

Live better. We reward that.

Sign up for Live Better rewards to track your healthy actions and earn points, that you can use towards redeeming exciting rewards.‡

Find out more at www.medibank.com.au/livebetter/rewards

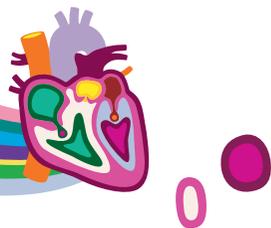
Online health hubs.

Our information and resource hubs will help equip members with the knowledge they need to better manage their health and wellbeing.© Just search for any of the following:

- Medibank Better Minds
- Medibank Planning, Pregnancy and Parenting
- Medibank Hospital Assist
- Medibank Accident + Emergency
- Medibank Health Services.



Any questions?
Contact the Customer
Health Team on 1300 733 338



Disclaimers

* OSHC members should contact the Student Health and Support Line on 1800 887 283.

** Not available for members with extras only cover, Overseas Student Health Cover or Overseas Workers or Visitors Health Cover.

~ Health Concierge is available to all eligible Medibank members who hold hospital cover. OSHC members should call the Student Health & Support Line on 1800 887 283. Excludes Overseas Visitor Health Cover, Working Visa Health Cover and Overseas Student Health Cover (OSHC).

§ Must have eligible hospital cover, all relevant waiting periods must have been served and treating doctor must consider it appropriate. Out of pocket expenses may apply. Programs not available in all areas.

^ Available to suitable Medibank members aged 45-80 with hospital cover that includes joint replacement surgery who have been experiencing chronic knee pain on most days for the past 3 months, are above a healthy weight (BMI>27) and can access a telephone and internet.

Available to suitable Medibank members aged 18-70 with hospital cover that includes diabetes management who were diagnosed with type 2 diabetes within the last 6 years, are above a healthy weight (BMI>27) and can access a telephone and internet.

The participating hospital and participating medical specialist will work with you to decide if the pilot is right for you and your health needs. However, if your medical specialist refers you to a non-participating hospital and/or the pilot is not otherwise right for your health needs, any such procedure will not be part of the no gap day procedure program and you may incur out-of-pocket costs.

* There may be out-of-pocket expenses associated with outpatient appointments, such as your initial visit with a participating surgeon in their consulting rooms. If a member has chosen an excess or per-day payment on their cover to lower their monthly premium, this will still be payable (for example, if you're claiming for the first time that calendar year, you may need to pay an excess).

‡ Must be 18 years or over and have a valid Australian residential address to register for Medibank Live Better. Must be a Medibank member with hospital cover, extras cover, or hospital and extras cover, be up-to-date with premium payments and have signed up to Medibank Live Better with 'My Medibank' or have linked their MyMedibank account with their Live Better account to redeem rewards. Excludes Overseas Student Health Cover (OSHC), Ambulance only cover, ahm covers and other selected covers. Additional terms and conditions may apply to the redemption of a reward depending on the type of reward chosen. See full Medibank Live Better terms www.medibank.com.au/livebetter/rewards/terms.

© While we hope you find this information helpful, please note that it is general in nature. It is not health advice, and is not tailored to meet your individual health needs. You should always consult a trusted health professional before making decisions about your health care. While we have prepared the information carefully, we can't guarantee that it is accurate, complete or up-to-date. And while we may mention goods or services provided by others, we aren't specifically endorsing them and can't accept responsibility for them. For these reasons we are unable to accept responsibility for any loss that may be sustained from acting on this information (subject to applicable consumer guarantees).



Health. It's the human version of a superpower.

Here's how we can better
support the health and
wellbeing of your team.



medibank
Live Better

We have a range of health programs, services and added support that eligible members with hospital cover can access at no extra cost.

Participate from anywhere

Support when you need it most.

24/7 Medibank Nurse Phone Support.

Members with hospital cover can call qualified nurses any time of the day or night for health advice and support on 1800 644 325.*

Medibank Baby Sleep Support Line.

We've partnered with early parenting organisation Tresillian to offer eligible members with hospital cover baby sleep and settling telehealth consultations in the comfort and convenience of their own homes. Call us on 1800 973 573 between 7am and 11pm EST any day of the week.

24/7 Medibank Mental Health Phone Support.

Need a little extra support? Hospital members can have a one-on-one conversation with a qualified mental health professional if and when they need on 1800 644 325.*

24/7 Student Health & Support Line.

We're always looking for ways to help our members, that's why eligible OSHC members have access to the 24/7 Student Health and Support Line.

Medibank OSHC members can call 1800 887 283 any time of day or night to access a range of support services on offer in around 160 languages.



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Health Team on **1300 733 338**

Medibank Better Minds App.

Want to manage your mental health on your own terms, in your own time? Medibank's Better Minds app provides wellbeing checks, personalised skills training and one-on-one coaching with health professionals for anyone who may need extra support. And it's all included with your hospital cover.**

Health Concierge.

Going to hospital? Our health concierge team are here to help eligible members~ prepare for, and recover from a hospital stay or treatment.

Medibank at Home Programs.

Would care be more comfortable at home? Where clinically appropriate, eligible members with hospital cover have the option to receive care for certain treatments in their own homes.§ We offer:

- **Hospital at Home**
- **Rehab at Home (includes Total Joint Replacement)**
- **Chemotherapy at Home**
- **Palliative Care at Home**
- **Haemodialysis at Home**
- **Infusions at Home**
- **Heart Health at Home.**

Preventative health services.

Better Knee, Better Me™.

This program aims to help eligible members^ with knee osteoarthritis reduce their knee pain and lower the chances of knee replacement surgery.

Better Hip.

We've partnered with the University of Melbourne for this trial to see if a program of diet and exercise support can improve pain and function for eligible members with hip osteoarthritis.

Medibank Type 2 Diabetes Program.

We're piloting a new weight management program to help eligible members# with type 2 diabetes better manage their condition.

Care Complete.

Our CareFirst, CarePoint and CareTransition services are here to offer extra support for eligible members with chronic and complex health needs.

Improving affordability of care.

We're partnering with surgeons and hospitals## so eligible members can pay no out-of-pocket costs* on certain procedures and treatments.

- **No gap day procedure program**
- **No gap joint replacements.**

