



ADF Family Health Mobile App  
User Guide

# Overview

ADF Family Health has released a new Mobile App for our Members.  
We wanted to create a better Member experience allowing you to not only claim with ease but also:

Track your claims

View people  
covered on the  
policy

View and update  
contact details

View the family  
benefit limit

Request additional  
policy cards

Inbox for important  
policy  
communications

Update benefit  
account details

Find a health care  
provider

In-app registration  
including two-  
factor  
authentication



# Technical Information

## **Compatible Devices:**

- For information on compatible devices please see the App store for iOS and the Google Play Store for Android devices.

## **App Privacy and Data Safety:**

- ADF Family Health take data privacy seriously. For information on the data collected, please view the App Permissions in the App Store for iOS or the Google Play Store for Android devices.

You can also view ADF Family Health's terms and conditions and privacy policy on our website, <https://adffamilyhealth.com/>.

Sign in

Register

# Registration & Signing in

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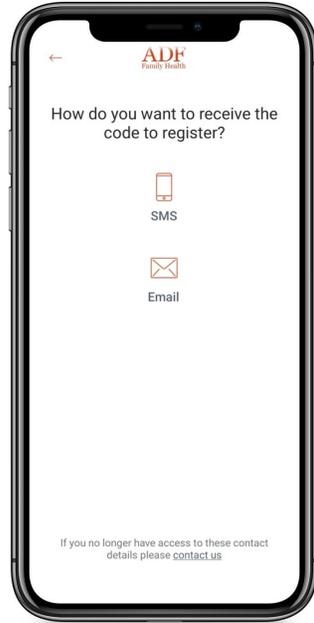
- ✓ Great news! If you already have access to ADF Family Health's Online Member Services (OMS), you can log straight into the Mobile App using the same details.
- ✓ Login and registration are at a policy level, not an individual level. This means only one password can be registered per policy, but this password can be used by anyone listed on the policy.
- ✓ The app provides access to a Forgotten Password feature if you are having trouble remembering your password. It's important to note that if you update your password on the app, this will also update your password on OMS.
- ✓ You can register using the Mobile App if you have not yet registered a password. You can then use the same password to log into OMS.
- ✓ To complete your registration, you must input the membership number and the primary policyholder's last name and DOB. If you are unsure of your membership number, please call us on 1300 306 289.

# Registration

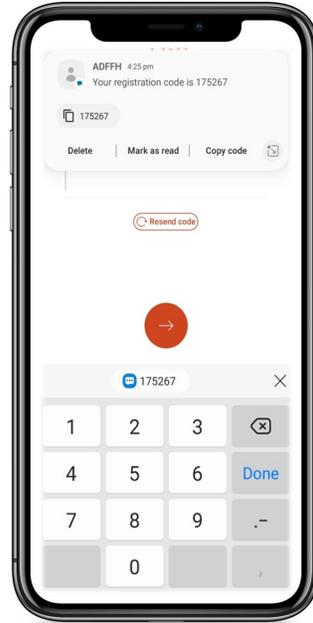
Follow the prompts on the app to complete the simple registration process:



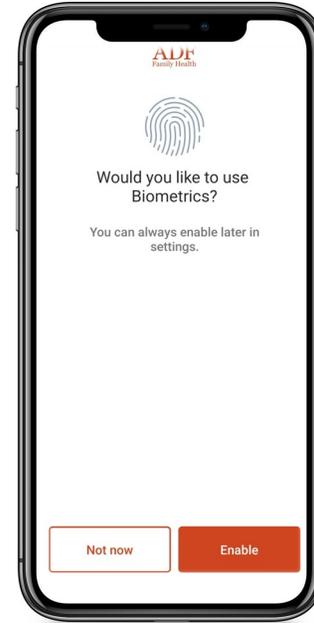
You will require your membership number and the last name and DOB of the primary policyholder to register or change your password.



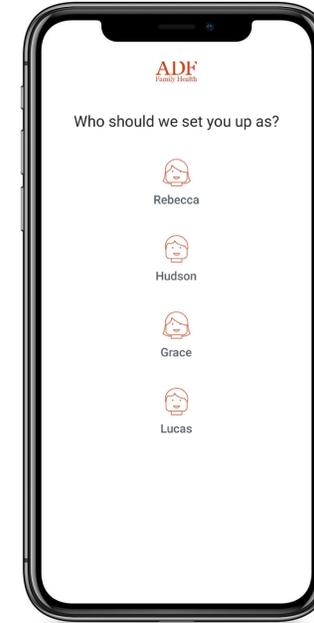
You will be prompted to select phone or email to receive the registration code. If you do not have phone or email details listed on your policy, an error will display requesting that you contact the fund.



Enter the registration code once you receive it. The code will be valid for 5 minutes.



For added security, you have the option to enable biometrics. You will then be able to use either your fingerprint or face ID to access the app in future.



Select yourself from the list of people covered on the policy.



Welcome to your new ADF Family Health Mobile App home screen.

