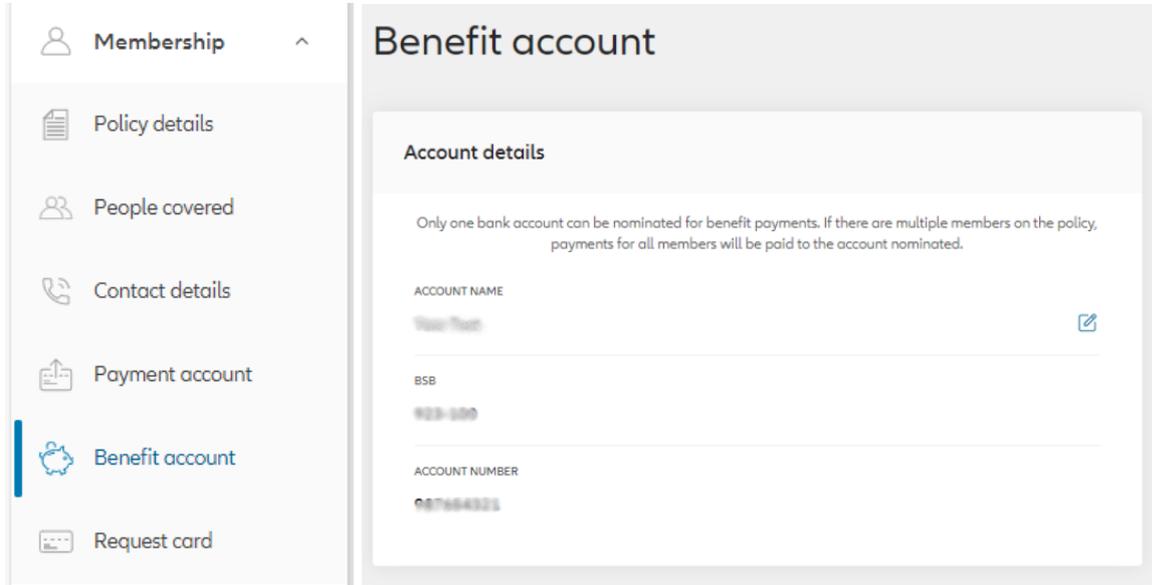
NEXT DEBIT DATE
17/05/2024

PREMIUM
\$148.70 monthly

Your cover price is correct as of 21/05/2024 and does not include any future date changes or product price increases

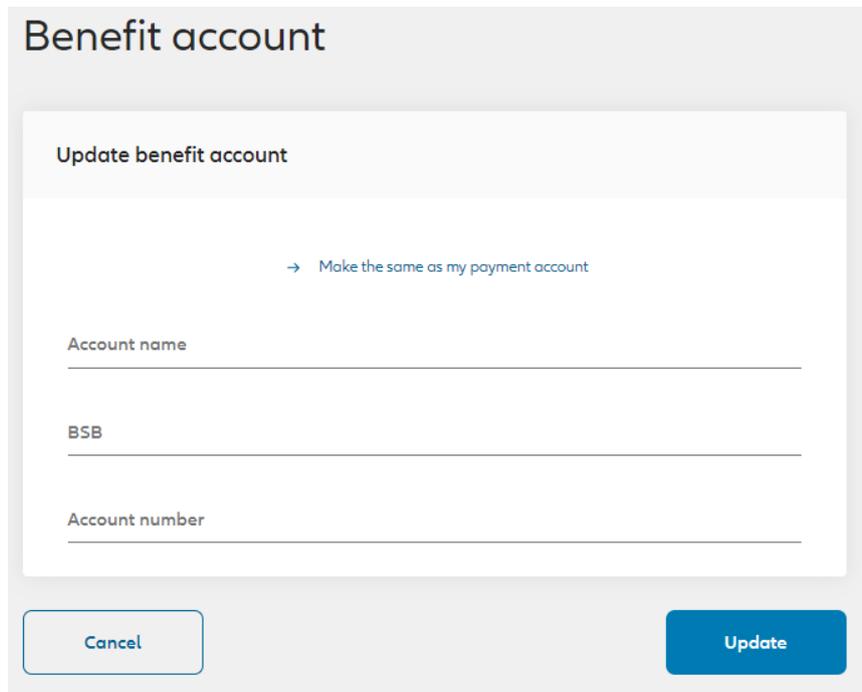
Updating benefit account details

Your benefit account is the bank account where claims payments are deposited. Only one bank account can be nominated for benefit payments. If there are multiple members on the policy, payments for all members will be paid to the nominated account. To update this information, select **Membership** then **Benefit account**.



