



The GU Health Medical Gap Network provides transparency and reduces the sometimes large out-of-pocket expenses that are part of your private hospital stay.

Member Information Sheet

GU Health Medical Gap Network

If your doctor participates in the GU Health Medical Gap Network, you will either have no out-of-pocket expenses, or you'll know exactly how much you will have to pay before your treatment begins.

Also, your doctor can bill GU Health directly, saving you from having to claim from Medicare.

What is a Gap?

When you are treated as a private patient by your doctor in a hospital or day surgery, Medicare covers 75 per cent of the Medicare Benefits Schedule (MBS) fee and GU Health pays the remaining 25 per cent. However some doctors charge above the MBS and you're usually required to pay the difference. This out-of-pocket expense is referred to as 'the gap'.

How does the GU Health Medical Gap Network work?

The GU Health Medical Gap Network seeks to reduce or eliminate 'the gap', resulting in no or fewer out-of-pocket costs to you. It also recognises the right of medical practitioners to exercise their own clinical judgment. We offer a set schedule of fees which is higher than the current MBS (the schedule of fees set by the Federal Government). By participating in the GU Health Medical Gap Network your doctor may accept the higher GU Health scheduled benefits as full payment for your treatment. Where this is the case, doctors will bill GU Health directly and you won't have any out-of-pocket expenses. This is known as a 'No Gap' experience.

Alternatively, your doctor may also choose to participate but charge an amount above the GU Health scheduled benefit – in which case they are obliged to provide, in detail, what the charges will be and what will be covered by Medicare and GU Health. Known as 'Informed Financial Consent', this ensures you will know in advance of having the treatment exactly what your out-of-pocket expenses will be. This may still reduce your medical gap and is called a 'Known Gap'. The maximum Known Gap you may be charged is \$400 per episode.



You can search for a GU Health Medical Gap Network specialist on our website at guhealth.com.au/find-a-provider or via the **GU Health App**



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What do I need to ask my doctor?

Participation in the GU Health Medical Gap Network is open to all doctors who treat private patients in registered hospitals or day surgeries. Once registered, it is your doctor's choice to use the Medical Gap Network and they can do so on a case-by-case basis. Prior to admission, be sure to ask your doctor if they'll be participating in the GU Health Medical Gap Network. If the doctor you wish to visit has not registered and would like to, please ask them to contact GU Health to register via email: gapsupport@guhealth.com.au

If your doctor no longer wishes to participate in the GU Health Medical Gap Network or has advised they will not be treating you under the scheme for this admission, please contact GU Health to discuss your options. Each provider decides whether or not to participate in the GU Health Medical Gap Network, and you will need to fund any gap amount charged by a provider who does not participate in the scheme. Doctors who agree to use the GU Health Medical Gap Network do not automatically provide a No Gap or Known Gap service. They may choose to make this decision on a case-by-case basis so you must ask the doctor if they will participate in the scheme for each admission you arrange.

What's not covered?

The Medical Gap Network doesn't cover costs such as hospital excess, or services such as blood tests and x-rays provided by pathologists and radiologists.

Please note, the scheme only covers services provided during your hospital stay. Any consultations before and after the hospital stay won't be covered under the scheme, including any administration and booking fees that may be charged.

The information contained within this document is current from the publication date and is subject to change. If you're planning a treatment for which you anticipate a benefit from GU Health, contact us in advance to confirm your benefit entitlement.

Questions to ask your doctor

- Will you treat me under the GU Health Medical Gap Network scheme?
- Will I have any out-of-pocket expenses, and if so, can you provide a written estimate of how much?
- Will any assisting doctors also use the Medical Gap Network scheme and if so, how can I obtain a quote for their services?
- Are you prepared to send the bill to GU Health directly?

For further information about your GU Health cover or any queries relating to this document, please contact your GU Health Member Relations Team on **1800 249 966** or email: corporate@guhealth.com.au