# Dashboard

Access the menu here



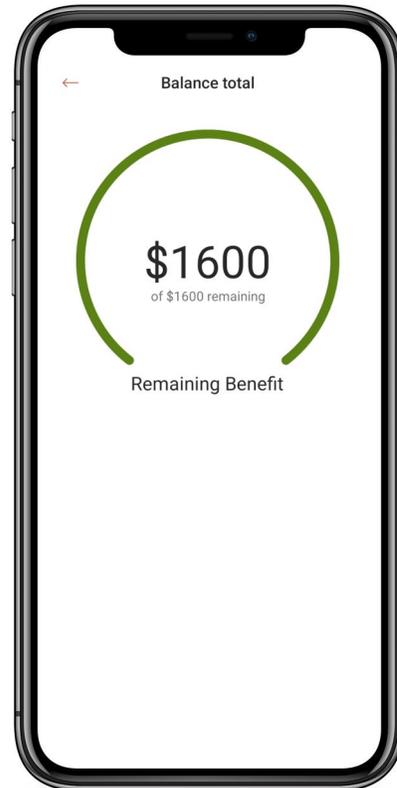
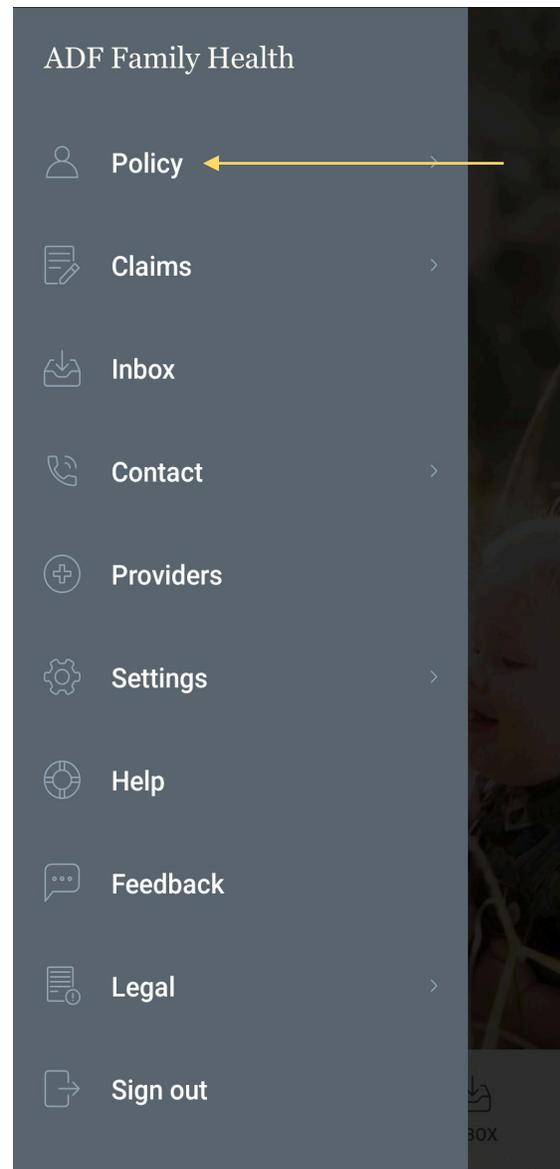
Switch users from the drop-down list

View claims history & submit new claims

View benefit limits for your Extras cover

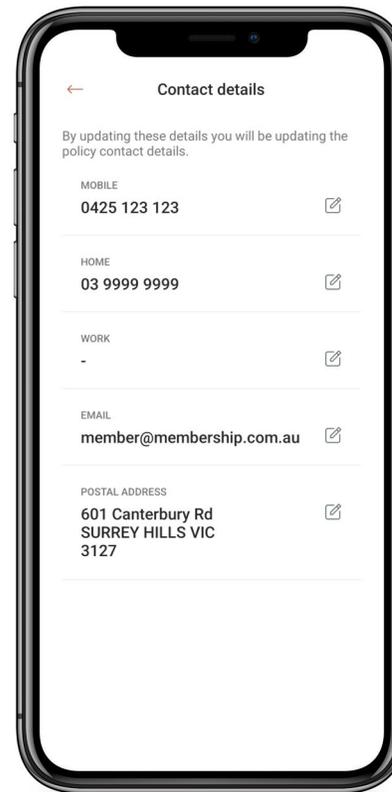
View important policy documents

# Policy Menu



## Benefit Limits

Allows you to check the remaining family benefits. The benefit limit is based on a financial year and resets on 1<sup>st</sup> July each year.

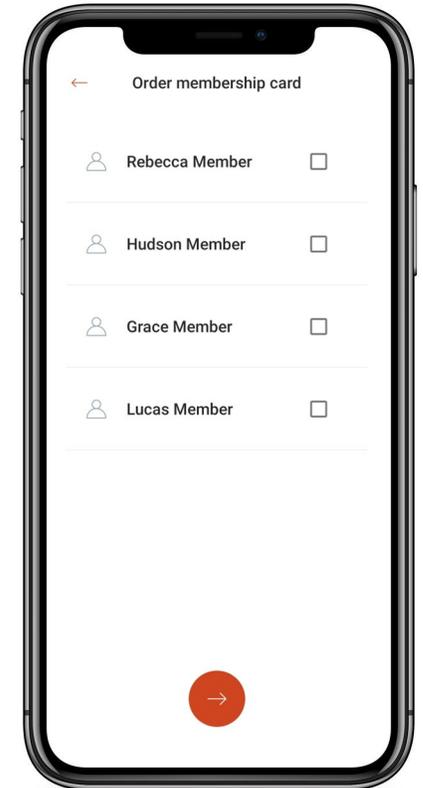


## Contact Details

Gives you access to view and update your phone numbers, email address, home address and postal address.

Please be aware that changes submitted via the app will also update on your ADF Family Health policy.

Click on the edit icon next to each field to update the details listed.

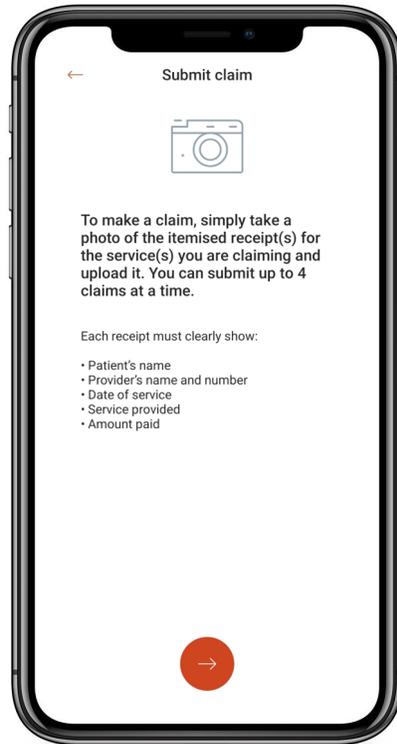
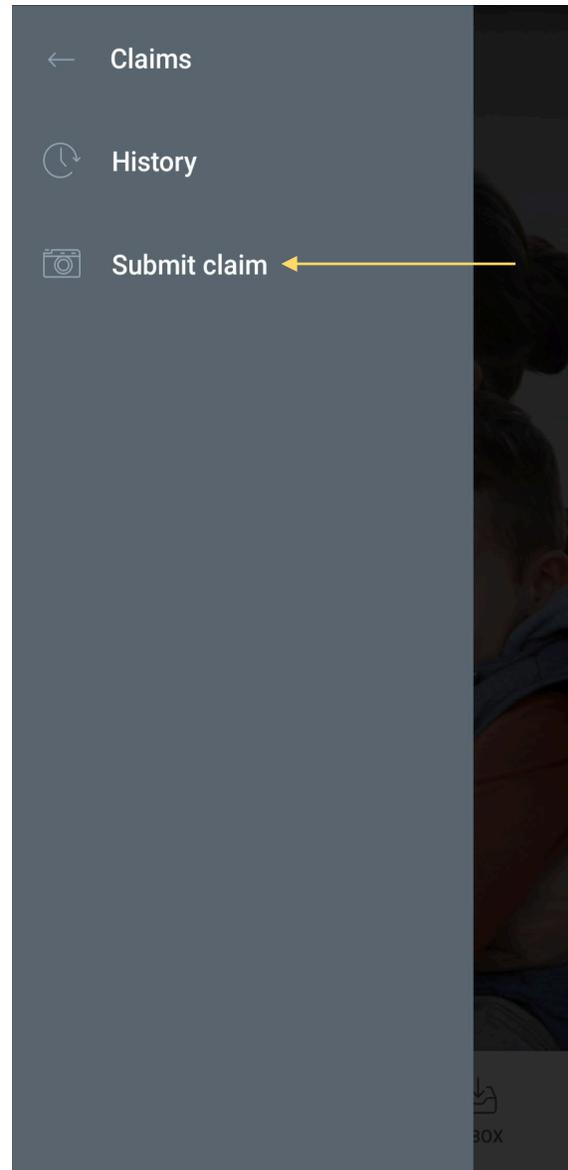


