

Fraudulent Use of Provider Numbers Procedure

Preamble

The Massage & Myotherapy Australia Fraudulent Use of Provider Numbers Procedure (Guidelines) is a statement about appropriate, consistent, and expected management of allegations received by Massage & Myotherapy Australia (a brand of the Australian Association of Massage Therapists Ltd (AAMT) and as such reflect the values of the Association.

These Guidelines apply to all members of Massage & Myotherapy Australia and members of Massage & Myotherapy Australia must comply with the procedure pursuant to the terms of the AAMT Constitution.

Aim

Purpose of Guidelines

This document outlines the process to be followed by Massage & Myotherapy Australia and its members if an allegation is made against a Massage & Myotherapy Australia member by any person regarding alleged fraudulent use of Provider Numbers.

Massage & Myotherapy Australia will not address any allegations made against a Massage & Myotherapy Australia member that are frivolous, vexatious or outside the jurisdiction of Massage & Myotherapy Australia's control (having regard to the nature of the allegation).

Massage & Myotherapy Australia does not have the jurisdiction to provide any form of compensation in respect of any disciplinary action or finding against any Massage & Myotherapy Australia member to any complainant.

This Guideline details the manner in which Massage & Myotherapy Australia will handle allegations of fraudulent use of Provider Numbers.

The handling of all allegations will be conducted by Massage & Myotherapy Australia in accordance with all relevant laws (including applicable Privacy Laws).

It is important to note Massage & Myotherapy Australia cannot review allegations of fraudulent use of Provider Numbers or discipline any massage or remedial therapists or myotherapists that are not members of the Association.

Revocation of Previous Procedures and Guidelines

This Guideline supersedes any previous Fraudulent Use of Provider Numbers Procedures and Guidelines that dealt with any of the matters set out in this Guideline and the same are hereby expressed to be revoked. This Guideline will apply in substitution for any previous Guideline, even if an allegation or resolution process commenced prior to the adoption of this Guideline and the revocation of any applicable Guideline.

Right to discipline members

Clause 6.11 of the AAMT Constitution allows for a member to be disciplined, suspended or expelled from the Association for breaching the Code or for engaging in conduct which the Board reasonably believes is unbecoming of a member or prejudicial to the interests of Massage & Myotherapy Australia.

Any disciplinary action that Massage & Myotherapy Australia may elect to take against a member will occur after the process set out in this Guideline has been followed, having regard to the Code of Ethics, the Constitution, and the principles of the Association in respect of:

- Abiding by the Terms and Conditions as set by the individual Private Health Funds; and
- Any other principle deemed relevant to the nature of any complaint by the Board at the relevant time.

The role of the NEC

If an allegation of fraudulent use of Provider Numbers is lodged against a member of the Association, the National Ethics Committee (NEC) may form part of the process and is charged with ensuring allegations against members are heard in a consistent manner.

The NEC reports to the Board.

Keeping the role of the NEC in mind, the allegation, complaint, disciplinary and dispute resolution process in respect of any member of Massage & Myotherapy Australia is as follows:

Process

Lodging an allegation

Allegations made against a member regarding the fraudulent use of Provider Numbers must be made in writing and emailed to ea@massagemyotherapy.com.au or addressed and mailed to:

Association Manager
Massage & Myotherapy Australia Limited
Level 8
53 Queen Street
MELBOURNE VIC 3000

A complaint must include details sufficient to describe the nature of the allegation.

All allegations should have the full name and contact details required for Massage & Myotherapy Australia to follow up the allegation.

Massage & Myotherapy Australia cannot investigate any allegation that is lodged on an anonymous basis. To ensure your allegation is managed as efficiently as possible, please ensure that you have included as much detail as possible in your documentation.

If you have any evidence to support your claim, please include it with your documents.

CEO to refer complaint to NEC

Any allegation of fraudulent use of Provider Numbers which is provided to Massage & Myotherapy Australia is, in the first instance, referred to the Association Manager of the Association.

The Association will contact the member and request further information (see Appendix 1 Letter Template) with a deadline of two weeks. If a response is not received, the Association may contact the individual Private Health Funds who may consider suspension of Approved Provider Status and the membership may be referred to the National Ethics Committee for consideration.

The Association will ensure that there is appropriate systematic recording of allegations and notifications and their outcomes.

Massage & Myotherapy Australia is a brand of the Australian Association of Massage Therapists Ltd
03 9602 7300
massagemyotherapy.com.au
info@massagemyotherapy.com.au
Level 8, 53 Queen Street, Melbourne VIC 3000

If the matter is referred to the National Ethics Committee it then becomes an Ethics Case and the Disciplinary & Dispute Resolution Procedure Guidelines must be followed.