

Independent Audiologists Australia Inc

<https://independentaudiologists.net.au>

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Fund	Phoenix Health Fund Limited
Code	PWA
Address for Correspondence	PO Box 156 Newcastle NSW 2300
Website	http://www.phoenixhealthfund.com.au

EXTRAS COVER

Audiology Description	Hearing Aids and repairs are included in limit set at \$2000.		
Schemes	Complete Extra 70	Everyday Extra 60	Kick Start Extra 50
Initial Consult	NA		
Subsequent Consult	NA		
Annual Consult Limit	NA		
Device Limit	70% up to \$2,000		
Annual Device Repairs			
Device Supply Cycle	3 years		
Waiting period	12 months		

Notes and Disclaimer - Check individual cover with the health fund.

1. Health funds listed at <https://www.privatehealth.gov.au/dynamic/insurer> . Extras information and Hospital cover accessed July 2021.
2. Information summarised in this table was accessed from each website.
3. Product brochures from Extras and hospital cover were downloaded from each site and information related to audiology and hearing devices was extracted.
4. IAA is not responsible for the accuracy of the information listed, which is intended as a guide only.
5. Accuracy of information is dependent on the information made available by the fund.

HOSPITAL COVER

Fund	Bronze Hospital Bronze Plus Essential Hospital Bronze Plus Care Hospital	Silver Everyday Hospital Silver Plus Content Hospital Silver Plus Advantage Hospital
Initial Cover	No cover for implantation of hearing devices	Implantation of hearing devices
Repairs		See Extras

Sound Processor Upgrades / Replacements do not require admission to hospital and fall outside of the benefit for implantation of hearing devices.

Replacements / upgrades will usually require pre-approval based on a clinical reason or evidence that a device is no longer working, is not repairable, and is out of warranty. Processors are not usually routinely replaced either because they are out of warranty or because newer products have become available.

The process for securing health fund cover for replacement or upgrades is as follows:

1. Download the request form from https://www.ahsa.com.au/web/hospitals/ahsa_forms/speech
2. Audiologist completes the request form and provides supporting evidence of clinical benefit, supplier evidence that an aid cannot be repaired)
3. Email both the form and the evidence to: enquiries@phoenixhealthfund.com.au
4. Put the patient's fund membership number in the subject line, indicating this is an Exgratia Request.
5. The fund will provide a decision about whether they will fund replacement.
6. Once an approval notice has been issued by the fund, that notice and an order for replacement must be sent to the device supplier.
7. The device supplier will send out the replacement device to the audiologist.
8. The supplier will invoice the health fund directly.

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