



# NEW MEMBER Information pack

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#### DISCLAIMER

*All The information in this booklet is correct at the time of printing but may be subject to change without notice.  
For the latest information please visit the MYOTHERAPY ASSOCIATION AUSTRALIA website: [www.myotherapy.org.au](http://www.myotherapy.org.au)*

## INSURANCE -

Your Insurance is included with your membership fee through BMS Insurance valid to your membership expiry date. All practicing members now receive \$20 million Public Liability; \$20 million Professional Indemnity ; \$20 million Products Liability cover.

### **Myotherapy Association Australia Insurance - Frequently Asked Questions**

#### **Why has Myotherapy Association Australia (MA) purchased a group Combined Professional Indemnity and Public/Products Liability Insurance policy for members?**

Myotherapy Association Australia's key role is to support members and advance the Myotherapy industry. It is recognised that all members are required to purchase their own policy and policy coverage and pricing can vary greatly between suppliers. Purchasing a group policy on behalf of members means that members can be comfortable with their cover at substantially reduced pricing. It also saves members an enormous amount of time and effort having to shop around for the best policy. MA see this as a significant member benefit that takes the hassle out of buying member insurance.

#### **Once I am a member of Myotherapy Association Australia (MA), do I automatically obtain professional indemnity and public liability insurance?**

Yes, once you've met all the other requirements of membership you automatically receive Professional Indemnity and Public Liability Insurance. MA purchase a Combined Professional Indemnity and Public Liability Insurance for the benefit of all members.

#### **Who is the Insurance Company?**

BMS Insurance arranges the policy with BMS Insurance Limited – [www.bmsgroup.com](http://www.bmsgroup.com)

BMS Insurance Limited is an established insurer and has many years' experience underwriting allied health professionals.

#### **What is Professional Indemnity Insurance?**

Protection for claims made against you by a third party arising from your Professional Services within Australia.

#### **What is Public Liability Insurance?**

Protection for claims made against you by a third party arising from injury or property damage from any premise you work from in Australia.

#### **What is Products Liability Insurance?**

Protection for claims made against you by a third party arising from the sale or supply of a product that causes financial loss or injury. If you manufacture and/or sell your own products, you will need to arrange a separate policy.

#### **Claim Examples?**

Alleged or actual wrongful / negligent treatment or advice  
Breach of Privacy; Breach of Confidentiality; Civil claim alleging molestation (Defence Costs only); Civil claim alleging mental or physical interference or abuse (Defence Costs only); Defamation of competitors; Teachers liability  
Injury/property damage to clients in the course of running your practice; Bad reaction to a Product that you recommend to a client in the course of providing Professional Services; Behaviour leading to an industry inquiry or investigation; False or misleading advertising.

#### **Does the policy cover my legal costs?**

Yes. Many claims are successfully defended with Nil payout to the claimant. This policy is designed to help you respond to client complaints/claims and will pay your legal costs to support this.

#### **What activities are automatically covered by the MA policy? (Within your scope of practice)**

Acupressure	Alexander Technique
Aromatherapy	Bowen Therapy
Connective Tissue Massage	Craniosacral Therapy
Cupping	Dry Needling
Ear Candling	Electoneedling
Emmett Technique (when trained for use with soft tissue therapy)	
Enar	Ergonomic Assessment
Exercise Prescription	Feldenkrais
Functional Fascial Taping	Gua Sha
Hawaiian Massage	Hot Stone Massage
Hydrotherapy	Joint Mobilisation
Kinesiology	Low Level Laser Therapy
Massage	Massage -Deep Tissue
Massage -Mobile	Massage -Corporate
Massage Connective Tissue	
Massage—Remedial	Massage—Tens Therapy
Myotherapy	Manual Lymphatic Drainage
Myofascial Release Therapy	Myofascial Dry Needling
Naturopathy	
Neurostructural Integration Technique	
Oriental Massage	Pilates
Polarity Therapy	Postural Integration
Pregnancy Massage	Rehabilitation
Reflexology	
Reiki (Minimum Reiki 11 qualification)	
Rolfing	Remedial Therapy
Scenar	Shiatsu
Shockwave Therapy	Trigger Point Therapy

MYOTHERAPY  
ASSOCIATION  
AUSTRALIA's  
Professional  
Standards

Please ensure you familiarize yourself with Myotherapy Association Code of Practice and comply. Available [here](#)

## Appendix 1

Myotherapy Association Australia code of practice –

**This is a summary of the full code of practice**, which is published at [www.myotherapy.org.au](http://www.myotherapy.org.au). The full code defines key terms below such as ‘informed consent’, ‘myotherapy’, ‘patient’, ‘practise’ and ‘scope of practice’.

