

OUR NEW MEMBERSHIP CARD GUIDE

In November 2017, we launched our new member recognition program, with tiered membership levels for our members. We issued new membership cards to our longest serving members (over 5 years). If members are still using their old card this may cause problems with claiming on the spot.

WHAT IF MY PATIENT'S HCF MEMBERSHIP CARD IS DECLINED?

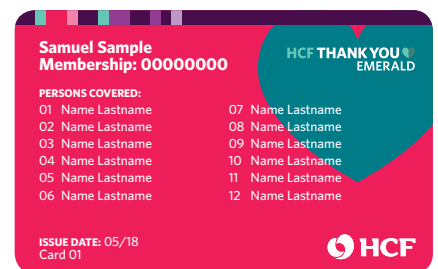
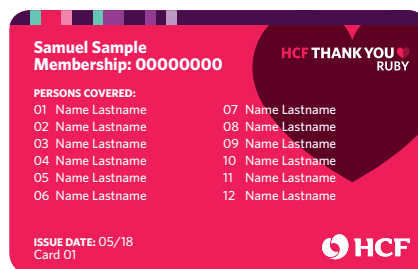
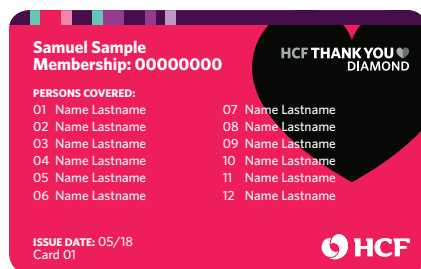
If the card declines with error code 14 (invalid card), it may mean that this member is not using their most current card (see below for card examples).

Please ask your patient to contact us on **13 13 34** so we can fix the problem.

WHAT TO LOOK FOR?

DIAMOND, RUBY AND EMERALD MEMBERS

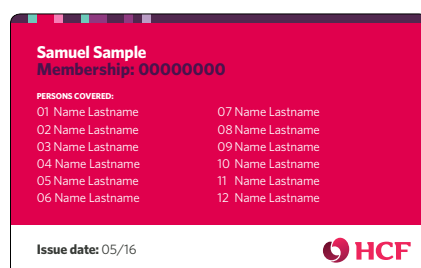
Members who have been with HCF for **more than 5 years** should be using one of the below cards.



OPAL MEMBERS

Majority of members who have been with HCF for **less than 5 years** will still have the old card design. Unless they joined or requested a new card after November 10, 2017 - both cards are active for Opal members only.

Old card design



New card design

