

How to claim

Claiming made easy with the GU Health App

Make a claim, keep track of your Extras, explore your Rewards and more with the [GU Health App](#).

Online



Make a claim online in three easy steps

Claim on eligible extras online in three easy steps with Flex-eClaim. Get feedback on the status of your claim and benefits are paid into your bank account within two business days of your claim being approved.

To get started, just log in to or [register](#) for [Online Member Services](#).

To find out more and to make a claim now click [here](#).

HICAPS

If your extras service provider has a HICAPS facility, you can swipe your GU Health Member Card to claim instantly and only pay the difference between your benefit amount and the full cost of the treatment.

If you have an Apple or Android smartphone, you can access your [digital GU Health Member Card](#) to save bringing your plastic card with you to your healthcare appointments. Find your digital member card in the latest [GU Health App](#) - just look for "My GU Health card".

Email or post

You can also claim for extras and medical services by email or post. Simply download and print a [claim form](#), fill in the details and send it to us by:

Claim enquiries

For enquiries related to claims, please contact

Phone

1800 249 966
Monday—Friday
8.30am—5pm (AEST)

International:

+61 2 4914 1519

Email

corporate@guhealth.com.au

Mail

GPO Box 2988,
Melbourne Vic 8060