## Request Card

Select the person you wish to order a replacement card for. You can select more than one person if you need more than one card.



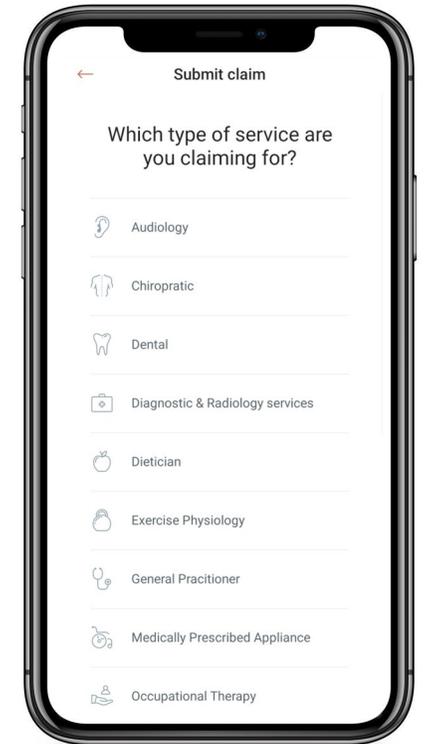
# Claims Menu – Submitting a claim



Follow the prompts to submit your claim. Due to email file size limitations, you can send a maximum of 4 pictures at once.

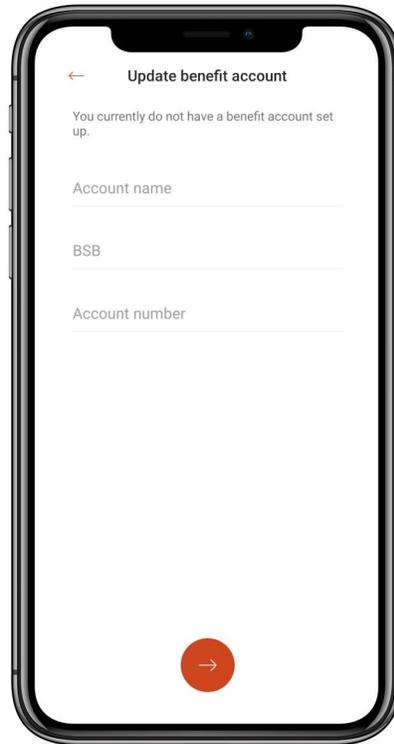
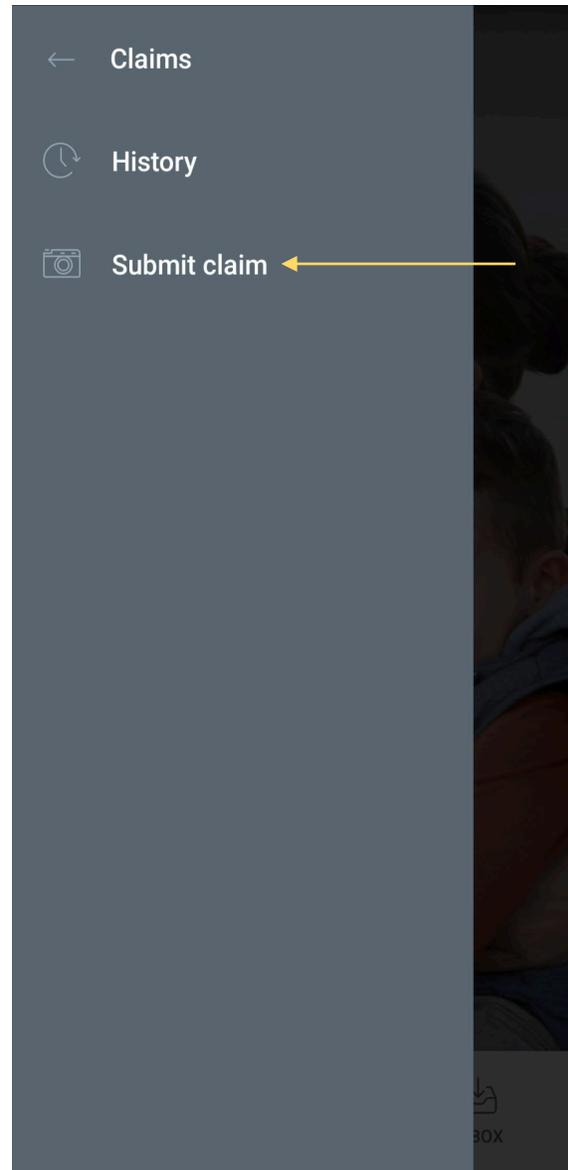


Select one of these buttons to submit a copy of your receipt for claiming. You can upload a file from your documents, take a photo with your phone, or upload a photo from your camera roll.



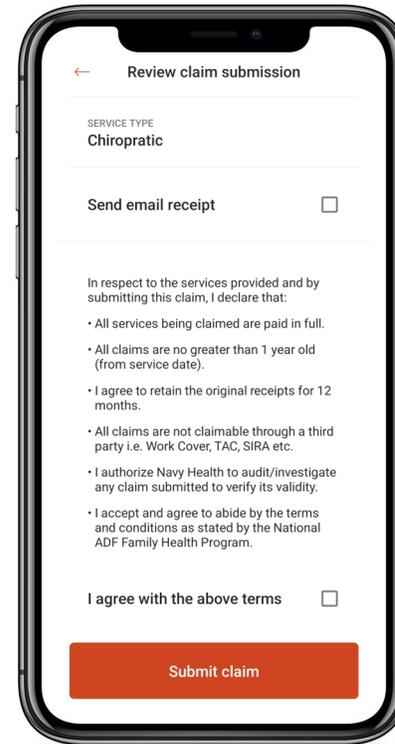
Scroll through the list and select the type of service you are claiming for.