The code’s purpose is to ensure that members practice myotherapy safely, responsibly and ethically, and thus maintain the good reputation of the profession and the Association.

The Association expects its members to comply with the code as a condition of membership. It also expects that, where a member employs others in their practice, they will ensure those others also comply with the code.

Where a patient, their carer or guardian believes a member of the Association has breached the requirements of the code of practice, the Association encourages them to make a complaint, either to the myotherapist concerned, or directly to the Association. See [www.myotherapy.org.au](http://www.myotherapy.org.au)

Summary of the code of practice -

1. A myotherapist will only assess, treat and manage a patient’s health in ways, and for aspects of health, that are within their scope of practice.
2. A myotherapist will advertise their services honestly and not advertise or claim skills or qualifications that they do not in fact possess.
3. A myotherapist will at all times respect a patient’s rights and dignity.
4. A myotherapist will avoid entering into a personal, sexual or business relationship with their patients.
5. A myotherapist will assess each patient to develop their plan of treatment and health management. Assessment will involve gathering a history of the patient’s condition and considering the patient’s views of it.

6. A myotherapist will gain the patient’s informed consent to treatment before administering it. Where the patient is aged from 14 to 18, and is legally a minor in the relevant state or territory, the myotherapist will obtain the informed consent of both the patient and their parent or guardian. The myotherapist will not assess or treat a minor without another person present.

7. A myotherapist’s treatment will be based on their assessment of the patient’s health needs.

8. A myotherapist will keep detailed, secure, confidential records of their assessment and treatment of a patient’s health condition. They will provide a patient with access to or a copy of their records of the patient’s assessment and treatment, if the patient requests this.

9. A myotherapist will only share a patient’s personal details or health information with another person where the patient authorises this, or to prevent immediate risk to the patient’s safety, or where the disclosure is required by law.

10. A myotherapist will practice in such a way as to minimise risks to patients’ safety and minimise the risks of infection or disease transmission.

11. A Myotherapist will maintain their professional premises so that they are safe, in good repair, comfortably warm, well lit and ventilated, and project an image of professionalism.

12. A myotherapist will collaborate with other health professionals to ensure optimal care for patients.

13. A myotherapist will avoid behaviour that would bring the profession into disrepute.

14. A myotherapist will monitor their own health and levels of fatigue, and ensure that they do not practice unless they can do so effectively and safely.

15. Where a myotherapist conducts research with human subjects, they will do so responsibly, safely and ethically.

Health Fund  
Information  
for MYOTHERAPY  
ASSOCIATION AUSTRALIA  
Members

# Health Funds Recognising Myotherapy

More information available [here](#)

Health Fund		Contact
<b>Australian Unity</b>	You will need to complete the application form for Australian Unity, please download and forward to them.	132 939
<b>AHM</b> Provider number issued by MA allow 1 month	Australian County Health Government Employees Fund Mutual Health Senior Advantage	PH: 134 246
<b>ARHG</b>	ACA Health Benefits Cessnock District Health CUA Health Fund Defence Health GMHBA HBF Health Care Insurance Ltd Health. Insurance Fund of WA Ltd Health Partners Health.com.au Pty Ltd Latrobe Health Services (Federation Health) Mildura District Health Fund myoOwn Health Navy Health Fund Nurses & Midwives Health Pty Ltd Onemedifund People Care Health Insurance Pheonix Health Fund Police Health Fund (inc Emergency Services Health) Queensland Country Health (incl Territory Health) Railway and Transport Health Fund Ltd Reserve Bank Health Society RT Health Fund St Lukes Health Teachers Federation Health Society Transport Health Teachers Union Health Westfund	Provider number issued by MA—  le I _____Y Insert your MA membership number. Note first letter is a capitol I not a 1. Y denotes a Myotherapy treatment.
<b>BUPA</b> Provider number issued by MA allow 1 month	MBF Health Cover Direct, AXA, NRMA, SGIO, SGIC, St Georges Health, ANZ Health and Mutual Community	134 135
<b>CBHS Friendly Society</b>	Use your MA membership number on your receipts	1300 654 123
<b>Doctors Health Fund</b>	Use your MA membership number on your receipts	1800 226 586
<b>Grand United</b>	Use your MA membership number on your receipts	1800 249 966
<b>HCF</b>	Use your MA membership number on your receipts	131 334
<b>Medibank Private</b>	Provider number issued by MA allow 3 weeks	132 331
<b>NIB</b>	Use your MA membership number on your receipts	1800 853 530

