

Private Health Fund Guide

Welcome to Massage & Myotherapy Australia

Health Funds Information

This guide contains everything you need to know about Private Health Funds and Provider numbers. It is in an electronic format so that you can:

- Download the information you need as you need it, and
- It can be regularly updated with current information.

Your Provider Number

As the company name is still the Australian Association of Massage Therapists Ltd, you continue to use AAMT12345 (*your member number*) as your Provider Number if the Health Fund has not issued you with a unique Provider Number.

Health Funds Terms and Conditions

> [Click here to see the latest Terms & Conditions:](#)



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Health Fund Provider Information – Eligibility

When you joined the Association you signed an agreement to keep your First Aid and Insurance up-to-date, earn CPE points and to forward these details to us (30 points for Massage Therapists, 40 for Remedial Massage Therapists and 50 for Advanced Members must be current at all times). The Association lists all of these details on the *eNews* and *Membership Spotlight* emails sent every month and on Annual Membership Renewal Notices, including Membership Renewal Date. If we do not receive these details, or they are not kept up to date, your details cannot be administered to the private health funds.

The following categories outline Membership Grade and eligibility for Approved Provider Status with private health funds. If you meet the criteria set in the membership type (Are You A...?) and requirements (Do You Hold...?) columns then you are eligible for administration for Approved Provider Status with the private health funds listed in the Eligible Health Funds column. When you joined, you also agreed to abide by the private health funds' Terms and Conditions.

NOTE: The private health funds have discretion regarding approval for Approved Provider Status and have the right of refusal.

ARE YOU A ...?	DO YOU HOLD ...?	ELIGIBLE HEALTH FUNDS
Remedial Massage Therapist	<ul style="list-style-type: none"> • Diploma of Remedial Massage Therapy (HLT50302 / HLT50307 / HLT52015 / HLT52021) ONLY. • Assessed qualifications on health fund lists prior to 1 July 2009 • Does the Association have: <ul style="list-style-type: none"> – a copy of up-to-date First Aid (HLTAID011) – a copy of up-to-date Certificate of Currency (insurance), Professional indemnity, malpractice (a minimum of \$2 million) and Public and Product Liability (a minimum of \$20 million)? – accurate details of clinic address/es? • Are you a current financial member of the Association? • Do you have CPE Points? (40 points current) 	<ul style="list-style-type: none"> • Australian Health Management (ahm) • Australian Regional Health Group (ARHG) • Australian Unity • Bupa Australia Health • CBHS Health Fund Limited (Commonwealth Bank) • HCF • Medibank • nib • The Doctors' Health Fund <p>NOTE: Diploma must have been studied on-campus, 12 months full-time/18 months part-time. Please see Education Criteria on page 3.</p>
Massage Therapist	<ul style="list-style-type: none"> • Certificate IV in Massage Therapy Practice (HLT40302 / HLT40307 / HLT40312 / HLT42015 / HLT42021) • Assessed qualifications on health fund lists prior to 1 July 2009 • Does the Association have: <ul style="list-style-type: none"> – a copy of up-to-date First Aid (HLTAID011) – a copy of up-to-date Certificate of Currency (insurance), Professional indemnity, malpractice (a minimum of \$2 million) and Public and Product Liability (a minimum of \$20 million)? – accurate details of clinic address/es? • Are you a current financial member of the Association? • Do you have CPE Points? (30 points current) 	<ul style="list-style-type: none"> • Australian Regional Health Group (ARHG) (see list on page 5) • CBHS Health Fund Limited (Commonwealth Bank)
Myotherapist	<ul style="list-style-type: none"> • Bachelor of Myotherapy, Bachelor of Health Science (Musculoskeletal Therapy) • Advanced Diploma of Remedial Massage (Myotherapy) ADV DIP 21511VIC or ADV DIP 21920VIC • Advanced Diploma of Myotherapy ADV DIP 22248VIC or ADV DIP 22316VIC or ADV DIP 22656VIC • Does the Association have: <ul style="list-style-type: none"> – a copy of up-to-date First Aid (HLTAID011) – a copy of up-to-date Certificate of Currency (insurance), Professional indemnity, malpractice (a minimum of \$2 million) and Public and Product Liability (a minimum of \$20 million)? – accurate details of clinic address/es? • Are you a current financial member of the Association? • Do you have CPE Points? (50 points current) 	<ul style="list-style-type: none"> • Australian Health Management (ahm) • Australian Regional Health Group (ARHG) • Bupa Australia Health • CBHS Health Fund Limited (Commonwealth Bank) • Australian Unity • HCF • Medibank • nib • The Doctors' Health Fund



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Important Health Fund Provider Information

Following the introduction of the Private Health Insurance (Accreditation) Rules 2011 (reviewed in 2019), [refer to this link](#), massage therapists must be a member of an accredited association, in order to gain Approved Provider Status with the private health funds. The Association has gained accreditation with various health funds which allows our eligible members to be registered automatically as a provider. We forward eligible members details to the health funds listed on a regular basis.

Therefore, it can take up to 4-6 weeks for all details to become live at all of the individual private health funds.

Please read the important information below to see how to qualify and remain on private health funds lists.

- To find out which health funds you are **automatically** registered with, refer to **Table 1** (page 5).
- To find out which health funds **you have to activate** your registration with, refer to **Table 2** (page 6).