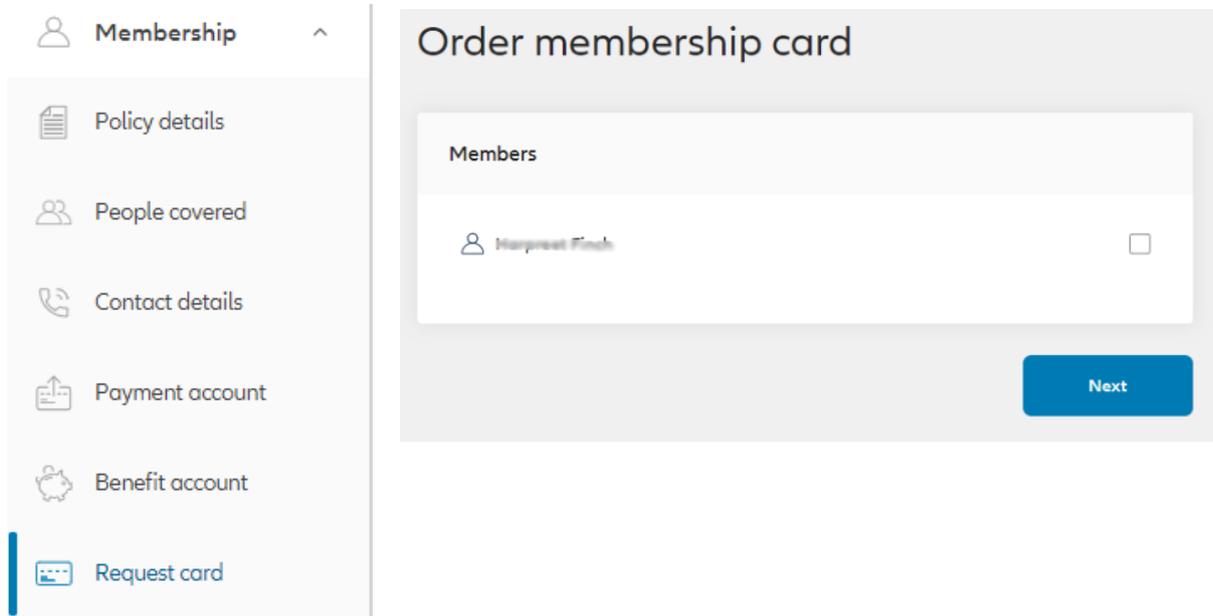
Select the **Edit** icon  and enter the updated bank account details. Note, if your account is in arrears, any outstanding payments will be direct debited on your next schedule payment.

If you would like the same bank account as your policy payment account select **Make the same as my payment account** and the details will automatically populate. Select **Update** once entered.

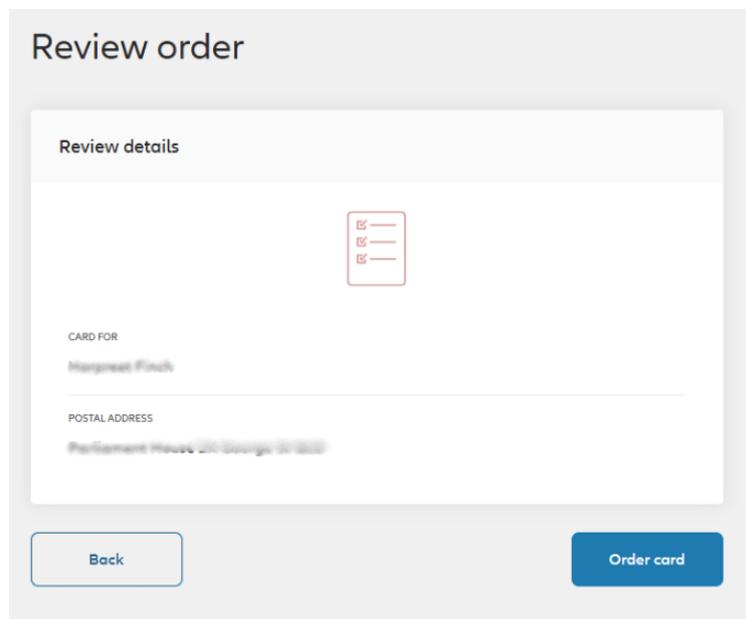


Request a new membership card

To request a new membership card, select **Membership** then **Request card**. If there are multiple members on the policy, you will need to select which member requires the new card and select **Next**.

