



# WELCOME TO MEDIBANK OSHC ONLINE MEMBER SERVICES

**medibank**  
For Better Health







# A NEW MEDIBANK OSHC EXPERIENCE IS HERE



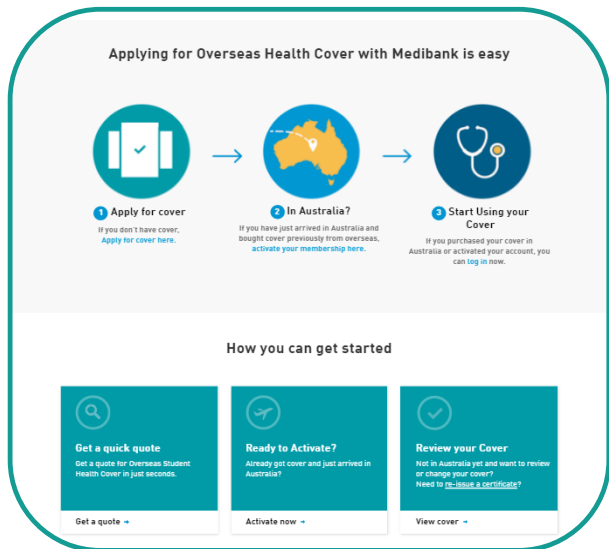
Introducing the new Medibank OSHC  
Online Member Service (OMS).

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## About OMS

-  Available to Medibank OSHC policyholders
-  Activate membership for new members
-  Make a range of claims
-  Access digital member card
-  Update membership details
-  Get policy information

# BEFORE LOG IN



Before members have logged in, they can access a range of functions



Activate their membership



Order a Policy Certificate



Access policy information



Learn how to claim online



Get contact details for Medibank OSHC

Medibank OSHC policyholders need to activate their policy upon arrival in Australia

Go to: [www.medibankoshc.com.au](http://www.medibankoshc.com.au)

Members need to provide the following:

- Last Name
- Gender
- Date of Birth
- Visa Start Date
- Visa End Date
- Passport ID
- Passport Country

An Online Member Services account is created when you activate your OSHC.

# ACTIVATE POLICY

The screenshot shows the 'ACTIVATE MEMBERSHIP' page on the Medibank website. The page has a blue header with the Medibank logo and navigation links: Home, Apply for Cover, Activate Your Membership, How to Claim, About OSHC, and Student Helpline. In the top right corner, there are links for 'About Medibank | Privacy', 'Student Helpline 134 148', and a phone icon with the number '(+61 3 9862 1095)'. The main content area is titled 'ACTIVATE MEMBERSHIP' and contains a form with the following fields:

- First Names: As shown on your passport (text input)
- Last Name: As shown on your passport (text input)
- Gender: (dropdown menu with 'Please Select...' option)
- Your Date of Birth: (date picker with 'DD/MM/YYYY' format)
- Visa Start Date: (date picker with 'DD/MM/YYYY' format)
- Passport ID: (text input)
- Passport Country of Issue: (dropdown menu with 'Please Select...' option)
- Membership Number: (text input)

A blue 'Submit' button is located at the bottom right of the form.

Logging in to OMS is easy.

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1. Go to: [www.medibankoshc.com.au](http://www.medibankoshc.com.au)
2. Enter your Medibank membership number and select 'Log in'.

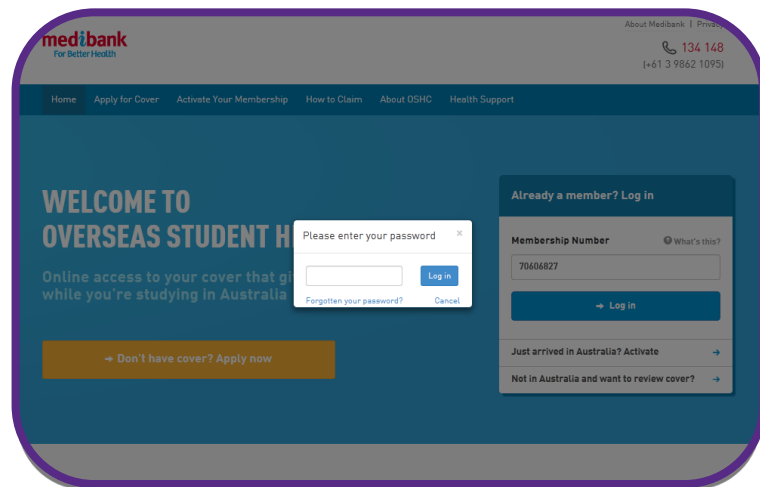
You will be prompted to provide your password to complete your log in.

Your Medibank membership number is found on your membership card or on your policy certificate.

### Need help?

Select '**Reset password**' if you forget your password and follow the prompts. Contact us on **134 148** if you need help logging in to your OMS.

# LOG INTO OMS



# YOUR ONLINE MEMBER SERVICE ACCOUNT



After logging in to Online Member Services, members can access a range of tools and services.

