

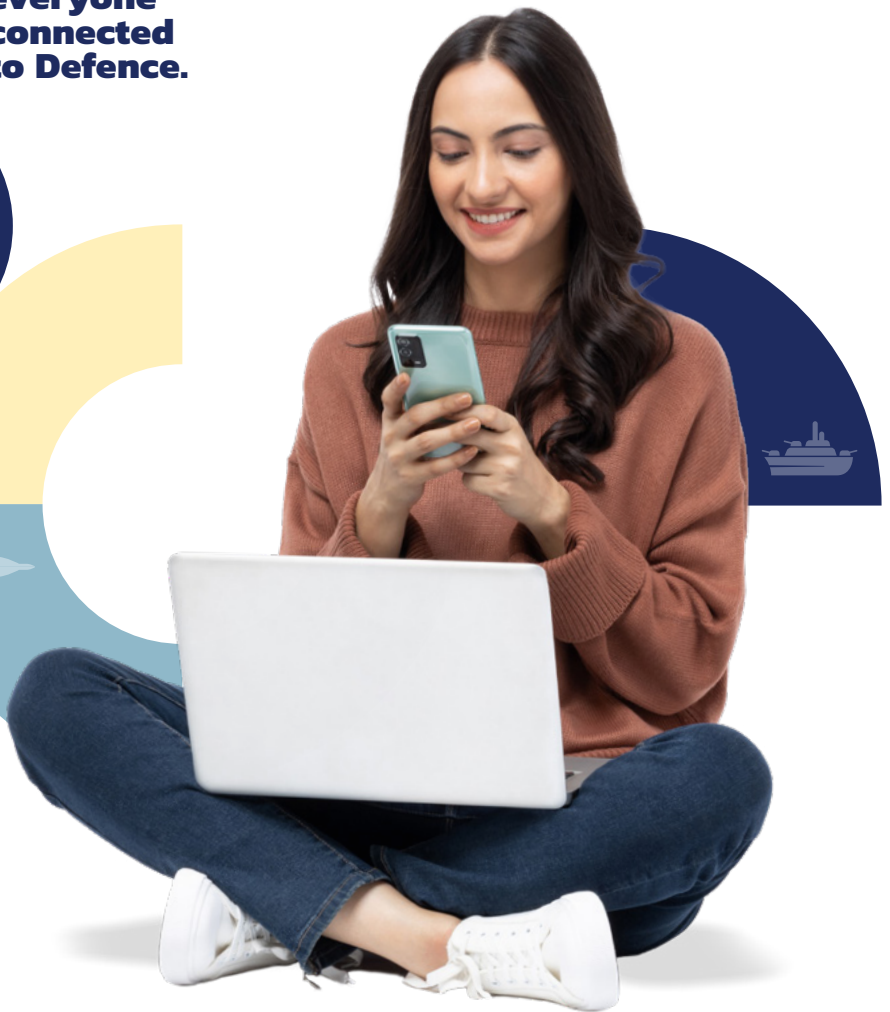
# MOBILE APP USER GUIDE



Our not-for-profit  
status means our profits  
go towards minimising  
premiums and  
enhancing services.

**Serving everyone  
connected to Defence.**

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# OVERVIEW

## What you can do

- ✓ In-app registration including two-factor authentication
- ✓ View and submit claims
- ✓ Track your claims
- ✓ View policy details (e.g. persons covered, policy type, premiums paid)
- ✓ View and update contact details
- ✓ View the benefits and limits for your Extras cover
- ✓ Request additional membership cards
- ✓ Update Medicare card number
- ✓ Update Rebate income tier
- ✓ Register for the Australian Government Rebate
- ✓ Inbox for important membership communications
- ✓ Make an immediate payment on your policy
- ✓ Update direct debit account details
- ✓ Update benefit account details
- ✓ Find a health care provider
- ✓ Submit membership documents and forms (e.g. policy suspension request, student declaration, Government Rebate form)

## Where you can get it



## Technical information

### Compatible Devices

For information on compatible devices please see the App Store for iOS for Apple devices and the Google Play Store for Android devices.

### App Privacy and Data Safety

Navy Health values your privacy and will protect your details in accordance with our Privacy Policy. For more information on how Navy Health manages personal information, please refer to our Privacy Policy (<https://navyhealth.com.au/policies/privacy-policy>).

For information on the data collected, please view the app permissions in the App Store for Apple devices or the Google Play Store for Android devices.