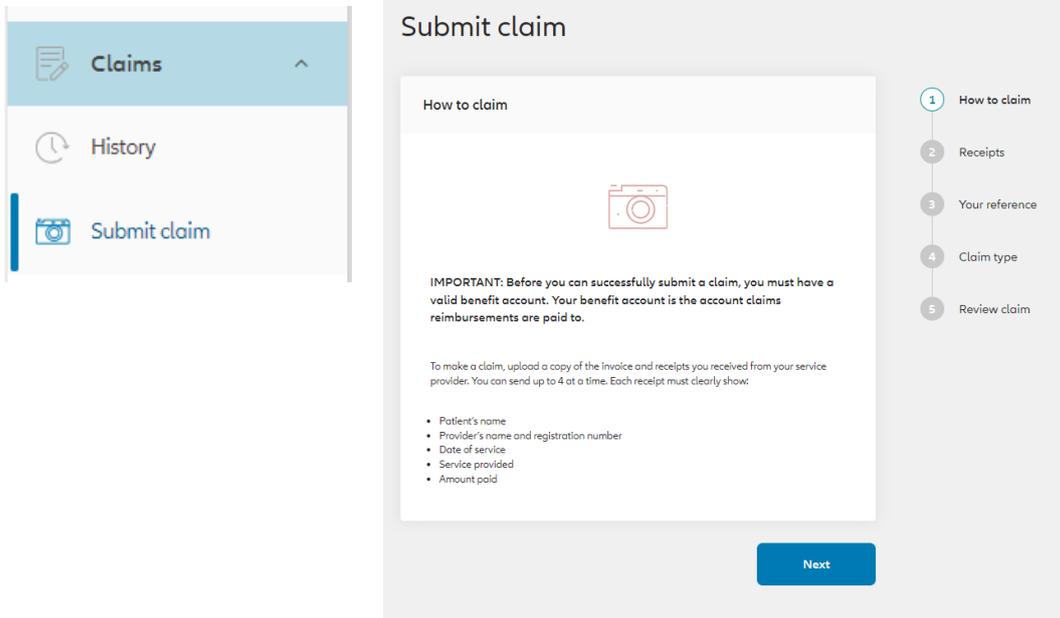


Check the postal address is correct for the card, if not, select **Back** and refer to Updating contact details. If the postal address details are correct, select **Order card**.

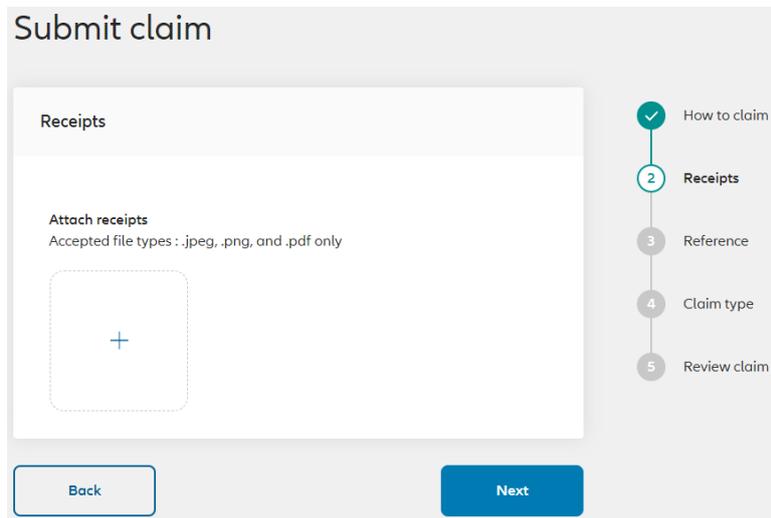


Submitting claims

Select **Claims** then **Submit Claim** from the left-hand menu,  or in the top right hand corner of the page. Read through the instructions and ensure you provide all the information required to submit the claim. Select **Next**.



