

Information about Health Funds

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GETTING STARTED WITH HEALTH PROVIDER NUMBERS

It can take a few months to be issued with all your health fund provider numbers. Below is a simple 4-step guide to getting yourself up and running as a health fund provider.

STEP 1 - Send all the required documentation to AMT

AMT can only forward your details to the funds when we have all your paperwork, including copies of your:

- professional indemnity insurance
- current HLT first aid
- Practice address details

STEP 2 - Check the provider recognition criteria to see which funds will recognise you as a provider

The provider recognition criteria (on page 8) shows which funds recognise your qualification. There is 1 fund that recognises Certificate IV graduates and around 49 funds that recognise graduates of Diploma qualifications. If you have pre-HLT qualifications, you will need to stay current with first aid, insurance and continuing education to guarantee the continuity of your provider status.

Please note that Medibank Private/AHM and HCF also have duration requirements for the Diploma of Remedial Massage. To be registered with those funds, you will need to have completed a Diploma over at least one year full-time or 18 months part time. AMT requires a letter from your RTO stating that your training meets the criteria to forward your details to these funds. This duration requirement does not include time taken to complete Certificate IV competencies.

New BUPA provider requirements

BUPA now requires providers to hold at least \$2 million dollars professional indemnity insurance per claim (i.e. this means each and every claim, not claims in the aggregate).

If you already have insurance you will need to check your insurance policy to ascertain the current professional indemnity limit. If your current professional indemnity limit is less than \$2 million then you will need to increase this in order to gain BUPA provider recognition.

STEP 3 - Wait to receive notification of your provider numbers

Each fund has a specified reporting cycle so it is not possible for AMT to get your name on provider lists on the same day we receive your documentation. Although AMT's administrative processes are prompt and efficient, we are at the mercy of the funds in terms of their data processing. It can take some funds up to 6 weeks to notify you of your provider number.

STEP 4 - Include all the required information on receipts. There is information on receipting requirements on page 6 of this document and in the AMT Code of Practice. AMT members are required to adhere to the receipting standard in the Code of Practice. Please note that providing false receipts is fraud and punishable by law.

Please note that some funds do not issue provider numbers but rather use your AMT member number as an identifier. Check the table overleaf to see which funds issue numbers and which funds use your membership number as the identifier.

KEEPING TRACK OF YOUR PROVIDER NUMBERS

The following table shows which funds will notify you directly of your provider number(s) and which funds use your AMT member number as an identifier.

ahm Health Insurance	AHM requires you to contact them to obtain your provider number/s. You can contact them via email info@ahm.com.au or phone 134 246. If you have more than one practice address you will receive separate numbers for each address.
ARHG (Australian Regional Health Group)	Your provider number is AW0XXXXM, where the 4 X's are your 4-digit member number for example AW01234M. If your membership number is 5-digits then your provider number will be AWXXXXXM where the 5 X's are your 5-digit member number for example AW12345M. This number is used for all practice addresses registered with ARHG.
Australian Unity	Australian Unity will notify you of your provider number/s via mail. If you have more than one practice address you will receive separate numbers for each address.
BUPA	AMT will notify you of your provider number via email or mail. If you have more than one practice address you will receive separate numbers for each address.
CBHS	Your provider number is AMTXXXX, where the X's are your 4 or 5 digit member number for example AMT1234. This number is used for all practice addresses registered with the CBHS.
Doctors' Fund	Your provider number is AMXXXX, where the X's are your 4 or 5 digit member number for example AM1234. This number is used for all practice addresses registered with the Doctors' Fund.
GU Health	GU Health will notify you of your provider number/s via mail. If you have more than one practice address you will receive separate numbers for each address.
HCF	HCF does not issue provider numbers. Use your AMT member number on all receipts.
Medibank Private	AMT will notify you of your provider number via email. If you have more than one practice address you will receive separate numbers for each address, up to a maximum of three addresses.
nib	nib does not issue provider numbers. Use your AMT member number on all receipts.
VIC Worksafe	VIC Worksafe will notify you of your provider number via mail.

