

Date: 13 November 2001

Subject New claims service for NIB members

NIB members have received new membership cards that will take their claims processing into the electronic age.

The new cards will enable members to have claims at various health providers processed "on the spot" through a new facility known as the Health Industry Claims and Payments Service (HICAPS).

It allows for immediate settlement of claims at participating providers, including:

- Dentists
- Physiotherapists
- Chiropractors
- Osteopaths
- Optical dispensers

HICAPS works exactly like an EFTPOS transaction.

After the consultation the provider swipes the NIB membership card. Claims details are entered and the transaction is processed within seconds

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