Click the **+ icon** to attach photos of receipts or relevant documents.



Any additional information you wish to communicate can be added in the Your reference field. This field is optional and should only be used for general information not sensitive information like bank account details. Select **Next**.

Submit claim

Your reference

Your reference

- ✓ How to claim
- ✓ Receipts
- 3 Your reference
- 4 Claim type
- 5 Review claim

Back

Next

Confirm if this claim relates to a worker's compensation or third party claim. Enter your selection then **Next**.

Submit claim

Claim type

Was your treatment part of a worker's compensation or third party claim?

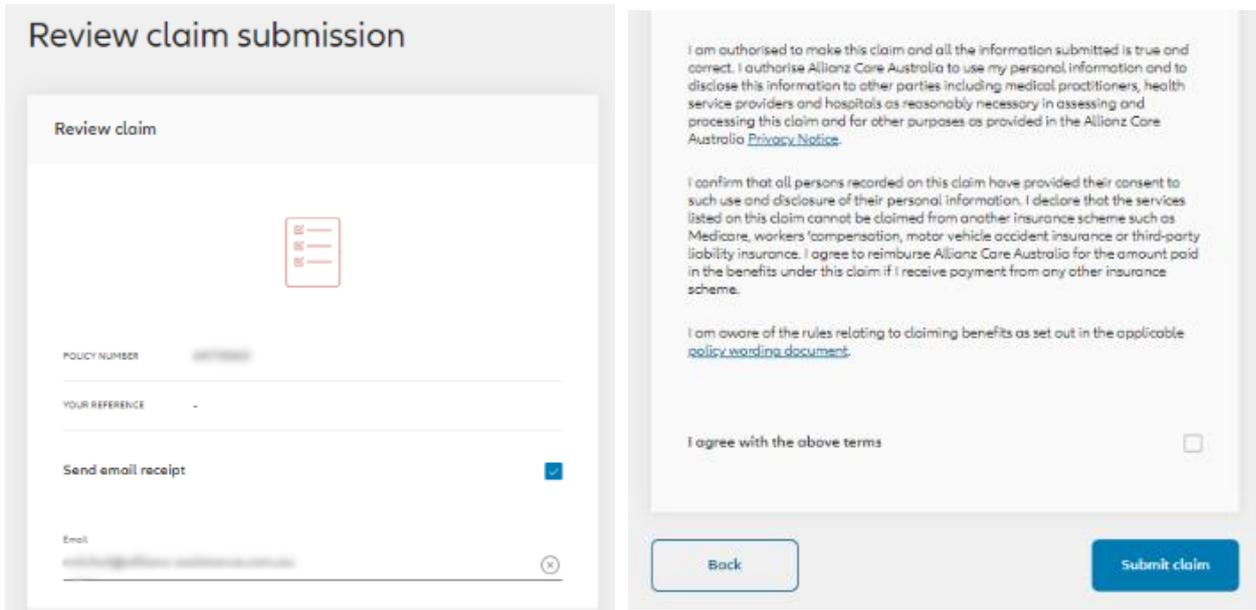
Yes No

- ✓ How to claim
- ✓ Receipts
- ✓ Reference
- 4 Claim type
- 5 Review claim

Back

Next

Review your claim information, select to **Send email receipt**, then read and agree to the claims terms and conditions. Select **Submit claim**.