# Claims Menu – Submitting a claim



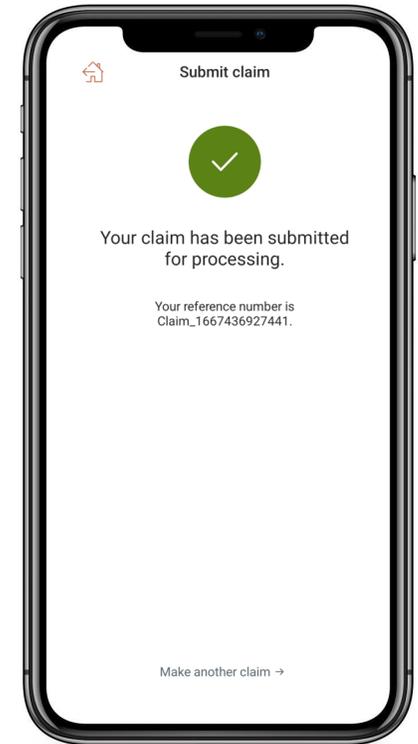
If you do not currently have a benefit account listed on the policy, the app will now prompt you to submit these details. The account details will be saved to your policy for future claims.

If there is a bank account already listed on the policy, this screen will not appear. The claim will automatically be paid to the account we have on file.



You can choose to receive emailed confirmation of the claim submission. If you choose to nominate a different email address for your claim confirmation, it **will not** adjust the contact information saved to the policy.

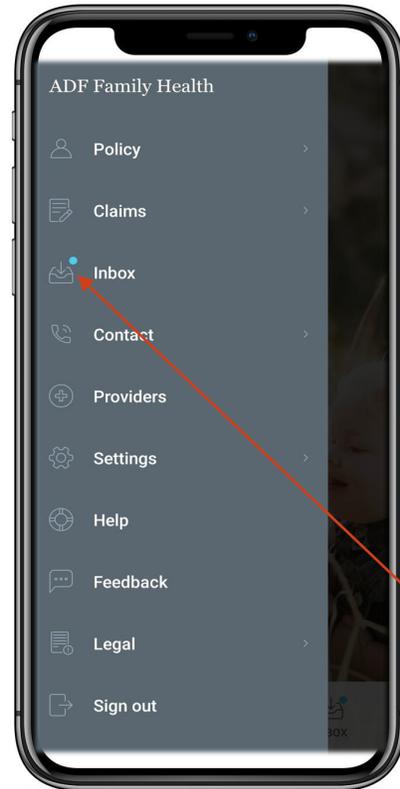
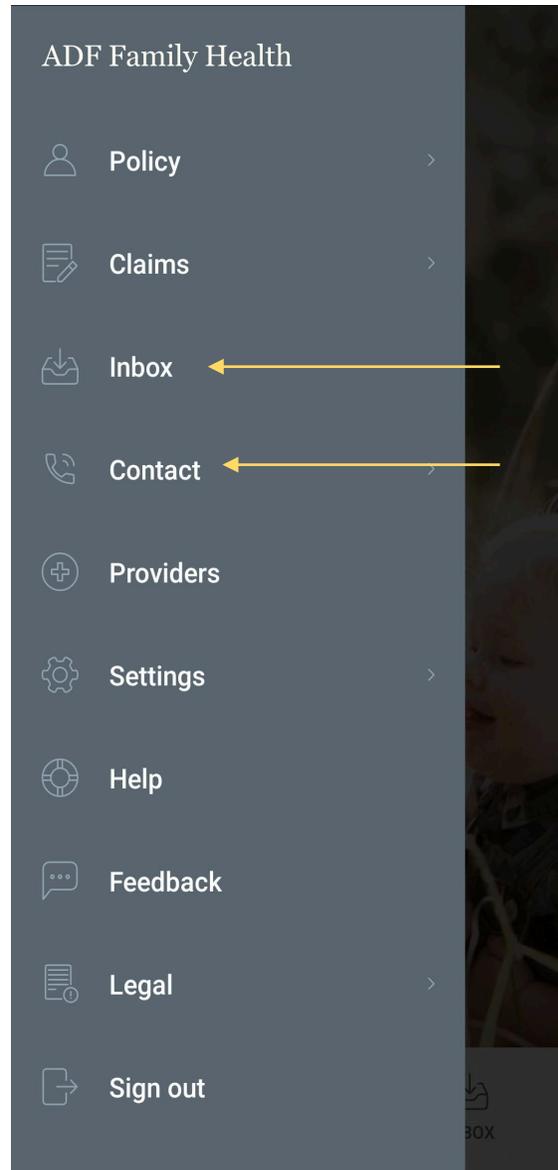
You must agree with the listed terms before proceeding.



A confirmation will appear on your screen when the claim has been successfully submitted.

If you have any further claims to submit, click the **Make another claim** button at the bottom of the screen.

# Inbox and Contact



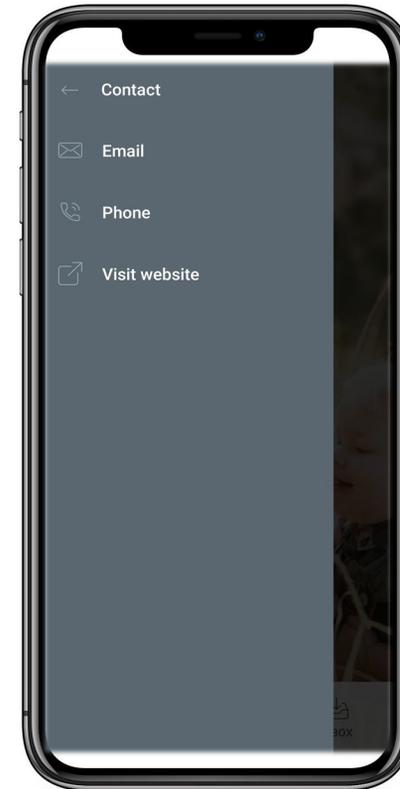
## Inbox

Gives you access to view any correspondence sent to you regarding your policy.

