



**SuperCare**

**YOUR SUPER WHEN YOU  
NEED IT MOST**





# ABOUT SUPERCARE

SuperCare is an Australian owned company and was established to help everyday Australians eliminate the stress associated with paying for expensive, yet essential, medical treatments. SuperCare alleviates this stress by streamlining the application process that is required to access superannuation to pay for medical treatments.

## YOUR SUPER WHEN YOU NEED IT MOST

We were the first company to offer this service and our long standing history and expertise ensures your patients receive a premium service in a safe, secure and timely manner. To guarantee our service, we operate on a **'no approval no fee'** basis.

The SuperCare team is both responsive and adaptive to each application and, in doing so, exceeds industry standards. All applications are assessed under and comply with the Superannuation Industry (SUPERVISION) (SIS Regs) REGULATIONS 1994-REG 6.19A.

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### MEDICAL SERVICES

- Obesity/Bariatric Surgery
- Orthopaedic Surgery
- Cancer and Radiation Therapy
- Eye Surgery and Ophthalmology Procedures
- Post-Operative Treatment, including rehabilitation and physiotherapy

### IVF AND WOMEN'S HEALTH SERVICES

- IVF/ICSI/IUI
- Donor Sperm
- Donor Egg
- PGD/PGS/PGR
- Egg Freezing (non-social)
- Sperm Freezing (non-social)
- Gynaecology Procedures

### DENTAL SERVICES

- Implants and Dentures
- Oral and Maxillofacial surgery
- Braces and Orthodontics
- Root Canal
- Crown
- General Dentistry

### COSMETIC AND PLASTIC SURGERY SERVICES

- Rhinoplasty
- Liposuction
- Octoplasty
- Abdominoplasty
- Breast Reduction
- Reconstructive Surgery
- Body Contouring Surgery after excessive weight loss



# HOW DO WE HELP YOUR CLINIC?


- 1** We save your administration staff hours of work, by doing all applications forms and follow up calls for your patient
- 2** We streamline the application process, so your clinic receives payment quicker
- 3** We monitor the approval process to ensure patients use their released super funds for treatment at your clinic
- 4** SuperCare works collaboratively with a range of medical providers. We will use these associations, where possible, to refer patients to your clinic.
- 5** We have a direct channel with the ATO, allowing for prompt approval of your patient's application
- 6** We ensure all applications are made in accordance with all relevant rules, regulations and legislation

## WE ELIMINATE 95% OF THE PAPERWORK

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SuperCare provides a fee-for-service, which is paid by the patient and does not cost the clinic anything. Our services are so highly regarded that our model has become compulsory for patients at a number of clinics across Australia.

Throughout the application process, SuperCare ensures the clinic manager is kept constantly updated with the application's progress, including when the application is lodged, likely to be assessed, approved and when the funds are released—enabling the booking of surgery dates and treatment plans to be hassle-free.



# **BENEFITS OF SUPER AS A PAYMENT OPTION**

- 1** Clinic receives upfront payment in full
- 2** No lengthy payment plan
- 3** The clinic does not need to pay any fees or charges
- 4** Patients can access essential medical treatments, that they would otherwise be unable to fund
- 5** Super can be accessed for a partner, spouse or dependent child
- 6** Super is not means tested and there are no credit checks, as patients are accessing their own savings
- 7** The patient does not accrue large debts, which can take years to pay back
- 8** There is no cap to the amount of Super that patients can access. They are only limited by the amount they have in their Super Fund.
- 9** Using Super can allow patients to fund treatments at Private Hospitals instead of Public Hospitals, allowing a much shorter waiting time for essential treatments



# KEY PEOPLE

Daryl has been with SuperCare since its inception in 2013. In his role as a Clinic Manager, he provides high level support to SuperCare's affiliate clinic partners across the medical and dental industries.

He has extensive experience in Compassionate Release of Super and his knowledge of the associated legislation and application process is unrivaled.

He looks forward to working collaboratively with your clinic to roll out Super as a payment option.

## **DARYL CLARKE** **CLINIC MANAGER**



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## **CHERYL LONGHURST** **CLINIC QUOTE SUPPORT**



Cheryl has been with SuperCare for a number of years and is the primary contact for all patient support requests.

She provides high-level support to clinics using her expertise and in-depth knowledge of the Compassionate Release of Super process. She prides herself on her attention to detail and being able to provide a streamlined experience for patients.

She is eager to start working closely with you and your clinic to deliver an amazing experience for your patients.

# OUR PROCESS



Clinic sends patient's details to SuperCare via our Online Clinic Referral Form



A SuperCare consultant contacts patient and discusses eligibility



SuperCare consultant contacts your clinic and relevant specialists, to request a treatment quote and support letters, which form the basis of the CRS claim.



Patient is signed on as a SuperCare client and begins the application process



GP signs the CRS form



Application is reviewed and lodged with the ATO



Application approved, your clinic notified and Super Fund releases approved amount to patient within 5-10 business days



Standard assessment of up to 14 business days from lodgement



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