HEALTH FUND PROVIDER ARRANGEMENTS - WHO IS RESPONSIBLE FOR WHAT?

This information will help you to understand who has responsibility for administering each aspect of health fund provider arrangements.

The private health funds:

- set provider recognition criteria, which they can modify at any time.
- accredit AMT as a guarantor on behalf of members. AMT has contracts with the funds and must abide by the recognition criteria set out in these agreements.
- determine how and when AMT will report members' details.
- determine how and when provider numbers will be issued.
- have the right to suspend or cancel a provider's recognition

AMT:

- abides by the provider recognition criteria set by the funds. These terms are written into a contract or agreement that AMT must sign.
- reports directly to the funds on member eligibility for provider status in a reporting cycle that is determined by the funds. This includes providing updates of changes such as new practice or mailing addresses, and changes of name.

You:

- retain a copy of your provider numbers. **AMT cannot do this on your behalf.**
- contact the health fund(s) directly for your provider number(s)
- contact the health fund(s) directly when your client has difficulty with a claim. AMT can only assist if the fund informs you that you are not registered with them.
- inform AMT promptly of any changes to your details, such as new practice or mailing addresses
- submit copies of your HLT first aid, insurance certificate of currency, CEU documentation and renewal fees before the due date.
- abide by the various health fund Terms and Conditions. These are available for download from the AMT website:
<http://www.amt.org.au/members/health-fund-info.html>
- maintain compliance with the AMT Code of Practice, including maintaining appropriate treatment records.

HEALTH FUND REPORTING CYCLE

Reports to individual health funds are sent on various days throughout the month. This reporting cycle is set by the funds so AMT has no influence over when data can be sent across to the funds. Thus, it is not possible for AMT to send interim updates to particular funds.

The reports to each fund are sent on or around the dates below:

Health Fund	Day of the Month
AHM	20th
ARHG	12th
Australian Unity	27th
BUPA	30th
CBHS	13th
Doctors' Fund	16th
GU Health	27th
HCF	5th – 8th
Medibank Private	Second and fourth Monday of the month
NIB	14th and 30th
VIC WorkSafe	13th

AMT works diligently to ensure that health fund reports are sent out on time. Once we have forwarded data to the funds, we are at the mercy of their administration processes and cannot control how long it takes the funds to process the data.

It can take between 4-6 weeks from the time you become compliant on AMT's system or change/update your details for your provider numbers to be issued.

So what should you do if you treat clients during this interim period? You must still issue a receipt for treatments but instruct clients to hold off making a claim for at least a month. Inform your clients that your application for a provider number is currently being processed and may take up to six weeks to come through. This gives the funds time to process the lists that AMT has forwarded and prevents a potentially embarrassing scenario where a client's claim is rejected.

HEALTH FUND RECEIPTING

To ensure that your clients can make hassle-free claims with their health funds, you must provide them with a formal receipt that is formatted correctly and contains all the required information. AMT has prepared this information to assist you with this. For further information on receipting please refer to the AMT Code of Practice.

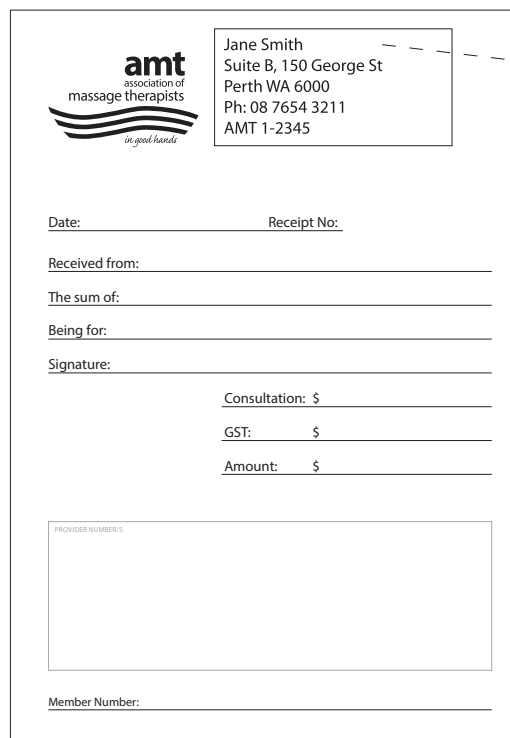
The following details must be clearly printed on receipts, invoices and tax invoices (i.e. it cannot be handwritten):