You have the option to:

- View the document and any attachments
- Download and save them to your personal files
- Share a copy via email

A blue dot will appear to indicate a new email or notice has appeared.

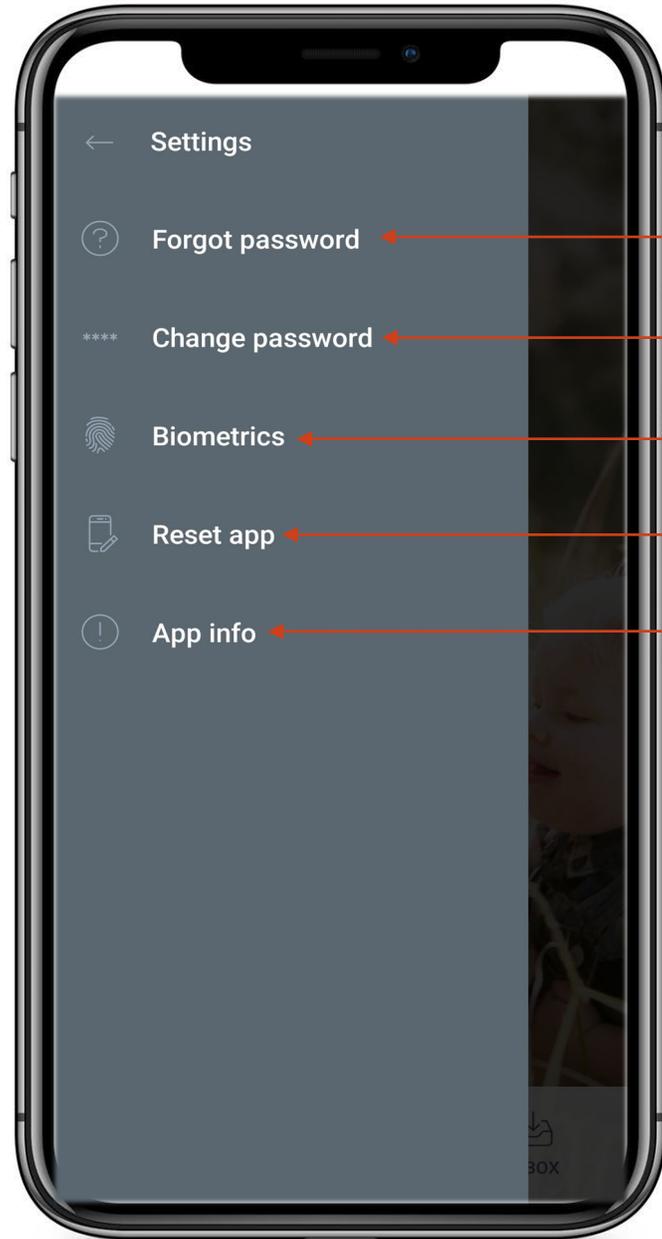
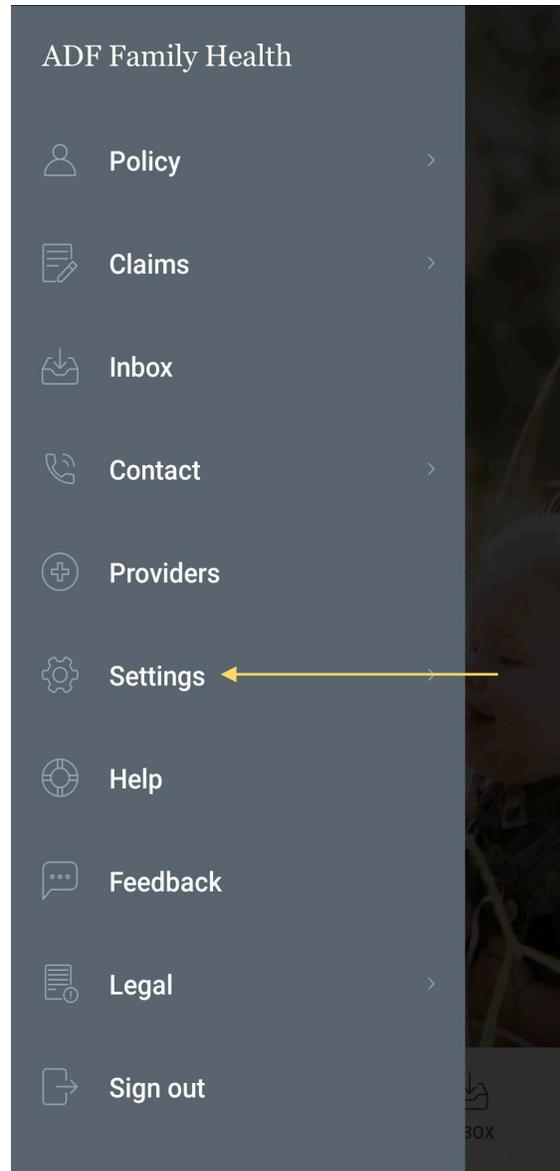


## Contact

Provides links to contact ADF Family Health directly via email or phone.

It also includes a link to the ADF Family Health website.