# Recognition as a Provider with Health Funds

## ELIGIBILITY

As well as the introduction of the new Private Health Insurance Act 2007 and associated Private Health Insurance Accreditation Rules 2008, Health Funds are updating recognition criteria and qualification requirements for recognition of providers. Currently, in order for MYOTHERAPY ASSOCIATION AUSTRALIA members to be registered as a provider with health funds they must have the following eligibility criteria:

- be a paid member of MYOTHERAPY ASSOCIATION AUSTRALIA
- have current Insurance - included in your Myotherapy Association membership
- accrue 20 Professional Development points every 12 month cycle (Full Members & Remedial Massage Members)
- have current First Aid—HLTAID003 (renewed every 3 years)
- agree to abide by the MYOTHERAPY ASSOCIATION AUSTRALIA Code of Practice
- comply with the Terms and Conditions of Provider Status with the individual health funds\*

*\*Many of the Terms and Conditions of Provider status for the individual health funds are located on the MYOTHERAPY ASSOCIATION AUSTRALIA website. For the terms and conditions for the other health funds please refer to the health fund website directly.*

MYOTHERAPY ASSOCIATION AUSTRALIA forwards eligible members details to the health funds listed on either a weekly or monthly basis, depending on the health fund.

When you join, re-join or when you upgrade your qualifications, details of eligible members are automatically sent to the applicable health funds on their next available listing. MYOTHERAPY ASSOCIATION AUSTRALIA will also forward your change of details including clinic address. Please note that the health funds may take up to one month to process new providers as we are only one of the many health bodies that they deal with.

## INELIGIBILITY

Lapsed membership payment, insurance or first aid will result in the member being removed from health provider lists until you provide relevant evidence to MYOTHERAPY ASSOCIATION AUSTRALIA. Members receive renewal reminder correspondence via email when their documents are due therefore it is essential that members note when they are due and follow-up.

If your details become out of date and your membership lapses and you are taken off health provider lists it may take up to a month to be reinstated with health funds. Also health funds can change their provider eligibility requirements from time to time, upgrading qualifications may be necessary with some health funds.

## ISSUES WITH HEALTH FUNDS AND CLAIMS

MYOTHERAPY ASSOCIATION AUSTRALIA communicates on your behalf with all of the individual Private Health Funds to resolve issues that arise. If you are experiencing any issues please contact the office on (03) 9418 3913 or email [admin@myotherapy.org.au](mailto:admin@myotherapy.org.au).

## HICAPS

MYOTHERAPY ASSOCIATION AUSTRALIA Members who would like to activate these facilities need to register directly with HICAPS. You must have a Medibank Provider number and Registration letter to register and HICAPS is not covered by some health funds and modalities. Go to: [www.hicaps.com.au](http://www.hicaps.com.au) or contact 1300 650 852 Any issues with HICAPS must be taken up directly with HICAPS - Help Desk 1300 650 852. See the enclosed sheet: **Quick Reference Guide for Myotherapists—[here](#)**

When registering your services with [Hicaps](#), it is important that you advise of Remedial Massage or Myotherapy. If you are a qualified Myotherapist, you need to be registering as Myotherapy, as you cannot be recognised for both on the terminal, nor should you be!

We appreciate that many funds do not identify Myotherapy differently to Remedial Massage, however for those few that do, Myotherapy members need to accept that they can ONLY rebate for Myotherapy, not Remedial Massage. Let's get behind our profession, be proud of what we do and what we deliver.

# Health Provider Obligations

## MYOTHERAPY ASSOCIATION AUSTRALIA AND HEALTH FUNDS

The individual private health funds have provider recognition criteria that they can modify at any time. Members will be advised of any changes via email. MYOTHERAPY ASSOCIATION AUSTRALIA must abide by the guidelines set out by the health funds. MYOTHERAPY ASSOCIATION AUSTRALIA 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.