- Name of the therapist who gave the treatment
- Business name if applicable
- Practice address. This must be a street address not a PO Box.
- Contact number
- AMT member number
- ABN if applicable

The following details must also be included but may be handwritten:

- Client's name and address
- Date of treatment
- Nature of treatment
- Health Fund provider number(s)
- Fee
- Date of payment

You must give an accurate description of the treatment performed on your receipts (e.g. Remedial Massage, Chinese Medicine Remedial Massage, Myotherapy etc). Issuing a receipt for services that did not take place is a form of fraud and is punishable by law. Do not allow your clients to pressure you into committing fraud. It will result in you being deregistered by the funds and suspended from AMT.



The image shows a receipt form template for the Association of Massage Therapists (AMT). At the top left is the AMT logo with the tagline 'in good hands'. To the right of the logo is a box containing the following text: 'Jane Smith', 'Suite B, 150 George St', 'Perth WA 6000', 'Ph: 08 7654 3211', and 'AMT 1-2345'. Below the logo and address box are several fields for receipt information: 'Date:' and 'Receipt No:' (both with lines for input), 'Received from:' (with a line), 'The sum of:' (with a line), 'Being for:' (with a line), and 'Signature:' (with a line). Below these are three lines for monetary values: 'Consultation: \$', 'GST: \$', and 'Amount: \$', each with a line for input. At the bottom left is a large rectangular box labeled 'PROVIDER NUMBER(S)'. At the bottom center is a line for 'Member Number:'.

This information must be in the form of a stamp or address label, it cannot be handwritten. Provider numbers may be handwritten although it's preferable to have them printed.

Recognised modalities

The following table shows which modalities are recognised by the various funds. You must hold a recognised qualification to write receipts for each of these modalities.

Fund	Recognised Modalities
AHM	Remedial Massage Myotherapy Shiatsu
ARHG	Massage Therapy Remedial Massage Myotherapy
Australian Unity	Remedial Massage Myotherapy
BUPA	Remedial Massage Traditional Chinese Medicine Remedial Massage Myotherapy Shiatsu
CBHS	Traditional Chinese Medicine Remedial Massage Lymphatic drainage Myotherapy Remedial Massage Rolfing Sports Massage Swedish Massage Therapeutic Massage Shiatsu
Doctors' Fund	Remedial Massage Myotherapy
GU Health	Shiatsu Traditional Chinese Medicine Remedial Massage Remedial Massage Myotherapy
HCF	Remedial Massage Myotherapy
Medibank Private	Remedial Massage Myotherapy Shiatsu
NIB	Remedial Massage Myotherapy Shiatsu Traditional Chinese Medicine Remedial Massage

PROVIDER RECOGNITION CRITERIA

AMT has negotiated provider status on behalf of members with the Health Funds listed. All funds require a minimum of \$1 million insurance, first aid and CEUs.