### Mobile App Terms and Conditions

A copy of the Mobile App terms and conditions can be found on our website (<https://navyhealth.com.au/mobile-app-terms-and-conditions>).



# REGISTRATION AND SIGNING IN



Great news! If you already have access to Navy Health's Member Portal, you can log straight into the mobile app using the same log in credentials.



Login and registration are at a policy level, not an individual level. This means only one password can be registered per policy, but this password can be used by anyone listed on the membership.



The app provides access to a Forgotten Password feature if you are having trouble remembering your password. It's important to note that if you update your password on the app, this will also update your password on the Member Portal.



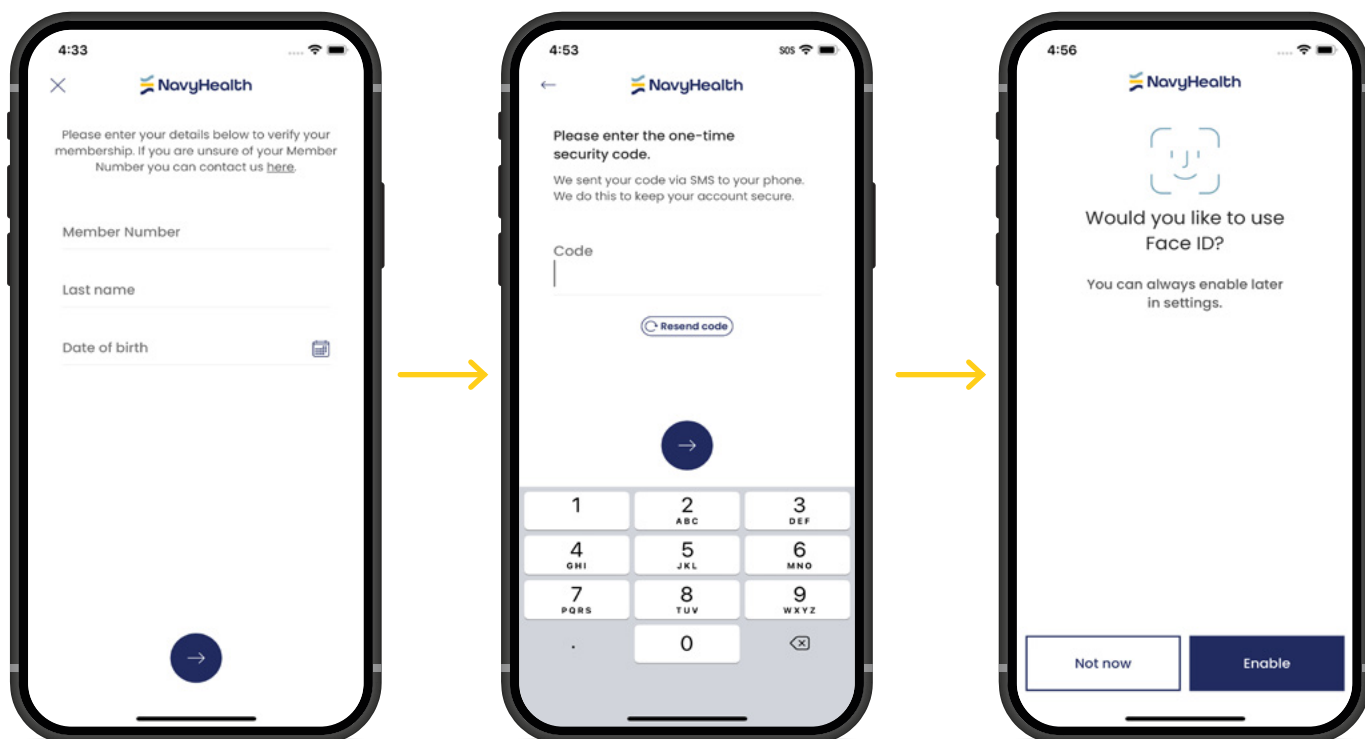
You can register to use the mobile app if you have not yet registered a password. You can then use the same password to log into Member Portal.



To complete your registration, you must input the membership number and the primary policyholder's last name and DOB. If you are unsure of your membership number, please call us on 1300 306 289.

## REGISTRATION AND SIGNING IN CONTINUED

Follow the prompts on the app to complete the simple registration process:



1.

You will be asked to provide your membership number, as well as the last name and DOB of the primary policyholder to register or change your password.

2.

You will receive a registration code. Enter the registration code once you receive it. The code will be valid for 5 minutes.

