

# HEALTH FUND PROVIDER INFORMATION

For Health Fund providers to recognise your practice/s, they need to be added to our database. To add a new practice, please [email us](#) with the following information:

- Practice Name
- Practice Address (must be physical)
- Practice Phone Number
- Email and website optional

**It is VERY important to remember that your Provider Numbers are issued for you only, they are NOT transferable, you cannot use the same provider number at different practice locations.**

MA Admin send regular member updates to the following funds.

See table below for dates that funds are updated with reports. New provider numbers are forwarded to MA, Admin will notify you when they have been added to your dashboard. You can view your provider numbers by logging in to your membership dashboard at <https://www.myotherapy.org.au/login> and go to:

- My Personal Details
- View My Practice Details

<a href="#">ARHG*</a> (see link to participating funds, below)	Weekly on Friday	Provider number: Myotherapy: I_____Y (insert your MA number) Remedial: I _____R (insert your MA number)
<a href="#">AHM</a>	11 <sup>th</sup> of each month	Allow 1 month for new provider number from date MA report sent
AUST UNITY find out more about becoming an AU provider <a href="#">here</a>	End of each month	Allow 1-2 months for new provider number from date MA report sent
<a href="#">BUPA</a>	Fortnightly on Friday	Allow 1 month for new provider number from date MA report sent
<a href="#">CBHS</a>	End of each month	Use your m'ship number & full name of MA on your receipts
DOCTORS HEALTH		Use your m'ship number & full name of MA on your receipts
<a href="#">HCF</a>	Weekly on Friday	Use your m'ship number & full name of MA on your receipts
<a href="#">MEDIBANK</a>	2 <sup>nd</sup> & 4 <sup>th</sup> Monday each month	Allow 1 week for new provider number and letter from the date MA report is sent
<a href="#">NIB</a>	Weekly on Friday	Use your m'ship number & full name of MA on your receipts

Please note additional requirements -

**BUPA** If you require provider numbers for more than 4 practice locations you must submit a letter in writing to MA outlining your current business operating model and valid reasons supporting the multiple locations, e.g. how often do you practice at each location? etc.

**MEDIBANK** for Remedial Massage only – a maximum of 3 practices are recognised

\*ARHG participating funds – what health funds subscribe to the ARHG Alternative Therapy Database? Please click the link below to see a list of health funds that subscribe to the ARHG Database.

<https://arhg.com.au/app/uploads/2021/09/What-funds-are-subscribed-updated-270921.png>

For more information about ARHG provider details, see <https://arhg.com.au/health-fund-members/>

### **MOBILE PRACTICE:**

Please be advised that if you are providing ‘mobile’ services for remedial massage or myotherapy, not all funds will recognise these services for the purpose of health fund rebates.

YOU CANNOT issue a receipt for mobile services with a fixed address.

**As funds change their criteria for the purpose of recognising mobile services, it is best practice to confirm with each individual Health Fund with regards to Mobile Services if you are unsure.**

**It is also VERY important to remember that your Provider Numbers are issued to you only, they are NOT transferable, you cannot use the same provider number at different practice locations.**

### **HICAPS INFORMATION**

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. MA will email you your Medibank number and letter when received. (Allow 1 week for new provider number and letter from the date MA report is sent to Medibank).

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 some 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.