

Becoming a health fund provider



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Getting set up as a health fund provider: A step-by-step guide

Once your AMT membership is approved, it can take up to two months to receive all your health fund provider numbers.

Follow these four steps to ensure a smooth process.



Getting set up as a health fund provider: A step-by-step guide

STEP 1

Submit your documents to AMT

To register as a health fund provider, AMT requires:



A current insurance certificate covering **professional indemnity** and **public liability**



A current **HLT first aid certificate**



A **national police check**
(issued within the past three years)



An **RTO Letter of Compliance**
(for Diploma graduates)



STEP 2

Register your practice addresses

AMT can register up to four practice locations (including home-based practices).
Medibank only allows **three** practice addresses.

STEP 3

Check health fund provider eligibility

Pages 11 to 20 outline the qualification criteria for each health fund. This also includes specific information about the level of insurance cover required. **You will need at least \$2 million dollars' professional indemnity and \$10 million dollars' public liability insurance per claim if you wish to be eligible with every health fund.** You will also need to complete and log 20 hours of professional development every year to remain eligible.

- If you hold **HLT52015, HLT52021 or an Advanced Diploma**, you are probably eligible for all funds.
- If you have an older HLT qualification, AMT will assess your eligibility individually.

STEP 4

Wait for your provider numbers to be notified to you/ become active

Health funds process provider updates on a set schedule each month, which means that AMT cannot add your name to every provider list on the same day we receive all your documentation. While AMT submits your details promptly, fund processing times vary, with some taking up to **six weeks**. The table below summarises this set reporting cycle.

Note: Some funds do not issue provider numbers but rather use your AMT member number as an identifier, while other health funds issue separate provider numbers for each address. See the table on page 21 for more information about the format of your provider numbers.

Monthly health fund reporting cycle

Reports to individual healthfunds are sent on various days throughout the month.

Each health fund operates on a specific reporting cycle, which means AMT cannot add your name to every provider list on the same day we receive all of your documentation.



Monthly health fund reporting cycle

From the day you register a practice address, it can take between 4-6 weeks for your provider numbers to be issued and active.

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. Let your clients know 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	Day of the Month
ahm	Second and fourth week
ARHG	12th
Australian Unity	30th
BUPA	15th and 30th
CBHS	15th
HCF	5th – 8th
Medibank Private	Second and fourth Monday
nib	15th and 30th
VIC WorkSafe	15th

Recognition criteria by fund

AMT sends reports to 8 different health funds every month and one report to Vic WorkSafe, which is the Workers Compensation authority in Victoria.

The following tables outline critical information for each fund, including specific recognition requirements.



Provider numbers are issued by the fund	ahm will forward your provider number/s to AMT. You will receive separate provider numbers for each practice address. You will need to log in to your member portal to access your ahm provider number/s.
Recognised modalities	Remedial Massage Myotherapy
Qualification criteria	Providers must hold nationally recognised qualifications at Diploma or Advanced Diploma level from an RTO.
Other provider requirements	Diploma graduates must meet minimum study duration requirements of one-year full time or 18 months part time. Your RTO can supply you with a 'Letter of Compliance' as evidence of meeting specific qualification requirements. Your RTO will probably be familiar with the form of this letter, but AMT can provide specific guidance if not.
Insurance	Providers must hold Professional Indemnity and Public Liability insurance
AMT reports to the fund	Second and fourth week of the month
Receipting requirements	No handwritten receipts. Must be computer generated. Please refer to pages 22 and 23.
Provider hotline for inquiries	134 246 (ask for the provider liaison officer)

Provider numbers are based on your membership number	Your provider number is based on your AMT membership number: • Remedial Massage: AWXXXXXR • Massage Therapy: AWXXXXXM • Myotherapy: AWXXXXXY The "XXXXX" represents your 5-digit member number. For example, if your member number is 12345, your Remedial Massage Therapy provider number would be AW12345R. If your membership number has 4 digits, your provider numbers will be: • Remedial Massage: AW0XXXXR • Massage Therapy: AW0XXXXM • Myotherapy: AW0XXXXY The "XXXX" represents your 4-digit member number. For example, if your number is 1234, your Massage Therapy provider number would be AW01234M.
Recognised modalities	Massage Therapy Remedial Massage Traditional Chinese Medicine Remedial Massage Myotherapy
Qualification criteria	Providers must hold nationally recognised qualifications at Certificate IV, Diploma or Advanced Diploma from an RTO.
Other provider requirements	Massage Therapy providers must have completed at least 80 hours of supervised clinic and Remedial Massage, Myotherapy and Traditional Chinese Medicine Remedial Massage providers must have completed at least 200 hours of supervised clinic. Your RTO can supply you with a 'Letter of Compliance' as evidence of meeting specific qualification requirements. Your RTO will probably be familiar with the form of this letter, but AMT can provide specific guidance if not.