**Note:** If you do not have a phone number listed on your membership, an error will display requesting that you contact Navy Health.

3.

For added security, you have the option to enable biometrics. You will then be able to use either your fingerprint or face ID to access the app in future.

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# HOME SCREEN

**Welcome to your new Navy Health mobile app home screen.**

Select yourself from the list of people covered on the membership.

Access the menu here



Switch users from the drop-down list

View benefit limits for your extras

View important membership documents

View claims history and submit new claims

# MEMBERSHIP MENU



## MEMBERSHIP MENU CONTINUED

### Benefit limits

Check the benefits for each person on the policy by selecting their name in the drop-down box.

Allows you to view a list of services you are covered for on your Extras policy. By clicking on the service, you can then view any used and remaining benefits.

**Please Note:** If any person on the membership has requested to keep their details private, you will not be able to view their claims history or benefit limits via the app.

If you have recently joined or upgraded your Extras cover, the limits for your new Extras cover will appear. Benefit Limits are displayed at a per-person level.

Please be aware that the full benefits displayed may not yet be available as they are subject to any waiting periods being served.

Please call us to confirm your Extras benefit limits if you are currently serving waiting periods.

Swipe across to the next screen to display where related limits apply, such as sub limits or policy limits.

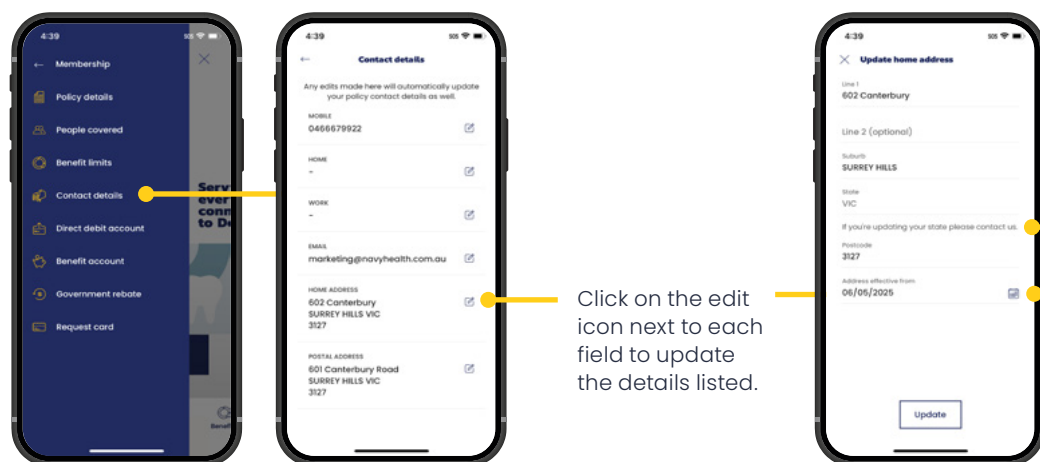
If applicable, service limits will also display (i.e. initial consultations, aids, and appliances). Don't hesitate to contact us if you need to find out the date a replacement can be claimed or if the amount is showing as zero for the appliance replacement period.

At the bottom of the screen, a Product Description can be accessed to show further information about your policy.

## MEMBERSHIP MENU CONTINUED

### Contact Details

Gives you access to view and update your phone numbers, email address, home address and postal address.



Click on the edit icon next to each field to update the details listed.

Moving to a different state or territory may affect your membership premium. To update your address if you have moved states, please call us on 1300 306 289.

If you have a future move planned, you can update the details now and nominate the date you wish the new address to become active on your policy.

**Note:** Please be aware that changes submitted via the app will also update on your Navy Health policy.

If you are changing states, you cannot change your address via the app. Changing states may affect the insurance premium and an amendment is required.

## MEMBERSHIP MENU CONTINUED

### Direct Debit Account

Allows you to view and update direct debit account details for scheduled premium payments.

Click on the edit icon to make any necessary updates.

Shows the date your membership is paid to. If the date listed falls on a weekend or a public holiday, please be aware that the payment will be deducted on the business day prior.

Lists your chosen payment frequency. You can adjust the frequency of your payments at any time by calling us on 1300 306 289. This cannot be adjusted via the app.

If you wish to match your debit account to the benefit account already listed on file click here. The details will automatically copy over and there is no need for you to re-enter the bank account details.

Click here if you would like to also update your benefit account information to match the details entered.

If you wish to pay your premiums via credit/debit card, click the Credit Card tab to enter your card information.