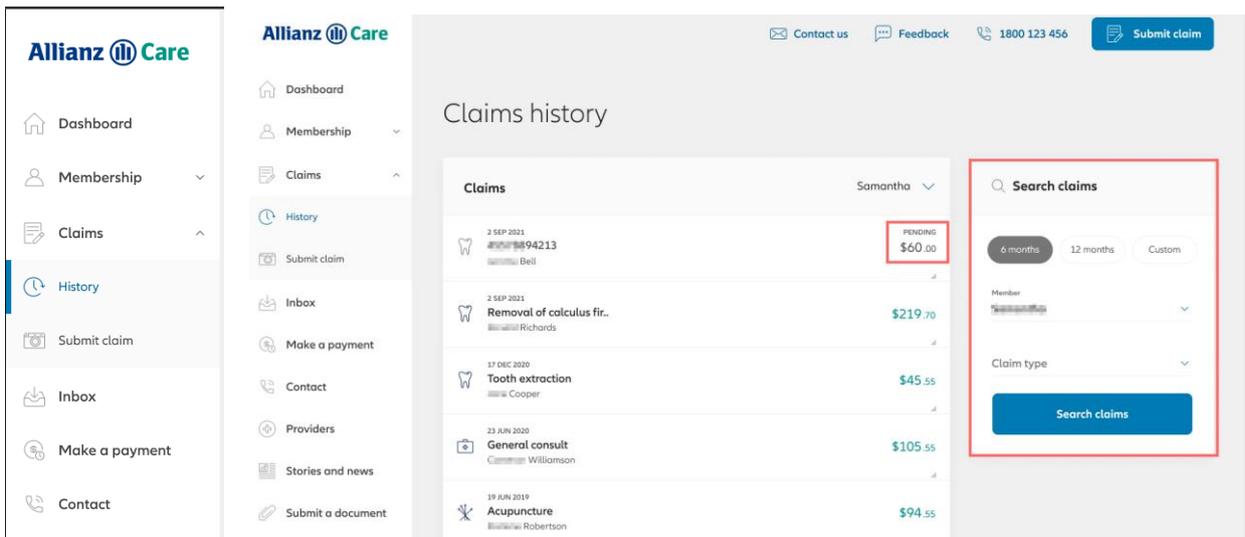


View claims history

Select **Claims** then **History**. Claims history will appear in submission order.

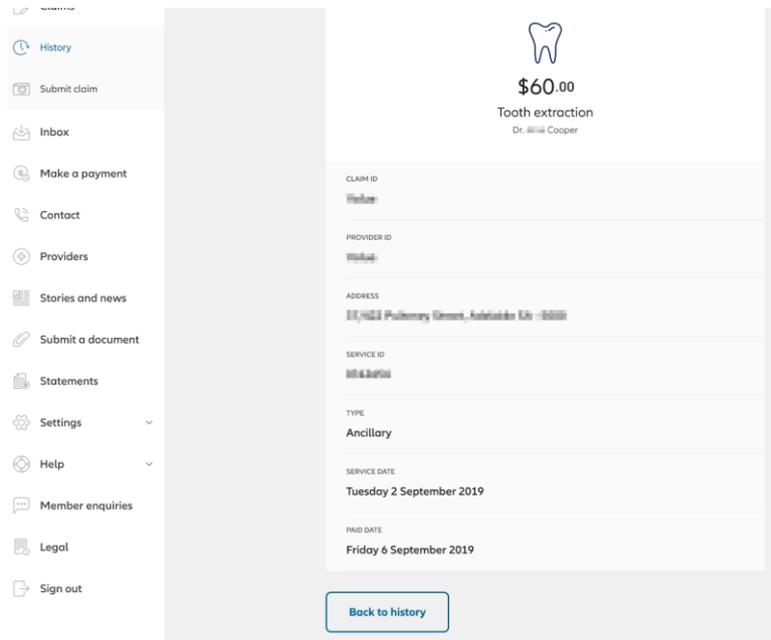
- Paid claims will show the benefit paid in green.
- Claims that have been entered and are awaiting payment to be released will be listed as 'Pending'.
- Claims that have not yet been processed will not appear in the history.

Claims can be searched by submission period, patient or claim type.



The following information will be viewable for each claim.

