

HealthPoint

Operating Hours for Participating Health Funds

HealthPoint Support Desk

Email: HG-iResponse@dedalus.group or call us on 1300 301 692

NSW (AEST) time: 8am - 6pm Monday - Friday | 8am - 2pm Saturday

Health Fund	Monday – Friday	Saturday	Sunday
AAMI	6 am – 11 : 59 pm	6 am – 11 : 59 pm	6 am – 11 : 59 pm
ACA Health	24 Hours	24 Hours	24 Hours
ADFFH	5 am – 11 : 30 pm	8 am - 5 pm	8 am - 5 pm
AHM	6 am – 11 : 30 pm	6 am – 11 : 30 pm	6 am – 11 : 30 pm
Apia	6 am – 11 : 59 pm	6 am – 11 : 59 pm	6 am – 11 : 59 pm
Australian Unity	7 am – 10 pm	7 am – 10 pm	7 am – 10 pm
Bupa	24 Hours	24 Hours	24 Hours
CBHS	24 Hours	24 Hours	24 Hours
CBHS Corporate	24 Hours	24 Hours	24 Hours
CUA	24 Hours	24 Hours	24 Hours
Defence Health	24 Hours	24 Hours	24 Hours
ESH	24 Hours	24 Hours	24 Hours
Frank	24 Hours	24 Hours	24 Hours
GMHBA	24 Hours	24 Hours	24 Hours
HBF	24 Hours	24 Hours	24 Hours
HCF	6am – 10 pm	6am – 10 pm	6am – 10 pm
Health.com.au	24 Hours	24 Hours	24 Hours
Health Partners	24 Hours	24 Hours	24 Hours
HIF	24 Hours	24 Hours	24 Hours
Latrobe	24 Hours	24 Hours	24 Hours
Medibank Private	5 am – 11 : 59 pm	5 am – 11 : 59 pm	5 am – 11 : 59 pm
Navy Health	24 Hours	24 Hours	24 Hours
NIB	6 am – 11 : 59 pm	6 am – 11 : 59 pm	6 am – 11 : 59 pm
OneMediFund	24 Hours	24 Hours	24 Hours
Peoplecare	24 Hours	24 Hours	24 Hours
Phoenix Health	24 Hours	24 Hours	24 Hours
Police Health	24 Hours	24 Hours	24 Hours
Qantas Assure	6 am – 11 : 59 pm	6 am – 11 : 59 pm	6 am – 11 : 59 pm
QCH	24 Hours	24 Hours	24 Hours
RT Health	24 Hours	24 Hours	24 Hours
Suncorp	6 am – 11 : 59 pm	6 am – 11 : 59 pm	6 am – 11 : 59 pm
Teachers Health	24 Hours	24 Hours	24 Hours
Teachers Union	24 Hours	24 Hours	24 Hours
Territory Health	24 Hours	24 Hours	24 Hours
Uni Health	24 Hours	24 Hours	24 Hours
Union Health(TUH)	24 Hours	24 Hours	24 Hours
Westfund	5am – 11:30 pm	8 am - 5 pm	8 am - 5 pm