# Settings Menu

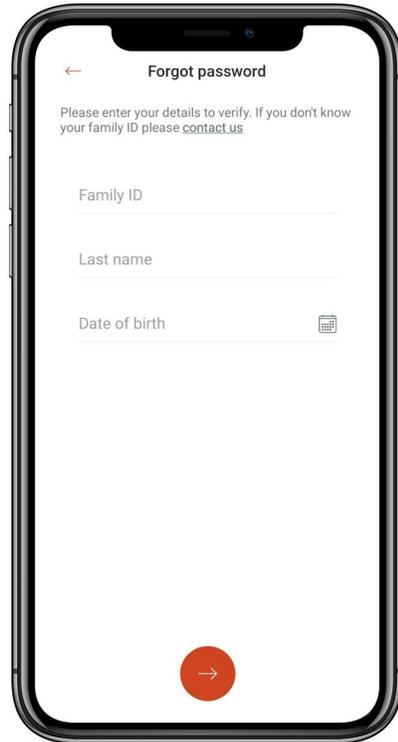
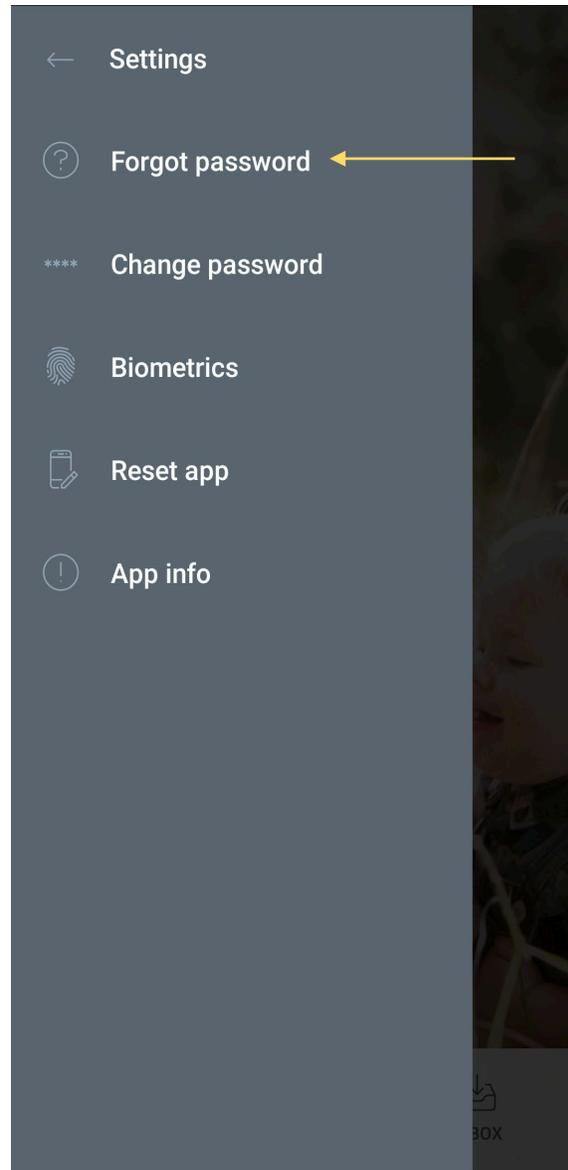


## Settings Features

Settings provides access to:

- Retrieve your password
- Change your password
- Turn Biometrics on or off
- Reset the app if you are experiencing technical difficulties
- Access the app information

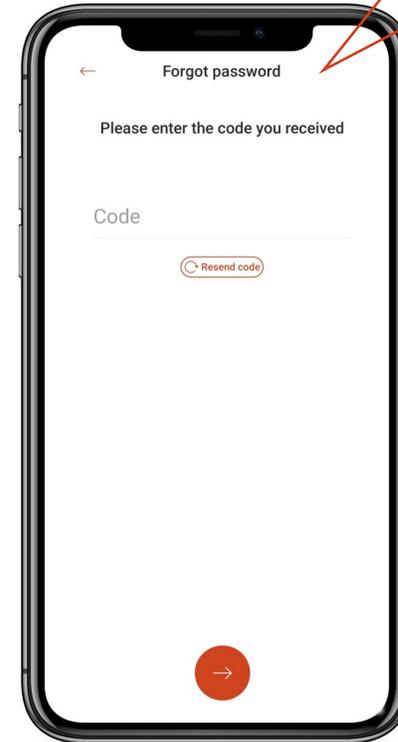
# Settings Menu - Forgot password



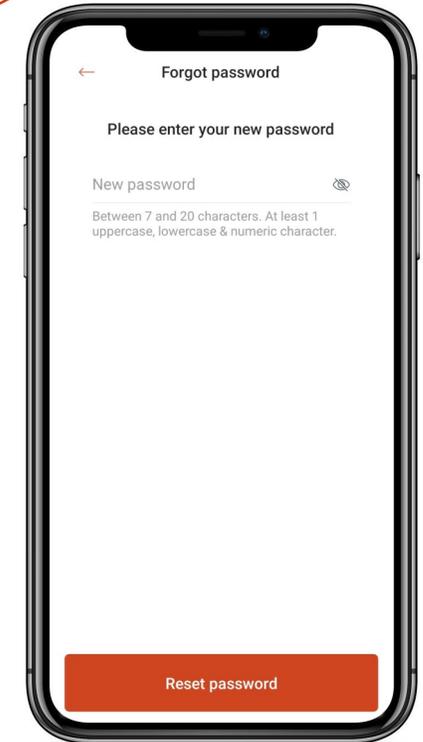
To reset your password, enter your membership number, and the last name and date of birth of the main policyholder.



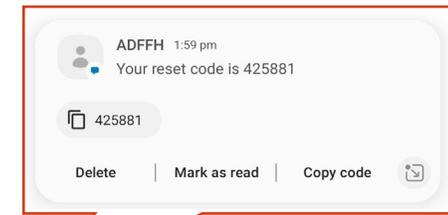
Choose how you would like to receive your password reset code. The options presented will be the cell phone number/s and email address listed on the policy.



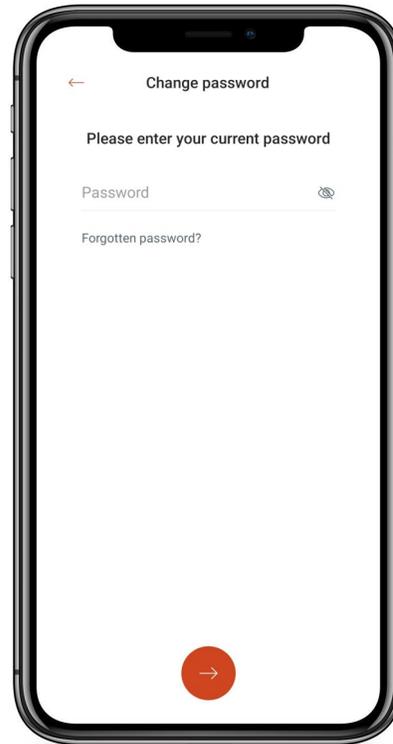
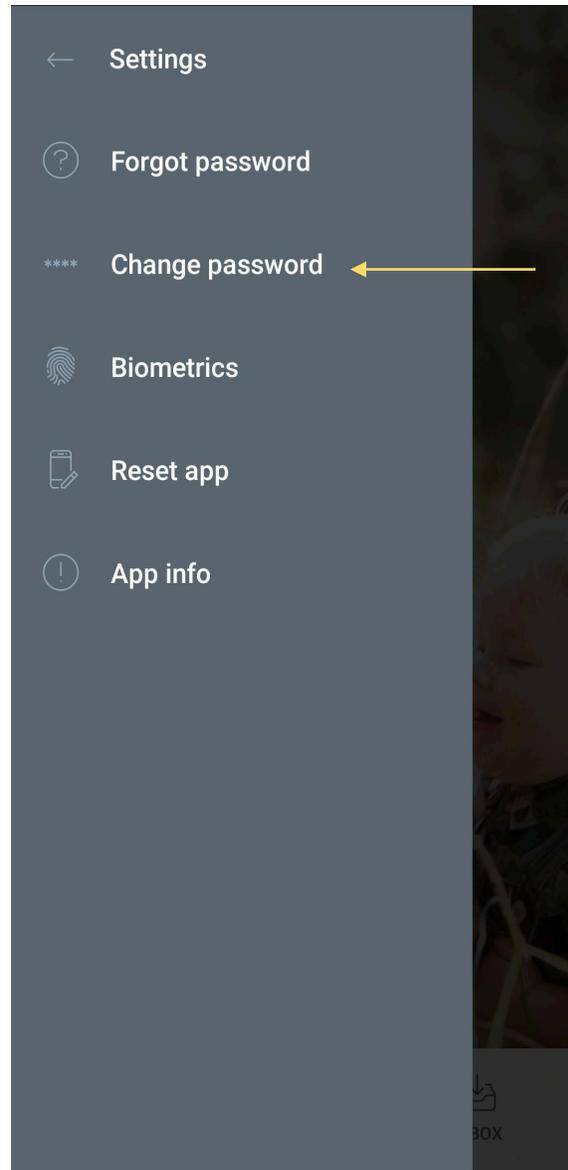
You will receive a password reset code via SMS or email. Enter the code once received. The code will be valid for 5 minutes.



