



National ADF Family Health Program

NOTE: Navy Health Ltd is currently contracted by Defence to perform all ADF Family Health claims processing.

Quick Guide to Claiming

Medical and Specialist

Method 1 – Manual Claim

- Step 1 Visit general practice or specialist and pay for visit.
- Step 2 Claim Medicare rebate.
- Step 3 Attach Medicare receipt to a Medical Claim Form.
- Step 4 Send, fax or email claim to:
ADF Family Health, P.O Box 172,
BOX HILL, VIC 3128
Fax: 03 9899 4234
adffamilyhealth@navyhealth.com.au
- Step 5 Money paid into your account.

Method 2 – Online Claiming

- Step 1 Visit general practice or specialist and pay for visit.
- Step 2 Claim Medicare rebate.
- Step 3 Log into Online Member Services website.
- Step 4 Scan Medicare receipt.
- Step 5 Follow instructions to upload Medicare receipt.
- Step 6 Money paid into your bank account.

NOTE: When using the Online Claiming method, receipts must be uploaded within 10 days.

Allied Health

Method 1 – Point of Sale Claiming

- Step 1 Visit allied health provider.
- Step 2 Provider swipes your ADF Family Health Card (if provider has HICAPS machine).
- Step 3 Provider paid directly for services (subject to \$400 benefit balance).
- Step 4 Pay provider any balance owing.

Method 2 – Manual Claiming

- Step 1 Visit allied health provider and pay for visit.
- Step 2 Attach original receipt to an Allied Health Claim Form.
- Step 3 Send, fax or email claim to:
ADF Family Health, P.O Box 172,
BOX HILL, VIC 3128
Fax: 03 9899 4234
adffamilyhealth@navyhealth.com.au
- Step 4 Money paid into your account (subject to \$400 benefit balance).

Method 3 – Online Claiming

- Step 1 Visit allied health provider and pay for visit.
 - Step 2 Visit Member Services website.
 - Step 3 Scan original receipt.
 - Step 4 Follow instructions to upload receipt.
 - Step 5 Money paid into your bank account.
- NOTE: When using the Online Claiming method, receipts must be uploaded within 10 days.

Method 4 – With Private Health Insurance

If you have private health insurance it is recommended that you claim your treatment from the private health insurance provider first and then claim any remaining amount via one of the above methods.

Please attach a copy of your private health insurer's receipt before sending in your claim via manual or online methods.

If you need help completing your claim, please contact Navy Health on 1300 561 454