Ensure terms and conditions link is clicked and read before you agree. Once the details have been updated, a confirmation email will be sent to the email address listed on the policy.

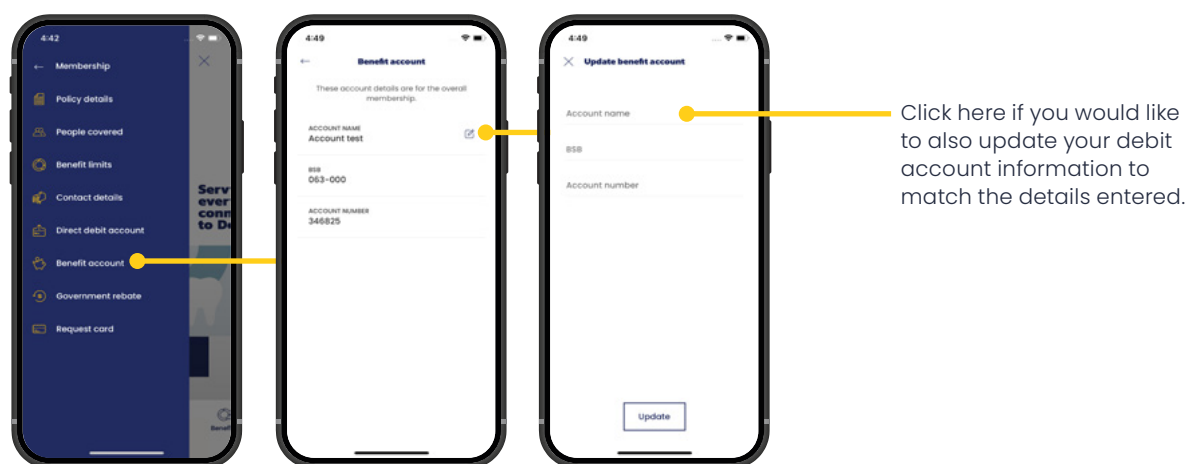
#### Note:

- Your direct debit account is the bank account or credit/debit card that we deduct your membership premiums from. If you are in arrears at the time of the account update, you will receive a notification on the screen to advise that the next scheduled direct debit will be for an adjusting amount to get you back on track.
- Members with any future dated membership changes will be unable to update their direct debit account via the app. Instead, you will receive a message advising to contact us.

## MEMBERSHIP MENU CONTINUED

### Benefit Account

Allows you to view and update the benefit account listed on your policy.

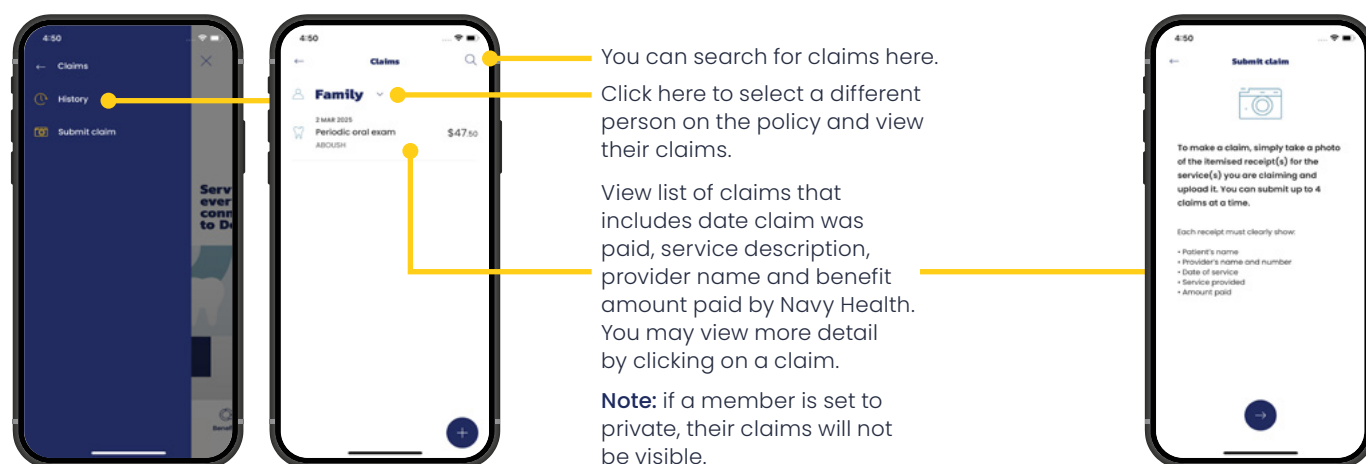


**Note:** Your benefit account is the bank account we pay your claims and any membership refunds into.

# CLAIMS MENU

## History

This allows you to view the submitted claims over the history of your membership.



