

Low Claims Discount

If your policy number starts with a PL, this fact sheet is for you.

The low claims discount offers a reduction in premium for eligible Members, based on their claims. The discount is calculated and applied per person on the policy.

The low claims discount is only available on the Major Medical and Real Value Health Plans. These are legacy plans previously issued under the Accuro brand and are no longer available to purchase. The discount is not available on any other Health Plan (e.g. SmartCare+, StaffCare, Hospital Select, UniCare Advantage etc.) and cannot be transferred to another person or Health Plan.

The low claims discount is not guaranteed. We may change or remove it upon giving notice to policyholders. We will give 21 days' notice of any changes to premium.

Eligibility

To be eligible for the discount, Members must:

- Hold a Major Medical or Real Value Health Plan
- Be paying adult premium rates
- Meet the premium to claims ratio defined below

Members are not eligible for the discount if they:

- Are on dependant premium rates
- Obtained their Major Medical or Real Value Health Plan through a workplace or group health insurance scheme (regardless of whether or not they are still employed or associated with that workplace/group)

Application and removal of the discount

The discount is automatically calculated prior to each policy anniversary.

If a Member is eligible:

- The discount will automatically be applied to their premium at their anniversary
- The discount will be listed in the Membership Certificate, which is sent as part of the renewal communications at their anniversary.

If a Member is not eligible or has lost the discount (as a result of making claims), it will not be applied to their premium.

How is it calculated?

The low claims discount is calculated 32 days prior to the policy anniversary date.

The calculation compares:

- The total premium charged (net) and
- the total value of claims paid (net)

over the previous three years. If the policy has fewer than three years, we will use the information available.

If the value of the claims is less than 70% of the premium, the Member is eligible for the low claims discount.

Claims received in the 32 days prior to the anniversary date, are not included in the low claims discount calculation until the following year.

The discount will remain on the policy until it is re-evaluated at the next anniversary.

Additional notes on the calculation

- Premium charged is calculated based on the policy year and anniversary date, not calendar years.
- Claims are calculated based on the claim event date (date of treatment or procedure), not when the claim was submitted or paid.
- Prior approvals, Special Benefits and Grants, and Loyalty Benefits (see below) are excluded from the total value of claims paid.

*Benefits excluded from Low Claims Discount Calculation**

<i>Product</i>	<i>Special Benefit & Grants</i>	<i>Loyalty Benefit</i>
Real Value	Sick leave without pay benefit	GP health check
Real Value	Funeral support grant	Bowel screening
Real Value	Birth grant	Melanoma
Real Value	Home support benefit	
Major Medical	N/A	GP health check
Major Medical	N/A	Melanoma
Major Medical	N/A	Bowel screening

*As at Jan 2026. For full benefit terms and conditions, please refer to your Health Plan document.

Example 1

If Mary's anniversary is 01 Oct 2025, we will:

1. Calculate the premium charged for the previous three years – between 01 Oct 2022 to 30 Sep 2025.
2. Calculate the 70% claims threshold.
Eg: \$3,000 premium x 70% = \$2,100 claims threshold.
3. Calculate Mary's claims from the period 30 Aug 2022 to 30 Aug 2025 (32 days before her anniversary date).

If Mary claimed for less than \$2,100 in this period, she would be eligible to receive the low claims discount, which would be applied from her next anniversary.

If Mary had a hip replacement that cost \$20,000, she would have exceeded the low claims threshold and would not be eligible for the low claims discount.

Example 2

Greg started his Major Medical Health Plan only two years ago, so there isn't three years' of premium and claim information. We use the information that is available.

If his anniversary is also on 01 Oct 2025, his premium will be calculated by using the last two years of premium charged and the last two years of claims paid.

E.g. Premium charged period = 01 Oct 2023 to 30 Sep 2025 and Claims paid period = 30 Aug 2023 to 30 Aug 2025.