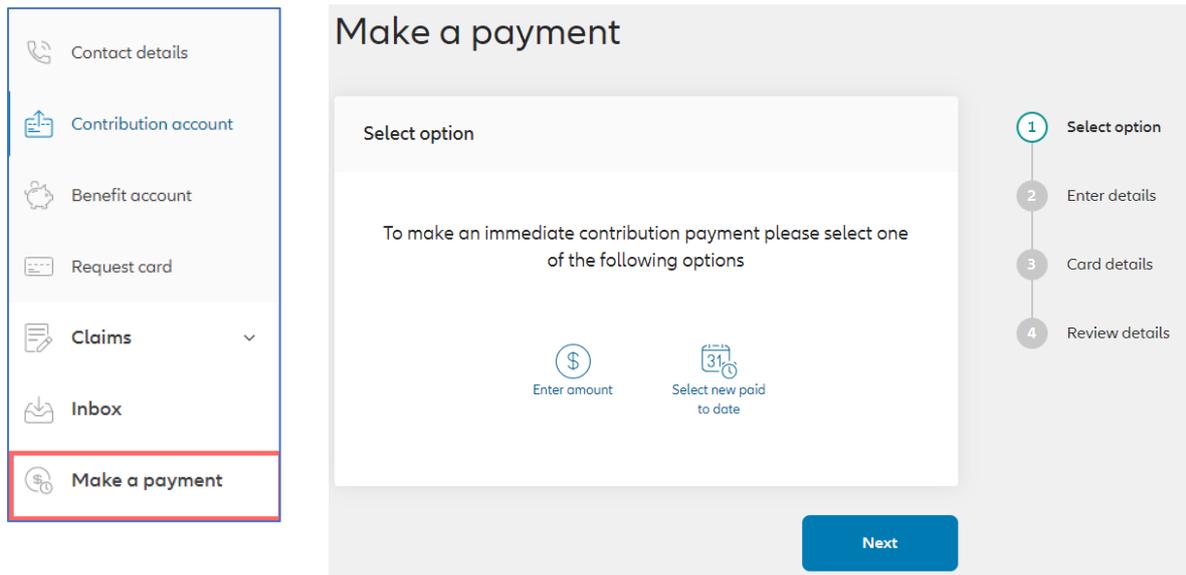
- Claim number
- Provider number and address
- Invoice number
- Service date
- Paid date



Making a payment

Policyholders can process their own credit card payments via the **Make a payment** option on the left-hand menu.

To make a payment, you can enter a specific amount you wish to pay or select a date to have a payment calculated up to.



Enter amount

When the value is typed in, the new paid-to date will display based on the amount entered. It will also show the current paid-to date and standard contribution amount.

Select new paid-to date

Enter the desired date in the DD/MM/YYYY format. The amount due will be calculated based on the date entered, along with the current paid-to date and standard contribution amount. Select **Next**.

Enter your Visa or Mastercard credit card details. Select **Next**.

Review the payment summary, should you wish to receive a receipt select the Send email or SMS receipt then **Pay Now**.

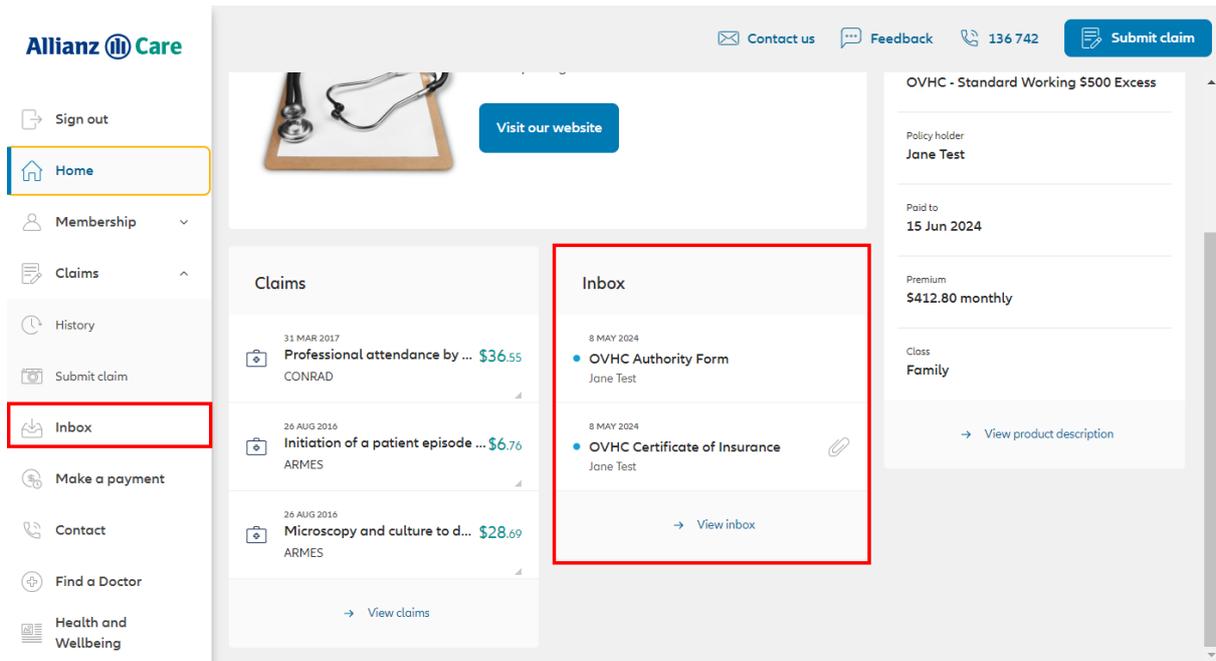
Once a payment has been submitted successfully, the receipt (if requested) will be sent and a reference number will appear on the page with their new paid-to date.

