

Upcoming Systems Outages



On 1 July 2021, **health.com.au will integrate with Frank Health Insurance** and all health.com.au members will be transferred to the Frank brand. The integration will impact electronic systems and the claims process. Please take note of the key dates.

25 June 2021

The ECLIPSE claims channel for health.com.au will be decommissioned.

From this date all hospital, medical and broader health cover claims are to be submitted manually via post or email.

29 June 2021 (after 7pm)

HICAPS and other electronic ancillary claiming systems for health.com.au members will be turned off.

There will be major outages as we continue to integrate the two funds. health.com.au members will be required to manually submit their claim via post or email or, once they have transitioned to Frank after 1 July 2021, via the Frank member portal.

From 1 July 2021

All claims for health.com.au members with a date of service on or after 1 July 2021 should be submitted to Frank, as the members will be transferred onto a Frank membership.

health.com.au members transferring to Frank will be issued a new Frank membership card.

Entire system outage for GMHBA, Frank and health.com.au

25-27 June 2021

Electronic claiming, across all channels, will not be possible between 25th and 28th June for health.com.au, GMHBA and Frank. Electronic claiming channels will be back online for GMHBA and Frank from Monday 28 June.

This systems outage will cause an interruption to ECLIPSE Fund Checks, ECLIPSE claims and HICAPS claims across health.com.au, GMHBA and Frank.

Fund Checks during systems outage

As this is a planned outage, we encourage you to conduct electronic eligibility checks in advance. You can also contact health.com.au, GMHBA and Frank contact centres to conduct an eligibility check manually.

Contact details

Manual claims: Suite 9, Level 1, 10 Moorabool St, Geelong VIC 3220
Email enquiries: frank@frankhealthinsurance.com.au
Phone enquiries: 1300 437 265