Australian Regional Health Group

Insurance	Providers must hold at least \$2 million dollars' professional indemnity and 10 million dollars' public liability insurance per claim. This means each and every claim, not claims in the aggregate.		
AMT reports to the fund	12th of the month		
Receipting requirements	Please refer to pages 22 and 23.		
Individual funds under ARHG umbrella	A.C.A Health Benefits AIA Health Defence Health Doctors' Health Fund Emergency Services Health Frank Health Insurance GMHBA HBF Healthcare Insurance Limited Health Partners	HIF Hunter Health Insurance Latrobe Health Services Mildura District Hospital Fund Navy Health Fund Nurses & Midwives Health Onemedifund Peoplecare Health Insurance Phoenix Health Fund Police Health Fund	Queensland Country Health Ltd Reserve Bank Health Society see-u by HBF St. Luke's Health Teachers Federation Health Teachers Union Health Territory Health Fund UniHealth Westfund
Provider hotline for inquiries	0427 876 011 - Nikki Chace		

Australian Unity

Provider numbers are issued by the fund	You will need to call Australian Unity directly on 1800 035 360 to obtain your provider number/s. If you have more than one practice address you will receive separate numbers for each address.
Recognised modalities	Remedial Massage Myotherapy
Qualification criteria	Providers must hold nationally recognised qualifications at Diploma or Advanced Diploma level from an RTO.
Other provider requirements	Not applicable
Insurance	Providers must hold at least \$2 million dollars' professional indemnity and 10 million dollars' public liability insurance per claim. This means each and every claim, not claims in the aggregate.
AMT reports to the fund	30th of the month
Receipting requirements	Please refer to pages 22 and 23.
Provider hotline for inquiries	1800 035 360 - Member and Provider Services Team

Provider numbers are issued by the fund	AMT will notify you of your provider numbers via email.
Recognised modalities	Remedial Massage Traditional Chinese Medicine Remedial Massage Myotherapy
Qualification criteria	Providers must hold nationally recognised qualifications at Diploma or Advanced Diploma level from an RTO.
Other provider requirements	Not applicable
Insurance	Providers must hold at least \$2 million dollars' professional indemnity and 10 million dollars' public liability insurance per claim. This means each and every claim, not claims in the aggregate.
AMT reports to the fund	15th and 30th of the month
Receipting requirements	Please refer to pages 22 and 23.
Provider hotline for inquiries	1800 060 239

Provider numbers are based on your membership number	Your provider number is AMTXXXX, where the Xs are your 4 or 5-digit member number for example AMT12345. This number is used for all practice addresses registered with the CBHS.
Recognised modalities	Acupressure Deep Tissue Massage Lymphatic Drainage Myotherapy Remedial Massage Traditional Chinese Medicine Remedial Massage Sports Massage Swedish Massage Therapeutic Massage
Qualification criteria	All practitioner members of AMT are eligible as providers
Other provider requirements	Not applicable
Insurance	Providers must hold Professional Indemnity and Public Liability insurance
AMT reports to the fund	15th of the month
Receipting requirements	Please refer to pages 22 and 23.
Provider hotline for inquiries	1300 654 123 - Provider Relations

HCF (includes Railway and Transport Health Fund)