Inbox

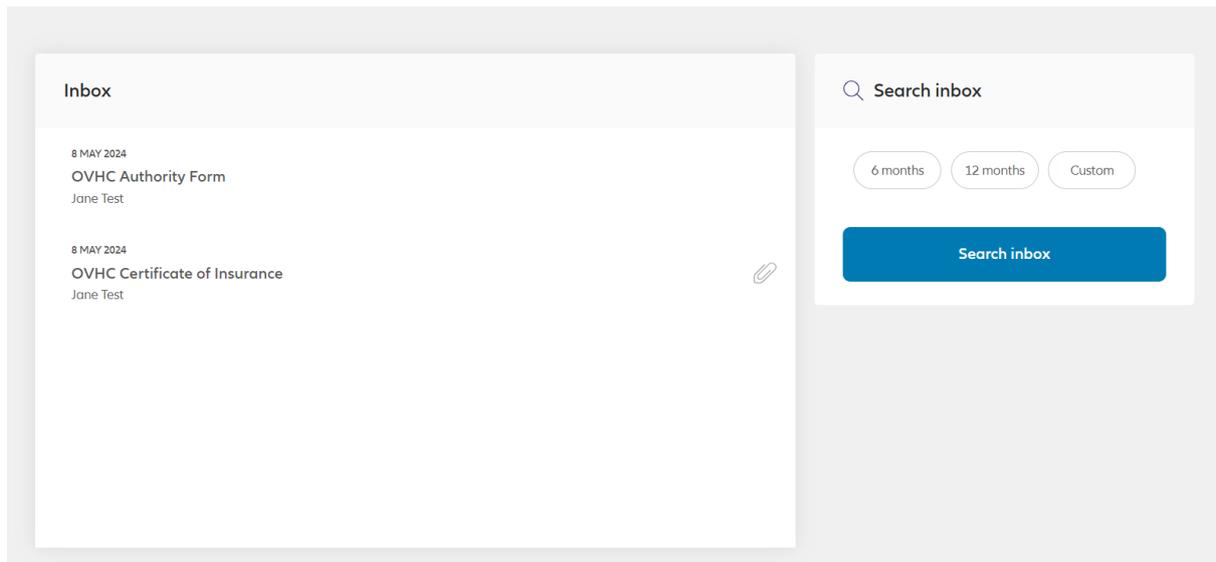
Correspondence sent by Allianz Care Australia can be accessed via the inbox including:

- Certificate of Insurance
- Authority Forms
- Arrears Notices
- Change Level of Cover letters

The inbox can be accessed via the left-hand menu or the dashboard.



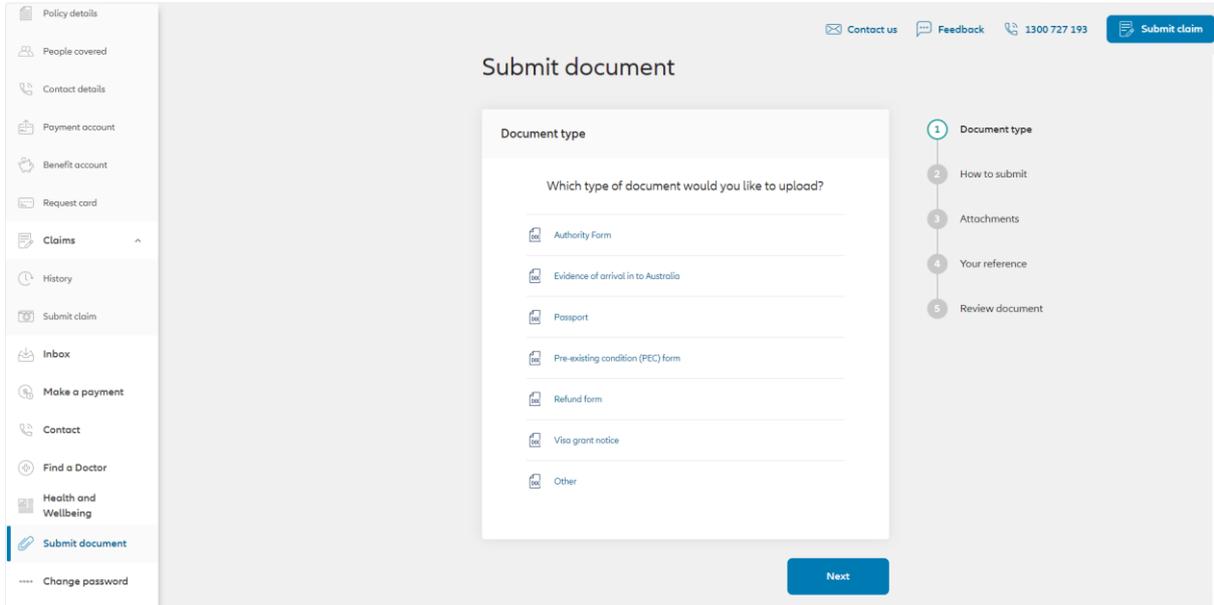
Select the correspondence you wish to view.



