

PRIVACY COLLECTION NOTICE FOR MEDICAL PROVIDERS

AUGUST 2018

This notice explains certain matters about the collection, use and disclosure of the personal information that The Hospitals Contribution Fund of Australia Ltd (HCF) ABN (68 000 026 746) collects about you when you or members submit claims for payment by HCF for your services, as prescribed by Australian Privacy Principle (APP) 5 in the Privacy Act 1988 (Cth).

HCF PRIVACY POLICY

HCF's Privacy Policy is available on the HCF medical provider portal hcf.com.au/about-us/about-HCF/governance-and-structure/policies/privacy-policy

The Privacy Policy describes the personal information that HCF collects about medical providers, how we otherwise process and share your personal information (including overseas), how we protect your information, how to request access to and correction of your personal information, how you can make a privacy complaint and how we deal with complaints.

HOW HCF COLLECTS INFORMATION ABOUT MEDICAL PROVIDERS

- via invoices and claims documents you or our members submit to HCF
- via electronic claims processes e.g. Eclipse
- via receipts and claim forms submitted to HCF by its members
- via forms and correspondence providing or updating details
- via questionnaires and/or surveys conducted with members and/or providers or feedback you provide
- from the pages and files viewed and files downloaded on the HCF provider portal
- from other publicly available information.

WHY HCF COLLECTS MEDICAL PROVIDER PERSONAL INFORMATION

- to assess claims and pay benefits in accordance with our members' policy entitlements
- provide a Find a Doctor search functionality for our members
- enable our members to identify doctors participating in HCF's No and Known gap scheme (Medicover)
- provide transparency of cost information for HCF members (including out-of-pocket (gap) costs) to assist them with making an informed choice (including sharing on third party websites)
- enable delivery of responses to enquiries via telephone, email, or mail.

WITH WHOM HCF SHARES MEDICAL PROVIDER PERSONAL INFORMATION

- other companies within the HCF Group
- our members
- websites we partner with.

CONSEQUENCES IF YOU DECIDE NOT TO PROVIDE YOUR INFORMATION

It is your choice about what information you provide HCF. However if you do not provide us with all of the information we need from our members or which we request when you submit a claim, we may not be able to process your claims and pay you, or process your application for our gap scheme or respond to your request for assistance.

If you have any concerns or queries about your privacy, you can:

 **EMAIL US**
privacyofficer@hcf.com.au

 **VISIT A
branch**

 **CALL US**
13 13 34