HEALTH FUNDS AND SOCIETIES		CRITERIA
ahm Health Insurance	Medibank Private	These funds recognise members with HLT52015, HLT50307 Diploma of Remedial Massage, 22248VIC Advanced Diploma of Myotherapy, 21920VIC or 21511VIC Advanced Diploma of Remedial Massage (Myotherapy). Providers must also meet Medibank/AHM's Diploma duration requirement of one year to be eligible.
A.CA Health Benefits Fund	Nurses & Midwives Health Pty Ltd	<p>ARHG recognises members with Nationally Recognised Qualifications in Remedial Massage, Myotherapy and Traditional Chinese Medicine Remedial Massage who have completed at least 200 hours of supervised clinic. Existing providers remain eligible.</p> <p>They require you to use their provider number. This number is AWXXXXXM, where the 5X's are your 5-digit AMT member number, for example AW12345M. Members with a 4-digit member number use AW0XXXXM, where the X's are your AMT member number.</p>
Cessnock District Health Benefits Fund	Onemedifund	
CUA Health Limited	Peoplecare Health Insurance	
Defence Health	Phoenix Health Fund	
Frank Health Insurance	Police Health Fund	
GMHBA	Queensland Country Health Ltd	
HBF	Railway & Transport Health Fund Ltd	
health.com.au	Reserve Bank Health Society	
Health Care Insurance Limited	St. Luke's Health	
HIF WA	Teachers Federation Health	
Latrobe Health Services (Federation Health)	Teachers Union Health	
Mildura District Hospital Fund	Transport Health	
Navy Health Fund	Westfund	
Australian Unity		Australian Unity recognises members with HLT52015, HLT50307/02 Diploma of Remedial Massage, HLT52115, HLT50112/07/02 Diploma of Traditional Chinese Medicine Remedial Massage, 22248VIC Advanced Diploma Myotherapy, 21920VIC or 21511VIC Advanced Diploma of Remedial Massage (Myotherapy) and Advanced Diploma of Health Science (Soft Tissue Therapy). Existing Senior Level One and Two providers remain eligible.
BUPA		BUPA recognises members with HLT52015, HLT50307/02 Diploma of Remedial Massage, HLT52115, HLT50112/07/02 Diploma of Traditional Chinese Medicine Remedial Massage, HLT52215, HLT50212/07/02 Diploma of Shiatsu and Oriental Therapies, 22248VIC Advanced Diploma of Myotherapy, 21920VIC or 21511VIC Advanced Diploma of Remedial Massage (Myotherapy). Existing providers remain eligible. Providers must also meet BUPA's \$2million professional indemnity insurance requirement to be eligible.
CBHS Health Fund Ltd		CBHS recognises all AMT practitioner levels.
Doctors' Health Fund		Doctors' Fund recognises members with HLT52015, HLT 50307/02 Diploma of Remedial Massage, Advanced Diploma of Health Science (Soft Tissue Therapy), Advanced Diploma of Remedial Massage (Myotherapy) and Bachelor of Health Science (Musculoskeletal Therapy). Existing providers remain eligible. They require you to use their provider number. This number is AMXXXX, where the Xs are your 4 or 5-digit AMT membership number.
GU Health		GU Health recognises members with HLT52015, HLT50307/02 Diploma of Remedial Massage, HLT52115, HLT50112/07/02 Diploma of Traditional Chinese Medicine Remedial Massage, HLT52215, HLT50212/07/22 Diploma of Shiatsu and Oriental Therapies, 22248VIC Advanced Diploma Myotherapy, 21920VIC or 21511VIC Advanced Diploma of Remedial Massage (Myotherapy) and Advanced Diploma of Health Science (Soft Tissue Therapy). Existing Senior Level One and Two providers remain eligible.
HCF		HCF recognises members with HLT52015, HLT50307/02 Diploma of Remedial Massage, 21920VIC or 21511VIC Advanced Diploma of Remedial Massage (Myotherapy). Existing providers remain eligible. Providers must also meet HCF's Diploma duration requirement of one year to be eligible.
NIB		NIB recognises members with HLT52015, HLT50307/02 Diploma of Remedial Massage, HLT52115, HLT50112/07/02 Diploma of Traditional Chinese Medicine Remedial Massage, HLT52215, HLT50212/07/02 Diploma of Shiatsu and Oriental Therapies, 22248VIC Advanced Diploma Myotherapy, 21920VIC or 21511VIC Advanced Diploma of Remedial Massage (Myotherapy).
WorkSafe Victoria		Worksafe Victoria recognises Senior Level One and Two members.