## MEMBER OBLIGATIONS

- MYOTHERAPY ASSOCIATION AUSTRALIA members are responsible for retaining their own copy of provider numbers
- Contact MYOTHERAPY ASSOCIATION AUSTRALIA if your client has difficulty with a claim
- Inform MYOTHERAPY ASSOCIATION AUSTRALIA of any changes to your details, including new clinic details or mailing and email addresses
- submit copies of your First Aid and PD documentation and renewal fees before the due date

### MYOTHERAPY ASSOCIATION AUSTRALIA

#### LOGOS

A number of members specific logos to use on your stationery including business cards and letterhead, as well as your digital communication including websites and email signatures have been loaded on our website under MA Member Logos.

High and low resolution files in both Mac and PC are included and the page also contains logo guidelines that will assist you in using the logo correctly.

We encourage you to use the logo with pride!





# Step-by-Step Guide to Organising Provider Numbers

## **STEP 1: Send all your required documentation to MYOTHERAPY ASSOCIATION AUSTRALIA.**

MYOTHERAPY ASSOCIATION AUSTRALIA can only forward your details to health funds when all your paperwork is received, this includes:

- paid membership
- current First Aid (HLTAID003)
- clinic address details, including Practice Name and Phone

## **STEP 2: Contact the following fund to register and receive your provider number:**

- Australian Unity - complete enclosed application form and forward directly to Aust Unity

## **STEP 3: Wait to receive notification of your provider numbers from MYOTHERAPY ASSOCIATION AUSTRALIA**

MYOTHERAPY ASSOCIATION AUSTRALIA will send you direct notification of your provider number from the following funds:

- BUPA - allow 1-2 weeks
- Medibank Private allow 1-2 weeks
- AHM - allow 1 month
- Australian Unity—allow 1 month

## **The following funds do not issue provider numbers. Please use your MYOTHERAPY ASSOCIATION AUSTRALIA number on receipts:**

- HCF
- NIB
- CBHS (Commonwealth Bank Health Society)
- Doctor's Health Fund
- CBHS

## **The following fund uses your MYOTHERAPY ASSOCIATION AUSTRALIA membership number as the basis of your provider number:**

- ARHG - Quote MYOTHERAPY ASSOCIATION AUSTRALIA Number in between 'I' and 'Y' ('Y' for Myotherapy) or 'I' and 'R' ('R' for Remedial Massage) e.g. I401339Y or I401339R

*If you are experiencing undue delays in receiving your health fund provider numbers please contact the relevant health fund or MYOTHERAPY ASSOCIATION*

# Receipt Guidelines

To ensure your clients make hassle free claims with their health funds you must provide them with a formal receipt that is formatted correctly and contains the correct information.

A receipt may be rubber stamped, a pre-printed receipt book, letterhead or computer generated. The following info must be clearly printed (not handwritten):

Name of therapist who gave the treatment

Business name if applicable

Practice Address (Not a PO Box)

Contact Phone Number

MYOTHERAPY ASSOCIATION AUSTRALIA Member Number

ABN if applicable

The following info may be handwritten:

Client's Name and Address

Date of Treatment

Nature of Treatment

Health Fund Provider Number (s)

Fee

Date of Payment

The services provided must be stated accurately.

**Your provider number is not transferable to another person (e.g. colleague or employee) or where applicable, another practice location. This is fraud and punishable by law. Issuing a receipt for services that did not take place is also a form of fraud. Committing fraud will result in you being deregistered by the funds and suspended by MYOTHERAPY ASSOCIATION AUSTRALIA.**

# Record Keeping Requirements

*Patient Records* - Upon request, and with consent of the patient, Practitioners may be asked to provide a copy of the Patients clinical notes, including: Assessment, Treatment Plan and treatment notes, on request from a Fund, to support a claim for Health Benefits.

## General Guidelines

The following requirements are a minimum for verification purposes only. Further details may be required in keeping with your profession's standards of practice.

### Clinical Record Keeping

You must make accurate, legible, contemporaneous clinical records of each visit and kept in English. You must clearly identify records as belonging to the patient.

Records should include the following details:

- **Identifying details:** Each patient record must be labelled with the patient's identifying details, that is:
  - (a) Name;
  - (b) Address;
  - (c) Date of birth; and
  - (d) Contact phone number.
- **Relevant medical and health history:** This includes pregnancy, allergies, medicines used and past illnesses. This also includes a general medical history with more detail on aspects relevant to the presenting condition, including presenting signs and symptoms.
- **Separate visits:** Each patient must have a relevant medical history taken with details of every visit separately recorded. Each visit's record must include:
  - a. The date of each service.
  - b. The details of each service rendered, e.g. for Massage Therapy: the technique used and parts of the body treated.
  - c. Any advice or instructions given.
  - d. Details of any referrals made.
  - e. The outcome of previous treatment.
  - f. Your signature, initials or electronic signatureYou should periodically review and document the patient's progress in the clinical records. The frequency of a review should be appropriate to the nature of the patient's condition.