## CLAIMS MENU CONTINUED

### Submit a claim

Click 'Submit claim' and follow the prompts.

**1.** Due to email file size limitations, you can send a maximum of 4 pictures at once.

**2.** Select the appropriate button on the bottom of the screen to submit a copy of your receipt for claiming. You can upload a file from your documents, take a photo with your phone, or upload a photo from your camera roll.

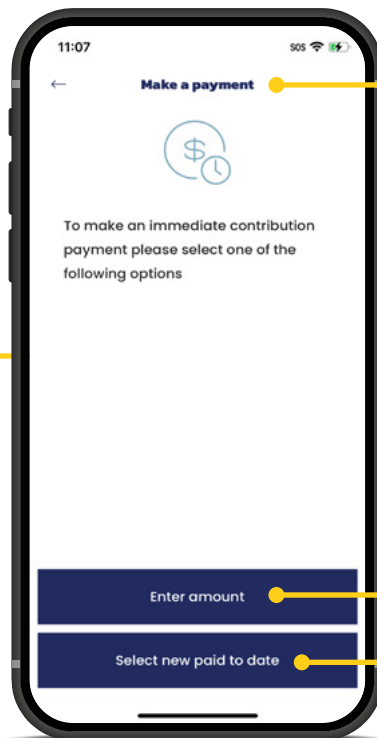
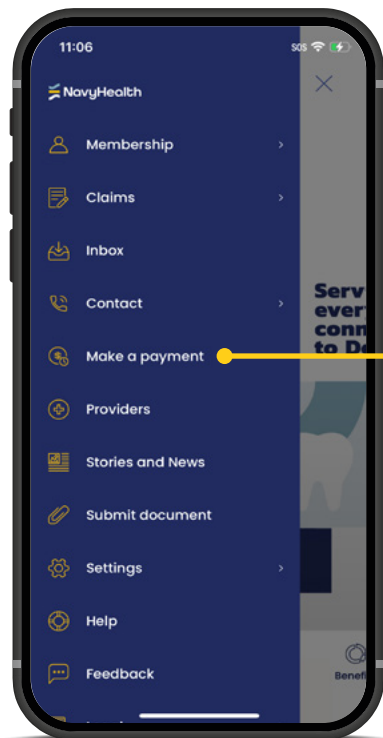
**3.** You can choose to receive emailed confirmation of the claim submission. If you choose to nominate a different email address for your claim confirmation, it will not adjust the contact information saved to the membership. You must agree with the listed terms before proceeding.

**4.** A confirmation will appear on your screen when the claim has been successfully submitted. If you have any further claims to submit, click the 'Make another claim' button at the bottom of the screen.

# INBOX AND CONTACT



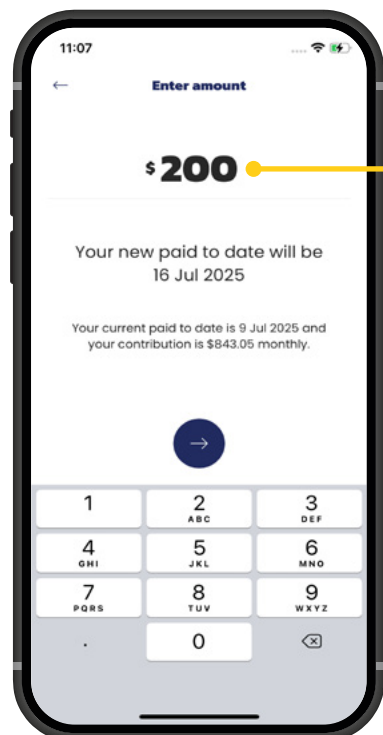
# MAKE A PAYMENT



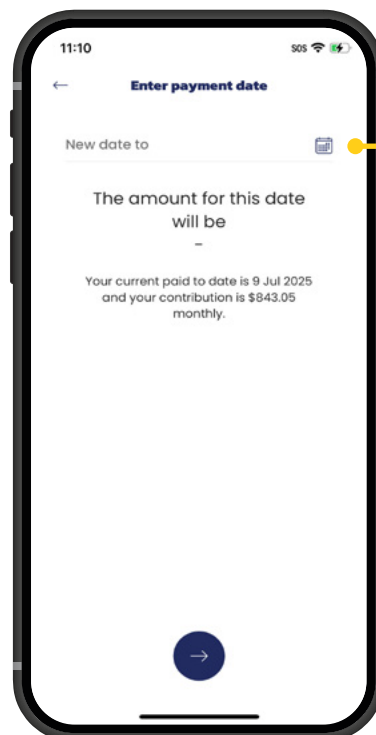
Members can make a payment towards their membership.