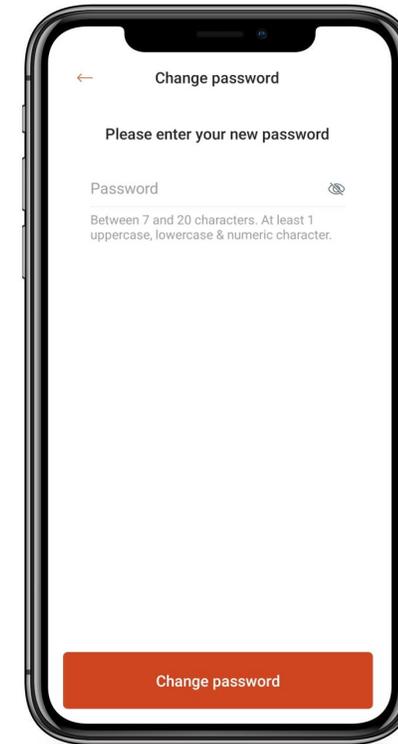
Enter a new password. This will now be your new password to log into the app and Online Member Services.



# Settings Menu – Change password

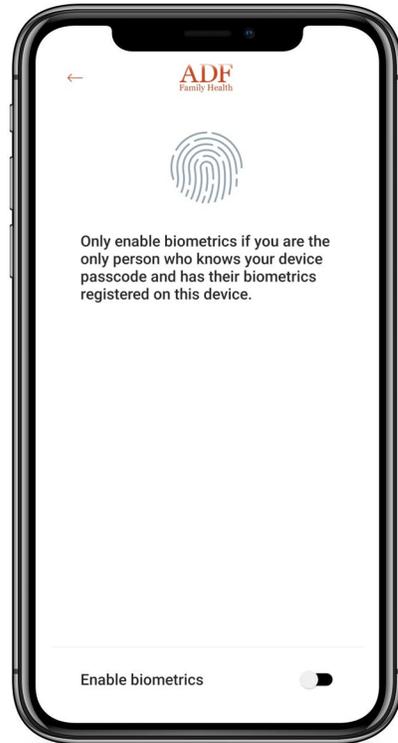
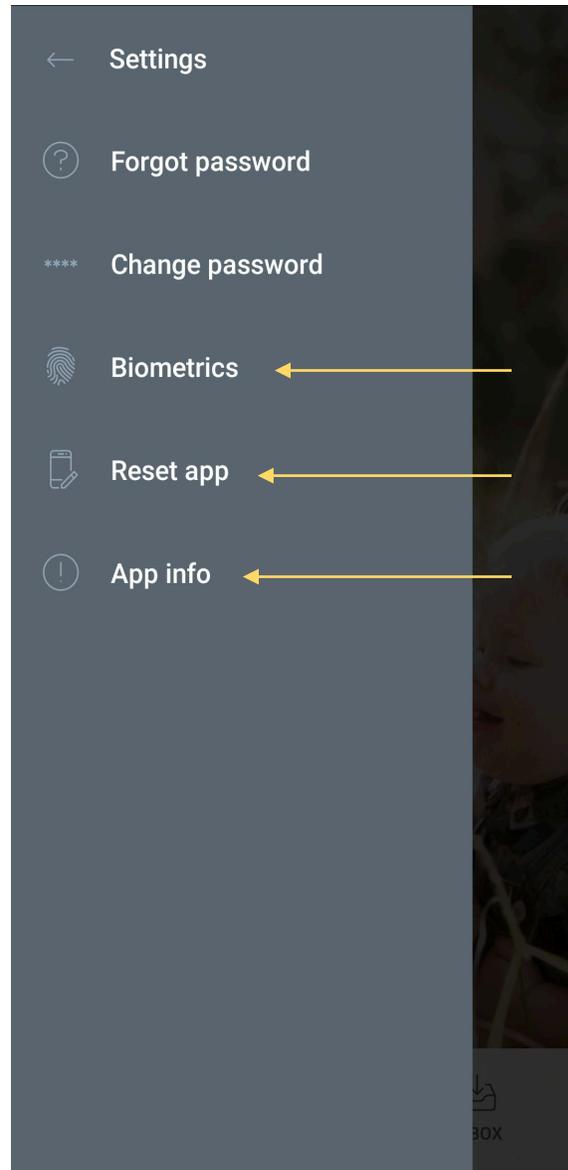


Enter your current policy password.



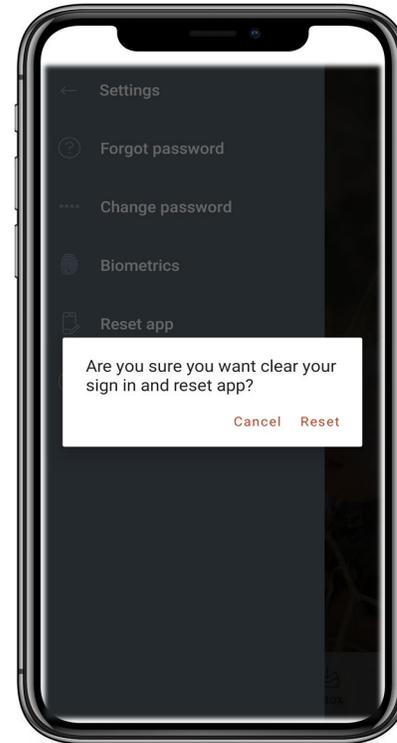
Enter a new password. This will now be your new password to log into the app and Online Member Services.