### Accounting Record Keeping

You must keep accurate, legible, contemporaneous accounting records of each visit and kept in English. Each accounting record must be labelled with the patient/clients identifying details including:

- The date of each service.
- The name of the practitioner who provided the service.
- The services provided, including the itemised fee for each service.
- Details of all payments, including the date of the payment.

An itemised receipt must be issued for each payment indicating:

Provider number (where available)

- The date of payment.
- The name of the practitioner who provided the service.
- The address where the service was provided and the contact telephone number.
- The name of the patient who received the treatment.
- The date of the service.
- The treatments provided and the products supplied and the charges for them.
- There can be only one fully itemised original account/receipt. All duplicated accounts/receipts must be endorsed as 'duplicate'.
- All accounts/receipts should be on printed stationery. If they are produced electronically, they should be signed at the time of issue, by the provider of that service, or their representative.

# Quality Practice

# Mobile Practice Information

Provider numbers are issued individually for each street address and definitely not transferable. You cannot use your numbers for any other locations.

Please be aware we cannot list mobile practices on our database, there are a number of Health Funds who will not rebate on mobile services, you need to practice from a clinic.

The following funds will NOT allow mobile practices – AHM, ARHG (all funds under their umbrella), HCF, BUPA

Funds who allow it – Aust Unity, CBHS, NIB

In regards to Medibank, please read their terms and conditions as set - [Requirements for Recognised Providers](#)



## ***Myotherapist Update for Medibank Item Codes (Private claims only)***

Upon request from MA, Medibank have authorised HiCaps to update the Myotherapist user guide to reflect the correct use of Item Numbers for myotherapy services.

IT IS IMPORTANT TO NOTE: When you are applying the PHI rebate for Medibank Private members following their myotherapy treatment you must use 105 for all consults 31minutes or more and 205 for all consults up to 30 minutes.

This applies ONLY to Medibank customers, for all other funds, item codes apply as 105 Initial Consult and 205 Subsequent.

For Updated guides:

[Myotherapy Item Guide](#)

# GST

Unfortunately, both massage therapy and myotherapy services are not EXEMPT of GST. The decision as to whether or not to add GST to your services is one you should consult your accountant or accredited financial service provider about (that is if you fall under the threshold for compulsory GST charges).

These links may help provide you with more accurate information to what you seem to be receiving to date:

<https://www.ato.gov.au/business/gst/in-detail/your-industry/gst-and-health/?page=3>

<https://www.ato.gov.au/Business/International-tax-for-business/GST-on-low-value-imported-goods/When-to-charge-GST/>

## WORKING WITH CHILDREN CHECK

Myotherapy Association Australia has introduced that eligibility for membership as at 2020 will require all new and current members to provide proof of a current working with children (WWC) or working with vulnerable people (WWVP) check Australia.

It is important to ensure that you obtain a WWC or WWVP for each state or territory you conduct your myotherapy practise in and that these are an employee check NOT volunteer.

You can visit <https://aifs.gov.au/cfca/publications/pre-employment-screening-working-children-checks-and-police-checks/part-b-state-and> to learn more about applying for the relevant check, noting that the occupational category to select for myotherapists is (40) Counselling or other support services for children.

For further information or assistance in your application, please contact the Australian Institute of Family Phone: +61 3 9214 7888 Freecall from within Australia: 1800 352 275.

## FURTHER INFORMATION

MA encourage all members to be mindful of tax and super obligations.

Link for Fairwork <https://www.fairwork.gov.au/>

# PROFESSIONAL DEVELOPMENT GUIDELINES

To view: <https://www.myotherapy.org.au/membership/professional-development/guidelines/>

To maintain your accreditation and membership you must:

- accrue 20 Professional Development Points (Informal and Formal PD) every 1 year cycle
- Record your PD Activities
- Submit your PD activities to MA

You may be audited and will need to provide evidence of your PD activities up to five years after the event.

The PD Guidelines outline your PD responsibilities as a Member of MA.