To make an immediate payment you can enter a specific amount you wish to pay.

Instead of paying a specific amount, you can select a date you would like to pay your membership to.



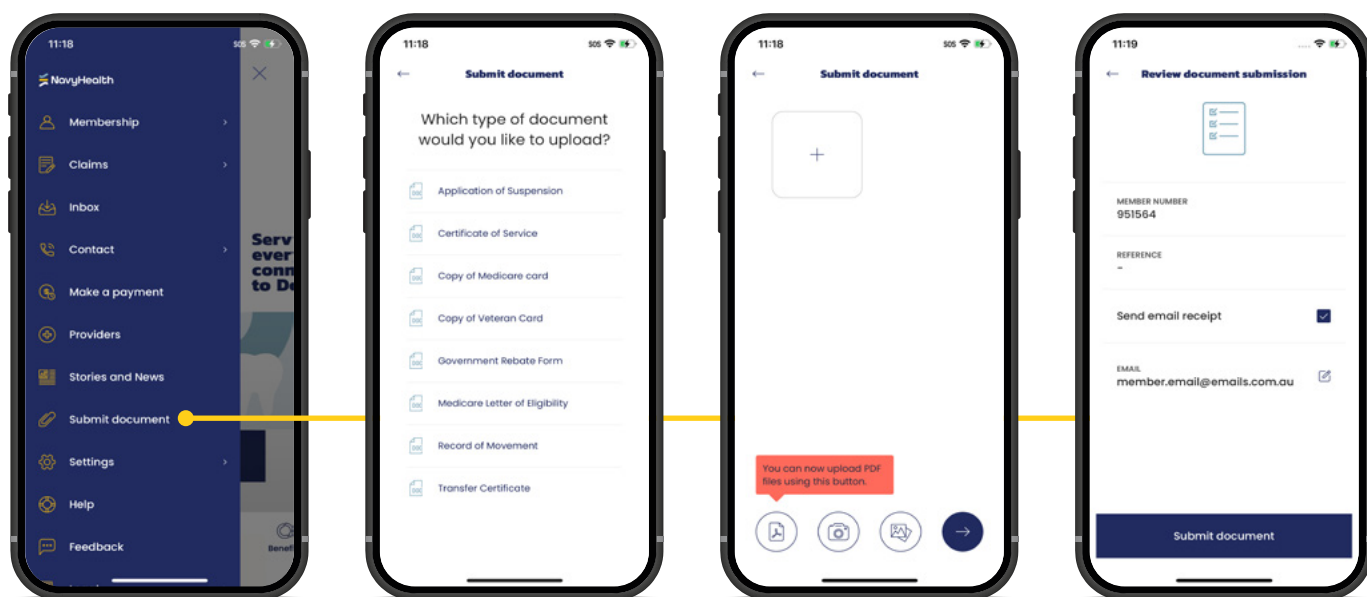
If you input an amount, the app will calculate the date this will pay your membership to.



**Note:** Memberships can be paid up to a maximum of 12 months in advance. You will not be able to select an amount or date that will pay your membership further than 12 months ahead.

# SUBMIT A DOCUMENT

Members can submit various types of documents.



1.

Select the type of document you wish to upload.

2.

