

# Changes to Benefit Policy

## 1. Policy Statement

We are committed to improving the quality of our products, services and processes to maximise Contributor satisfaction and keep complaints to a minimum. Consistent with this commitment, proposed changes to the Fund Rules that are or might be detrimental to the interests of an insured person covered by a health insurance policy will be communicated to the Contributor within a reasonable time before the proposed change takes effect. The following procedures will apply.

### 1. Significant detrimental changes to hospital treatment benefits

A significant detrimental change to hospital treatment benefits includes:

- (a) removal of material benefits or applying a restriction to benefits (down to default level) for any identified condition;
- (b) addition of material excesses/co-payments; or
- (c) increases in excesses/co-payments greater than 50%.

Where there is a significant detrimental change to hospital treatment benefits, we will:

- (a) provide the affected Contributor with at least 60 days notice;
- (b) not apply the changes to pre-booked admissions; and
- (c) put in place transitional measures for patients in a course of treatment for a reasonable time period and, depending upon the nature of the episode of care, this time period could, for example, be up to six months.

### 2. Other detrimental (non significant) changes to hospital treatment benefits

For detrimental changes to hospital treatment benefits other than significant detrimental changes, we will

- (a) provide the affected Contributor with at least 30 days notice;
- (b) not apply the changes to pre-booked admissions; and
- (c) put in place transitional measures for patients in a course of treatment for a reasonable time period and, depending upon the nature of the episode of care, this time period could, for example, be up to three months.

### 3. Significant detrimental changes to general (ancillary or extras) treatment benefits

A significant detrimental change to general (ancillary or extras) treatment benefits includes:

- (a) introduction of a new limit or sub-limit; or
- (b) a greater than 50% reduction in any limit.

For significant detrimental changes to general (ancillary or extras) treatment benefits, we will:

- (a) provide the affected Contributor with at least 30 days notice; and
- (b) transitional measures shall be put in place for rollover type

benefits accumulated in a previous year.

### 4. Other detrimental (non significant) changes to general (ancillary or extras) treatment benefits

For other detrimental changes to general (ancillary or extras) treatment benefits Police Health undertakes to provide affected Contributions

## 2. Purpose and Scope

This policy outlines the principles to be followed when there is a detrimental change to benefits. While these principles will be adhered to in the majority of cases, reserved is the flexibility to deal with special or unusual circumstances on a case by case basis.

While not constituting a change to hospital treatment benefits for the purpose of this policy, changes to hospital contracting arrangements with a hospital can affect an insured person. Requirements for notification of such changes and transition arrangements are included in the relevant agreements and codes relating to conduct between health insurers and hospitals.

## 3. Definitions

**Contributor** means the person registered as the Contributor for a health insurance policy, and who is responsible for payment of contributions of the policy.

## 4. Policy Administration

- Approved by CEO, effective from: 20 June 2020
- Policy Review Date: 31 March 2024