Provider numbers are based on your membership number	HCF will forward your provider number/s to AMT. You will receive separate provider numbers for each practice address. You will need to log in to your member portal to access your HCF provider number/s.
Recognised modalities	Remedial Massage Myotherapy
Qualification criteria	Providers must hold nationally recognised qualifications at Diploma or Advanced Diploma level from an RTO.
Other provider requirements	Diploma graduates must meet minimum study duration requirements of one-year full time or 18 months part time and must have completed at least 200 hours of supervised clinic. Your RTO can supply you with a 'Letter of Compliance' as evidence of meeting specific qualification requirements. Your RTO will probably be familiar with the form of this letter, but AMT can provide specific guidance if not.
Insurance	Providers must hold at least \$2 million professional indemnity and \$10 million public liability insurance per claim. This means each and every claim, not claims in the aggregate.
AMT reports to the fund	5th to 8th day of the month
Receipting requirements	Please refer to pages 22 and 23.
Provider hotline for inquiries	HCF 1300 799 275 or 02 9290 0158 - Provider Relations Railway and Transport Health 1300 886 123

Provider numbers are issued by the fund	AMT will notify you of your provider numbers via email.
Recognised modalities	Remedial Massage Myotherapy
Qualification criteria	Providers must hold nationally recognised qualifications at Diploma or Advanced Diploma level from an RTO.
Other provider requirements	Diploma graduates must meet minimum study duration requirements of one-year full time or 18 months part time. Your RTO can supply you with a 'Letter of Compliance' as evidence of meeting specific qualification requirements. Your RTO will probably be familiar with the form of this letter, but AMT can provide specific guidance if not.
Insurance	Providers must hold Professional Indemnity and Public Liability insurance
AMT reports to the fund	Second and fourth Monday of the month
Receipting requirements	No handwritten receipts. Must be computer generated. Please refer to pages 22 and 23.
Provider hotline for inquiries	1300 130 460 - Provider Helpdesk

Provider numbers are based on your membership number	Your provider number is AMTXXXX, where the Xs are your 4 or 5-digit member number for example AMT12345. This number is used for all practice addresses registered with the nib.	
Recognised modalities	Remedial Massage Traditional Chinese Medicine Remedial Massage Myotherapy	
Qualification criteria	Providers must hold nationally recognised qualifications at Certificate IV, Diploma or Advanced Diploma from an RTO.	
Other provider requirements	Not applicable	
Insurance	Providers must hold at least \$2 million professional indemnity and \$10 million public liability insurance per claim. This means each and every claim, not claims in the aggregate.	
AMT reports to the fund	15th and 30th	
Receipting requirements	Please refer to pages 22 and 23.	
Individual funds under nib	AAMI Health Insurance APIA Health Insurance Australian Seniors GU Health ING Health Insurance	Priceline Health Insurance Qantas Insurance Real Health Insurance Suncorp Health Insurance
Provider hotline for inquiries	1300 853 530 - Provider Hotline	

Provider numbers are issued by WorkSafe	WorkSafe Victoria will notify you of your provider numbers via email or mail.
Recognised modalities	Remedial Massage Myotherapy
Qualification criteria	Senior Level 1 and 2 members of AMT are eligible
Other provider requirements	Not applicable
Insurance	Providers must hold Professional Indemnity and Public Liability insurance.
AMT reports to Vic WorkSafe	15th of the month
Receipting requirements	Please refer to pages 22 and 23.
Provider hotline for inquiries	03 9641 1444

Provider number format and notification summary

Notified by AMT



ahm will forward your provider number/s to AMT. You will receive separate provider numbers for each practice address registered with ahm. You will need to log in to your members portal members.amt.org.au to access your ahm provider numbers.



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.



HCF will forward your provider number/s to AMT. You will receive separate provider numbers for each practice address. You will need to log in to your [member portal](#) to access your HCF provider number/s.



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.

Provider number is based on your AMT membership number



Your provider number is based on your AMT membership number:

- **Remedial Massage:** AWXXXXXR
- **Massage Therapy:** AWXXXXXM
- **Myotherapy:** AWXXXXXY

The “XXXXX” represents your 5-digit member number. For example, if your member number is 12345, your Remedial Massage Therapy provider number would be **AW12345R**.

If your membership number has 4 digits, your provider numbers will be:

- **Remedial Massage:** AW0XXXXR
- **Massage Therapy:** AW0XXXXM
- **Myotherapy:** AW0XXXXY

The “XXXX” represents your 4-digit member number. For example, if your number is 1234, your Massage Therapy provider number would be **AW01234M**.