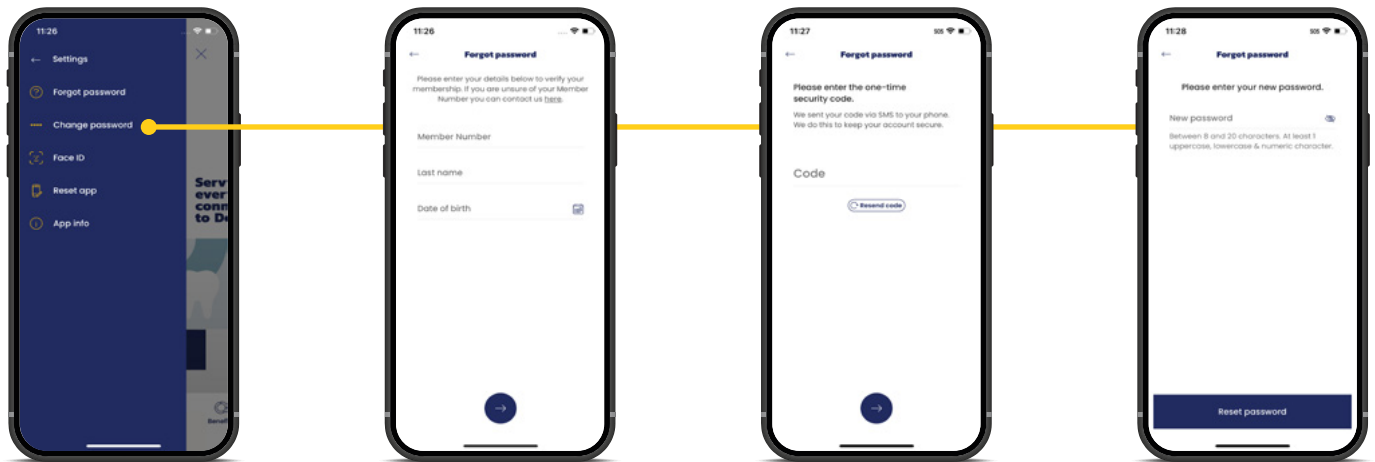
You can upload a file from your documents, take a photo with your phone, or upload a photo from your camera roll.

3.

You can choose to receive emailed confirmation of the document submission. If you choose to nominate a different email address, it will not adjust the contact information saved to the membership.

# SETTINGS MENU

## Forgot password



1.

To reset your password, enter your membership number, and the last name and date of birth of the main policyholder.

2.

You will receive a password reset code via SMS or email. Enter the code once received. The code will be valid for 5 minutes.

**Note:** the code will be sent to the phone number or email address listed on your Navy Health membership.

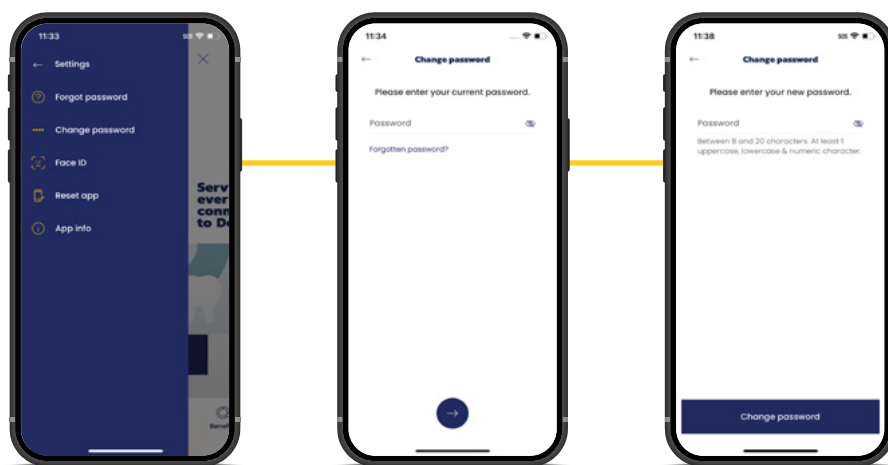
3.

Enter a new password. This will now be your new password to log into the app and Member Portal.

**Note:** Only one password can be registered per policy but this password can be used by anyone listed on the membership.

## SETTINGS MENU CONTINUED

### Change password



1.

Enter your current membership password.

2.

Enter a new password. This will now be your new password to log into the app and Member Portal.

**Note:** Only one password can be registered per policy, but this password can be used by anyone listed on the membership.

# OTHER INFORMATION



## Biometrics

You can switch the biometrics access on and off. If switched on, biometrics such as finger print or face recognition can be used each time you log in instead of a password or access code.