To be eligible to remain on the above Health Fund lists you must:

1. Be financial and have a commitment to ongoing education (ie: an average of 100 CEUs per year)
2. Provide your clients with a formal receipt, either computer generated, or with rubber stamp or address label clearly indicating practitioner's name, AMT member number (eg: AMT 1-1234), practice address (no PO Box numbers) and phone number. Client's name, date of treatment, nature of treatment (ie: Remedial Massage), and particular health fund provider number may be handwritten.
3. Provide AMT Head Office with a practice address (or business address for mobile practitioners; no PO Boxes) - failure to supply these details to us will result in your name being removed from health fund listings.
4. Notify AMT HO of up to four practice addresses. Medibank Private will only issue provider numbers for three practices.

Please check the AMT website for further information on specific Health Fund requirements: www.amt.org.au

HEALTH FUND CONTACT NUMBERS

AHM	134 246 – Ask for Provider Liaison Officer
ARHG	03 9729 5586 - Nikki Chace
Australian Unity	1800 035 360
BUPA	1800 060 239
CBHS	1300 654 123 - Provider Relations
Doctors' Fund	1800 226 586 - Ask for Provider Department
GU Health	1800 249 966
HBF	08 9265 6125 - Provider Support Team
HCF	02 9290 0158 - Provider Relations
Medibank Private	1300 654 887 - Provider Helpdesk
NIB	1800 175 377 - Provider Hotline
WorkSafe Victoria	03 9641 1626

What information should I keep up to date with Head Office?

Please notify Head Office as soon as possible when you:

- Change your practice address
- Add practice addresses to your existing address(es)
- Change your mailing address
- Change your email address
- Change your name (evidence is required e.g. marriage certificate)
- Renew your First Aid certificate (a copy of the certificate is required)
- Renew your Insurance (a copy of the Certificate of Currency is required)

It is important that Head Office is notified of these changes promptly so that the information is reported to the health funds and claims can continue to be paid out to your clients without interruption.

Is the information that I supply to Head Office immediately updated with the health funds?

No. Each of the health funds has a specified reporting cycle. For most of the funds, this cycle is monthly. Each fund has appointed a particular day on which AMT must submit a report.

Does the health fund reporting cycle affect me in other ways?

To maintain your provider recognition with Health funds you cannot:

- allow your AMT membership to lapse
- allow your first aid to lapse
- allow your insurance to lapse
- fall below the tally of 100 CEUs per year

If you fall off the Health funds for any one of the above reasons, the funds will not backdate you once you are up-to-date again. The new provider legislation does not allow this practice. For this reason, we cannot give you an extension on supplying us with all the relevant documentation that demonstrates your currency with all of the above. Head Office sends out reminders if it looks as though you are going to fall off the list but it is your responsibility to have everything up-to-date.

What if I have pre-HLT qualifications?

If you fall off the provider lists, we cannot guarantee that we will be able to reinstate you. Most of the health funds now require HLT qualifications. We can continue to grandfather you as a provider only as long as you maintain currency of CEUs, first aid and insurance.

How can I be sure my details are up-to-date with Head Office?

Every endeavour is made to inform you when we receive critical documents, such as insurance and first aid certificates. However, if you do not hear from us, we recommended that you check. Occasionally, blank pages are faxed through or information is sent to the wrong email address.

What evidence do I need to supply to AMT for provider status with Medibank Private/AHM and HCF?

You will need to supply AMT with a letter from your RTO that states that your training meets the following minimum standards:

- Minimum Education Requirements means HLT50307 Diploma of Remedial Massage (or later equivalents) in which the course duration is at a minimum 12 months for full time students or 18 months part time students (this period does not include the Certificate IV in Massage Therapy competencies) and that requires a minimum of 20% of the course to contain clinical training to be conducted on campus supervised by a trainer with the appropriate qualifications. Also, the following practical components which require skills based knowledge should also be delivered on campus – surface anatomy, palpation, clinical examination, assessment of conditions, treatment plans, tactile therapies massage techniques and other associated therapeutics and techniques.

Can gift vouchers/certificates for massage services be claimed through the health funds?

No. Gift vouchers/certificates are not claimable through the health funds because the person paying for the gift is not receiving the treatment and the person redeeming the gift has not paid for the treatment. The receipt issued must clearly state that it is for a gift voucher/certificate, not for a treatment.



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