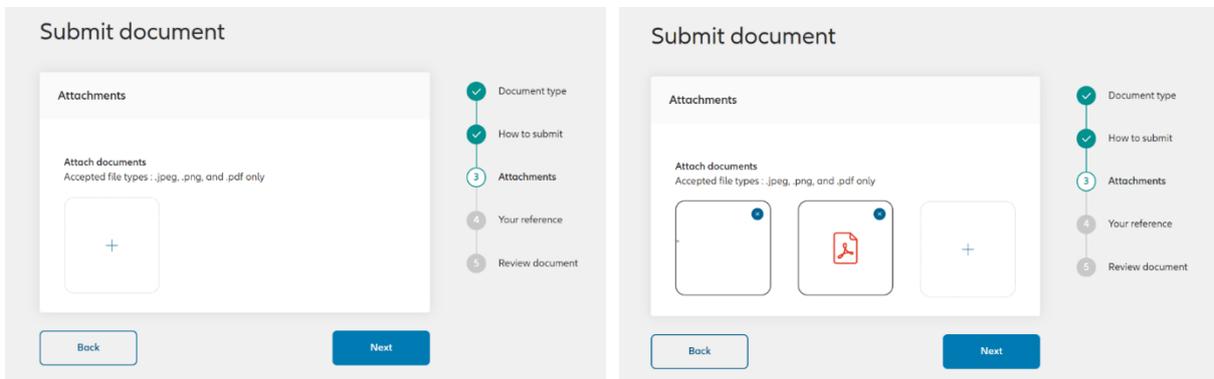
Submit documents

Instead of emailing documents, members can upload common forms via the OMS. Select **Submit a document** from the left-hand menu.

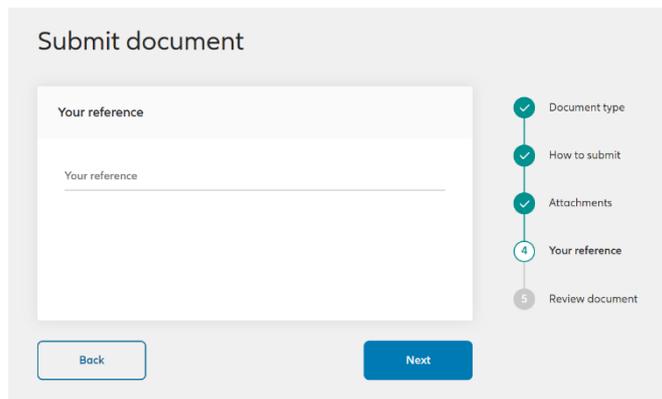
Select the document you wish to submit and select **Next**.



Select the **+** icon to upload the documents or drag and drop directly. Once uploaded select **Next**.



Reference information can be added if appropriate. This is optional, and the process can continue without this information.



Policyholders will be given the option to review the documents uploaded and request an email receipt. The email receipt is optional, but highly recommend to confirm the submission has been successful. Select **Submit**.

Once submitted, the following confirmation will appear with accompanying reference number.

Need help?

For assistance with OMS, please call 1300 727 193, Monday to Friday 8.30am-5pm AEST.