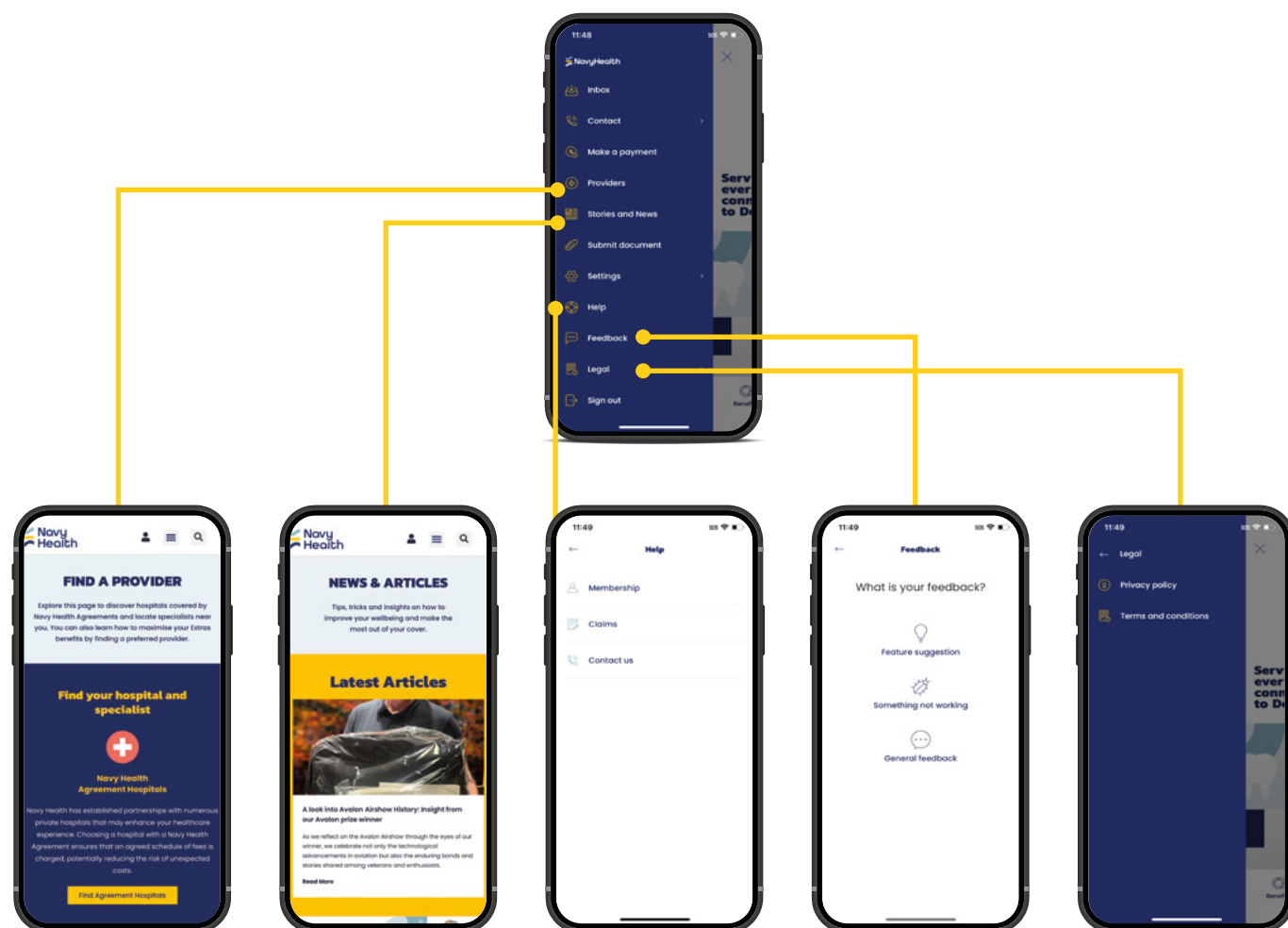
## Reset app

Resetting the app will often help if you are having any operational issues. Please be aware that resetting will remove all your saved log in information. It will not remove the password from your membership, and you can still log into Member Portal.

## App info

This provides important information regarding the app version you currently have installed. This information is needed if you are having any app issues and we need to trouble shoot further.

# OTHER IMPORTANT FEATURES



## Provider search

Provides you with access to the Navy Health website provider search.

## Stories and news

Opens the blog on the Navy Health website.

## Help

This section includes some information on memberships, claiming, and contact information for Navy Health.

## Feedback

Provides you with access to submit feedback or suggestions on the app. Additionally there is a link to submit general suggestions.

## Legal

Provides links to the Navy Health Privacy policy and Terms and conditions.

# CONTACT US

To find out more about the  
Navy Health App:

**Email: [query@navyhealth.com.au](mailto:query@navyhealth.com.au)**  
**or Call: 1300 306 289**

**1300 306 289 | [query@navyhealth.com.au](mailto:query@navyhealth.com.au)**

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