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- Update bank account details
- Update address details
- Extend your OSHC policy if offshore
- Download a claim form
- Update your password
- View and change personal details
- Download their digital membership card

## Online claiming is quick and easy.

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- You can claim online for most medical services that you have already paid for.
- It's available 24 hours a day, 7 days a week.
- To claim online, you need to register an Australian bank account with us, for benefits to be paid to.
- You can register your bank account details when you are logged in to or Online Member Services or by calling **134 148**.
- Payments are generally made in 2 business days.
- Policyholders can make claims for any member on their OSHC policy.

# CLAIMING ONLINE



# MAKING A CLAIM ONLINE

The screenshot shows the Medibank website interface for making a claim. The header includes the Medibank logo, contact information (134 148), and navigation links. The main content area is divided into three numbered steps:

- 1 Who is making a claim today?** (Please select) - A dropdown menu is set to "Mr Bob Bob".
- 2 What services did you receive?** - A table with columns: Date of Service, What are you claiming?, Which Provider did you see?, and You Paid. The table contains one row: 01-May-2016, Item # 00044, SMITH, DR JUDITH, and \$ 100.00. Below the table is a button "Add another claim for Mr Bob Bob".
- 3 Upload Receipts** - A "Browse..." button and a text field "Select one or more files (JPG, GIF or PNG) to upload..."

## Members can claim online in three easy steps when logged into Online Member Services

Select 'Make a claim' from the top menu, then you are ready to start.

**Step 1** - select which member the claim is for.

**Step 2** – tell us the following, using the information on your receipt:

- The date of service (the date you went to see the doctor).
- The service you are claiming for.

If you are claiming for medical, this will be a 1 to 5 digit item number. If you are claiming for a medicine, select 'Pharmacy'. If your service is not in the list, select 'Other' and type it in.

- Select the Provider or Doctor that gave you the service. You will need to use the surname and postcode.
- Tell us how much you paid for the service.

**Step 3** - Upload your receipts. (Simply take a photo or scan a copy of your receipts to attach to claim).

**When you are finished, select 'Submit claim' and we'll confirm when the claim has been submitted.**



## Keep your account details up to date

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Having your bank account details up to date means that we can get your money back to you quicker when you submit claims.

If you need to update your account details:

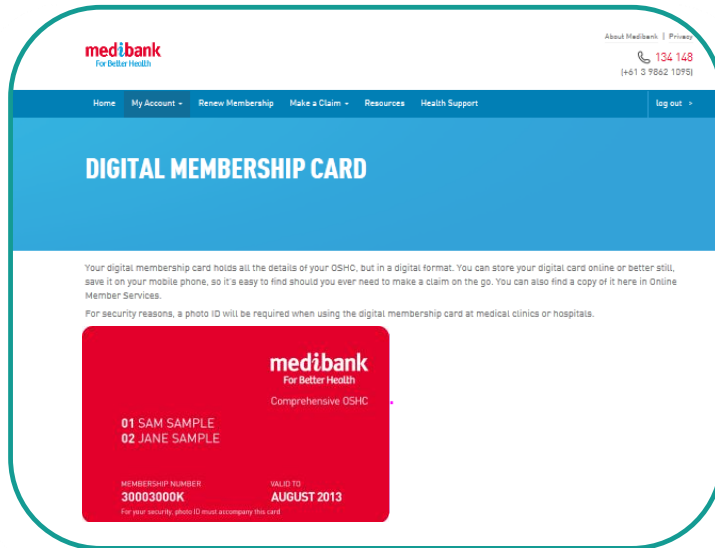
- Step 1 - Go to the My Account option in the top menu.
- Step 2 - Select 'Edit Details'.
- Step 3 - Go to Payment details section and select 'Modify Bank account details'.
- Step 4 - update your Australian bank account details and select 'Confirm details'.
- Step 5 - check the details and select 'submit'.

Once completed, if you want to make a claim, select 'Claim Online'.

# UPDATE BANK ACCOUNT DETAILS

The screenshot shows the Medibank website interface for updating bank account details. At the top, the Medibank logo is on the left, and navigation links for Home, My Account, Renew Membership, Make a Claim, Resources, and Health Support are in the center. A 'log out' link is on the right. Below the navigation bar is a blue header with the text 'BANK ACCOUNT'. The main content area contains a message: 'To make claims online you need nominate an Australian Bank account. This is where we will pay benefits for claims under your OSHC.' Below this is a section titled 'Your Bank Account details' with a form. The form has three input fields: 'Account Name' (with a note '(Must be the name of the account holder eg. John Smith)' and the value 'BBB'), 'BSB Number' (with the value '012012'), and 'Bank Account Number' (with the value '123456'). A blue 'Confirm Details' button is at the bottom right of the form.

# DIGITAL MEMBERSHIP CARD



OSHC members can get a copy of their digital membership card through Online Member Services

- Step1 - You need to log in to Online Members Services at [www.medibankoshc.com.au](http://www.medibankoshc.com.au).
- Step2 – Once logged in, select ‘My Account’ in the top menu.
- Step 3 - Select ‘View Digital Card’.

Once completed, you can save a copy to your computer as a jpeg. You can also save the digital card to your mobile phone or tablet.

For more information, or to talk to our friendly staff:

**134 148** (from within Australia) or

**+61 3 9862 1095** (from outside of Australia)

Available **Monday to Friday 8.30am-6.30pm AEST**

(Australia is GMT 11+ hours)

[medibank.com.au/oshc](https://medibank.com.au/oshc)