Your provider number is AMTXXXX, where the Xs are your 4 or 5-digit member number for example AMT12345. This number is used for all practice addresses registered with the CBHS.



Your provider number is AMTXXXX, where the Xs are your 4 or 5-digit member number for example AMT12345. This number is used for all practice addresses registered with the nib.

Contact the fund directly



You will need to call Australian Unity on 1800 035 360 to obtain your provider number/s. If you have more than one practice address you will receive separate numbers for each address.



WorkSafe VIC will notify you of your provider number via email or mail.

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 for all Health Funds except ahm and Medibank:

- Client's name and address
- Date of treatment
- Nature of treatment and duration
- Location of treatment (if different from the registered clinic address)
- 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, Traditional 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.

Please see an example of a receipt overleaf.

Health fund receipting

This format may be used to comply with Health Fund receipting requirements. Medibank and ahm require the entire receipt to be printed (no handwriting). Other Health Funds only require the first section to be printed.

RECEIPT	
Your business logo here	Your Business name
	Your Business address
	Your Business phone number
	AMT membership number
	ABN (if applicable)
Date of treatment	
Location of service	☐ Registered clinic address
	☐ Client residence (mobile service)
	☐ Other (specify)
Received from	Client name
	Client address
The sum of	Amount paid
Being for	Service type and duration
Service provider	Your name
Provider number	Provider number for the health fund
Receipt number	
AMOUNT PAID \$	
Date of payment	
GST N/A	
Payment method Cash/visa etc	
Square transaction #	
Amount owing \$0	
Signature	

Received with thanks

This information must be in printed form of a stamp or address label. It cannot be hand written.

Medibank

- Item number 105: for consult over 30min
- Item number 205: for consult up to 30 min

All other health funds

- Item number 105: for initial consult
- Item number 205: for standard consult

Must be in sequential order not random alphanumeric

if applicable

This section is only to capture the transaction number for payment system you may use. Not necessarily required.

Frequently asked questions

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

Please notify AMT Head Office as soon as possible when you:

- Change your practice address
- Add additional practice address(es) to your records
- 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)
- Renew your National Police Check (a copy of the certificate is required)

It is important that AMT 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
- allow your national police check to lapse
- fall below the tally of 20 CPD Hours per year

If your provider status is withdrawn for any one of the above reasons, the funds will not backdate you once you are up-to-date again. 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 your provider status is withdrawn, 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 professional development, first aid, insurance and national police check.

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.

Frequently asked questions

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

You will need to supply a Letter of Compliance from your RTO that contains certain details about your qualification, course duration and delivery. Your RTO will probably be familiar with the form of this letter but AMT can provide specific guidance if not.

Can anyone use my provider numbers?

No. Health Fund Provider numbers issued to an individual Massage Therapist are not transferable to another practitioner.

Misuse of health fund provider numbers is misleading and deceptive conduct and is punishable by law.

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.

Disclosing information about provider numbers to third parties

AMT represents appropriately qualified members to the various private health funds under specific agreements with the funds. In fulfilling this function, AMT effectively applies to the funds for provider status on behalf of the member. This requires AMT to guarantee that members meet the provider criteria set by the funds.

In managing this process, AMT has a clearly defined relationship with both the private health insurers and the members we represent. To be eligible as health fund providers, AMT members are required to abide by AMT's codes and standards. Once a member becomes a provider, they must also abide by the provider terms and conditions of the private health insurance companies.

- ***AMT does not share information about a member's provider numbers with third parties such as business owners, employers or practice managers.***
- AMT will not share a member's provider number information with these third parties because we have no relationship with the third party.
- AMT will not share a member's provider number information with a third party because the third party is not bound by AMT's standards and codes, and is not accountable to AMT.
- AMT will not share a member's provider number information with a third party because the third party is not bound by the provider terms and conditions set by the private health insurers.

- AMT will not share a member's provider number information with a third party because the third party does not pay a membership fee to be represented by AMT.
- AMT will not share a member's provider number information with a third party because there are privacy implications in doing so.
- AMT will not share a member's provider number information with a third party because we represent our members, not businesses and clinics.

Members are welcome to make inquiries about their own provider numbers direct with AMT.

Thank you for respecting AMT's policy in this area.

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