# Settings Menu



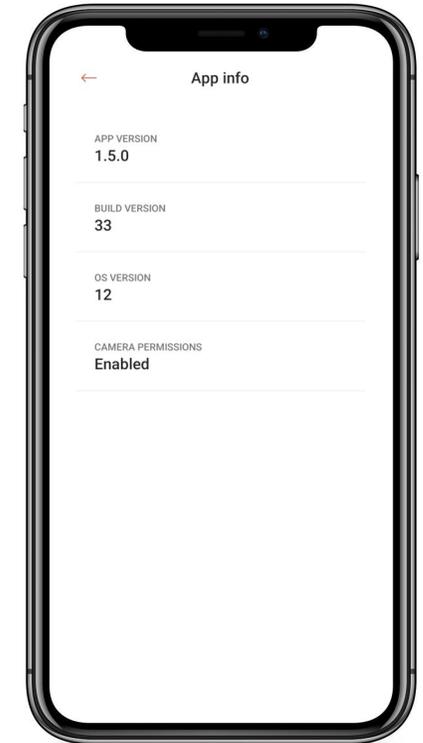
## Biometrics

You can switch the biometrics access on and off. If switched on, biometrics such as fingerprint or face recognition can be used each time you log-in instead of a password or access code.



## Reset app

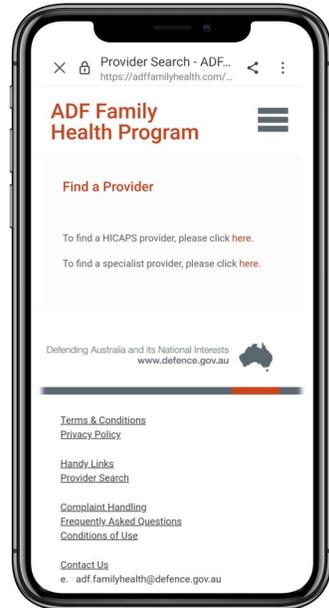
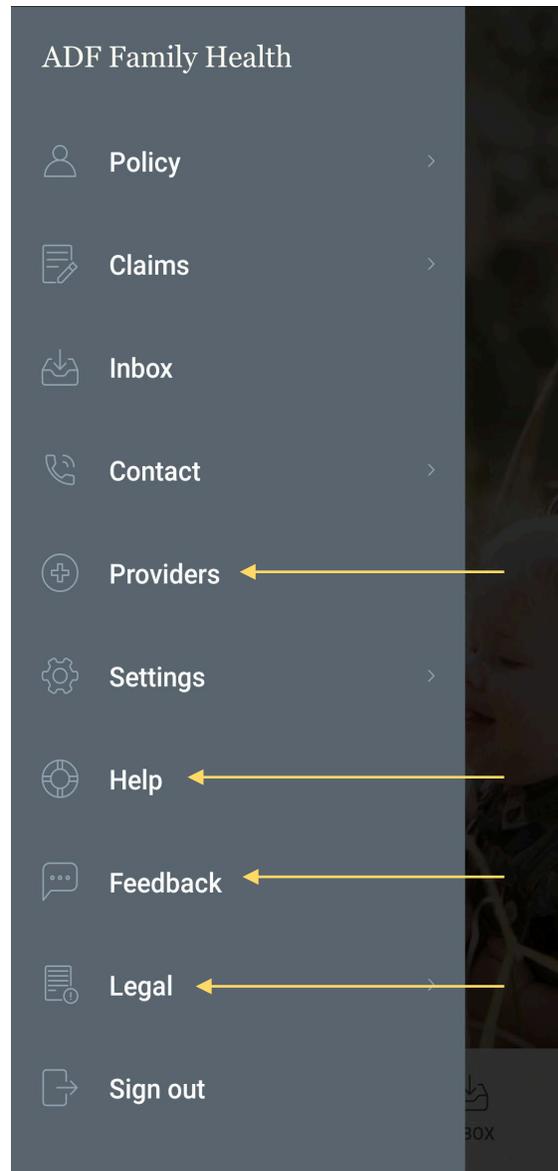
Resetting the app will often help if you are having any operational issues. Please be aware that resetting will remove all your saved log-in information. It will not remove the password from your membership, and you can still log into OMS.



## App info

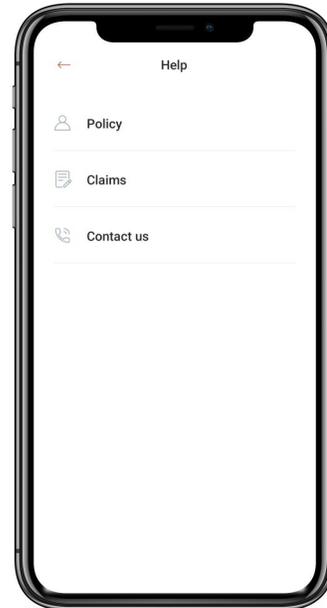
This provides important information regarding the app version you currently have installed. This information is needed if you are having any app issues and we need to trouble shoot further.

# Other important features



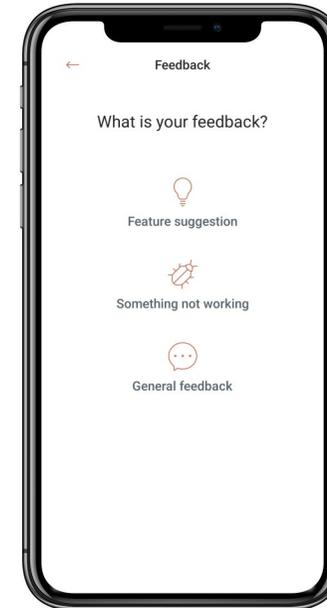
## Provider Search

Provides you with access to the ADF Family Health website provider search.



## Help

This section includes some information on policies, claiming, and contact information for ADF Family Health Program.



## Feedback

Provides you with access to submit feedback or suggestions on the app. Additionally, there is a link to submit general suggestions.



## Legal

Provides links to ADF Family Health's privacy policy.

**ADF**  
Family Health