

Date:

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Subject

THELMA looking after NIB members

NIB Health Funds has recently signed on to become a part of THELMA, a hospital eligibility system that facilitates hospital admissions at the press of a button.

THELMA allows all sectors of the health industry to communicate and exchange information. For NIB members, it means the fast delivery of hospital eligibility information without the burden of filling out forms, standing in queues or waiting on the telephone.

Chief Executive Officer of NIB, Mr Mark Fitzgibbon, believes the system will make NIB membership even more convenient at a time when members are most vulnerable.

"The new system enables NIB to deliver a more comprehensive member service by facilitating the fast delivery of hospital eligibility to health care providers without the extensive paper trail that is currently required," he said.

"The delivery of this information will also provide our members with greater certainty of financial obligations before they check in, such as excess and service exclusions.

"This means that members requiring hospital treatment can have all their questions answered, and focus on their recovery."

In recent years, NIB has undergone a significant upgrade of information services which have increased the organisation's technological capabilities and simplified the process involved in hospital treatment.

"Just as electronic banking has made managing your money easier, initiatives such as THELMA mean that most hospital eligibility transactions can be completed at the point of consultation; rather than receiving bills after you leave hospital, they can be finalised as you check out," Fitzgibbon said.

"In conjunction with existing member services, initiatives such as THELMA will enable us to add further value to NIB membership through improved services and lower health care transaction costs."

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