

OSHC Frequently Asked Questions

- ✓ *How do I order my membership card?*
- ✓ *How do I update my personal details e.g., address / phone number?*
- ✓ *How do I cancel / request a refund on my policy?*
- ✓ *How do I make a claim?*



✓ *How do I order my membership card?*

To order your new member card:

1. [Log in to myBupa](#)
2. Select 'Cover' at the top of the homepage
3. Select 'Order a membership card' and fill in the online order form

Don't have myBupa? [Register for myBupa](#).

Go mobile with a digital card

If you're an Android phone user with a myBupa account, you're in luck. You can create and store a digital Bupa member card on your phone, and claim instantly for covered health services. Right there. On the spot.

[Create a digital Bupa member card](#)

*Android only.

✓ *How do I update my personal details e.g., address / phone number?*

Updating your details is easiest through myBupa. You can change most things, such as your direct debit information or communication preferences. You can also speak to us on 134 135 (Mon-Fri, 8am-8pm AEST) or visit your nearest Bupa store to update your details.

✓ *How do I cancel / request a refund on my policy?*

Call Bupa on 1800 888 942 or email oshc@bupa.com.au before completing the cancellation form. Please complete this form using black ink and write within the boxes in CAPITAL LETTERS. Mark appropriate answer boxes with a cross.

✓ **How do I make a claim?**

Claim online in four steps

If you pay for medical costs on the spot or afterwards, you may be eligible to claim back a portion or entire amount of the invoice.

1. [Register with myBupa](#). If you've already registered, simply [log on](#)
2. Select "Make a claim" from the menu options
3. Upload a copy of your invoice and/or receipt from your health practitioner or service provider
4. Upload a copy of a completed [medical certificate](#) if you are in the first 12 months of your cover

Use your Digital card to Tap & Claim*:

Tap and Claim with Bupa Digital Card

If you're an Android mobile user you can access your Bupa digital membership card for card-less claiming at participating Bupa recognised healthcare providers and get your benefit paid on-the-spot*.

Step 1. Download the myBupa App from [Google Play](#)¹. Already have the myBupa App? Make sure you have the most up-to-date version.

Step 2. Find your digital membership card on the home page of the app.

Step 3. Look out for the HICAPS machine after your respective health appointment.

Step 4. Unlock your phone and hold for a few seconds within three centimetres of the HICAPS terminal.

Step 5. Wait until you feel a vibration, hear a beep or see a visual confirmation.

*For services included on your cover. Subject to remaining limits, yearly limits, waiting periods, fund and policy rules