To qualify and remain on the health funds lists sent by the association, it is a requirement that you:

1. Meet the minimum level of membership type/qualification accepted by the individual health funds
2. Are a financial member of the Association
3. Ensure the Association has a **current** copy of your Certificate of Currency for Professional Indemnity, malpractice (a minimum of \$2 million) and Public and Product Liability (a minimum of \$20 million)
4. Ensure the Association has a **current** copy of your First Aid certificate (HLTAID011)
5. Have recorded your required Continuing Professional Education points.
 - Massage Therapists 30 points
 - Remedial Massage Therapists 40 points
 - Advanced Members 50 points (current at all times)
6. If audited by the Association or a private health fund, you must have successfully completed the audit requirements to remain eligible.
7. Agreement to abide by the Constitution, Code of Ethics, Standards & National Code of Conduct, Policies and Guidelines (updated each year via the Members Only area of the website).
8. Agree to abide by the individual private health funds Terms and Conditions for Recognised Providers. Copies can be found here.

NOTE: you must provide the Association with all clinic details including address/es (must be a physical address, **not a PO Box**) and phone number.

Education criteria

Minimum Education Requirements for the private health funds:

- Minimum Education Requirements means HLT50307 Diploma of Remedial Massage (or later equivalents) in which the course duration is at a minimum of 12 months for full-time students or 18 months part-time students and that requires a minimum of 20% of the course to contain clinic 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 techniques and other associated therapeutics & techniques.
- Members who hold the HLT50307 must supply a letter from their college indicating the above in order to be eligible for administration to the private health funds (please note: we just administer members' details to the funds, it is up to the Health Funds to accept them). Members who hold the HLT52015 or HLT52021 must supply an academic transcript (certified).

Receipt requirements

Hand written receipts are not accepted by private health funds. Receipts must include the following details:

Full name of therapist	Client's full name
AAMT member number	Date of treatment
Provider number (when issued)	Type of therapy e.g. Remedial Massage, Massage therapy, Myotherapy
Practice address (cannot be a PO Box)	Type of treatment e.g. initial or standard consultation
Practice telephone number	Cost for treatment
Business and Trading names and ABN (where applicable)	

Subsequent duplicate accounts must be endorsed 'duplicate copy'.

See the sample receipts on page 7.

Key points to remember

- The services provided must be itemised accurately (e.g. type of treatment, therapist's name, client's name, etc).
- **Your Provider Number is not transferable to another person** (i.e. Locum, colleague or employee) or where applicable, another practice location. This is fraud.
Your Provider Number is your responsibility.
- HICAPS Item Numbers and Descriptions:
105 Initial Consultation, 205 Standard Consultation
- HICAPS Item Numbers and Descriptions for Medibank are:
105 Initial Consult (30-60mins), 205 Std Consult (up to 30 mins)
- There can be only one original account/receipt. All duplicated accounts/receipts must be endorsed as 'duplicate'.
- These item numbers are the same for remedial massage and myotherapy treatments
- **Please ensure that we have your current details at all times!**
Failure to do so will result in the Association not being able to confirm your current details to the health funds and non-current or non-compliant members will be removed from health fund lists.
- Services paid for by a third party such as a **gift card are not eligible for rebate.**
- **NOTE: Pre-signed receipts are not acceptable.**

Although every effort is made, the Association cannot guarantee that all members will be accepted by the individual health funds as a provider. Members must agree to abide by conditions of individual health funds. Health funds will not provide a rebate if your client is a family member.



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Administration

If you do not maintain compliance requirements and keep the Association well informed you will be removed from all lists until you provide evidence to the Association. Members receive this information on their renewal statement and via the *eNews* and *Membership Spotlight* emails, therefore it is imperative that members note when they are due to become non-compliant.

- If you are currently recognised, then become non-compliant, reinstatement to a fund will take place at the next accepted data upload to the health fund: this could take up to 4-6 weeks to process. If you are a new member, you can also expect a delay of up to 4-6 weeks, depending on the health fund's agreed reporting cycle and whether you have provided everything to complete the membership process.

Working with the Association

Massage & Myotherapy Australia proactively works with all of the individual private health funds to resolve issues that arise. In the interim if you are experiencing issues please email: info@massagemyotherapy.com.au with details, ensuring you include your **Member Number and name**.

Health Fund Information – FAQs

How long does it take for details to get to the health funds?

It can take up to 4-6 weeks after we receive any updated details for them to reach the individual health funds. However, it can take up to two weeks for the individual health funds to process the details and to issue Provider Numbers.

How do I get my Provider Number?

Other than when you use your Association Member Number, Provider Numbers are issued by the health funds. Being a provider is a contract between you and the individual health funds for each clinic address. However, Bupa, Medibank and ahm send unique provider numbers to us and we then forward them to members via email.

Why haven't my details been forwarded to the health funds?

- Are your First Aid, Insurance, CPE and Membership details up to date? If they have expired, and we do not have the updated information, your details will not be forwarded to the health funds
- Did you tick the Privacy Box on your Membership Application Form or online? i.e. I do not want my details to be forwarded to health funds.
- The scheduled list for that particular health fund has not been sent or processed as yet.

When I change clinic address, how long before my details are forwarded to the health funds?

It is the same as when you first join the Association: it can take up to 4-6 weeks depending on what time of the month you notified us of your change of address details.

Why can't I use a PO Box address?

Health funds work on street addresses and do not accept PO Boxes or

Clinic addresses

A clinic address must be a physical address, and must include a contact telephone number. PO Boxes are not acceptable.

Members can register four clinic addresses of which only three will be eligible for Medibank Provider Numbers which are nominated by the member. Therefore, four addresses will be submitted to all other health funds and three submitted to Medibank.

In summary

To be eligible to remain on health fund lists you must be a financial member, the Association must have a copy of all documents and details for criteria. Approved Provider Status is a contract between you and the health fund, the Association advises currency of eligibility to the criteria for each health fund.

NOTE: Approved Provider Status is at the discretion of the individual private health funds.

'Mobile Service' as addresses. This is to minimise the incidence of fraud. Therefore, we do not list PO Box addresses or 'Mobile Service' for Clinic addresses.

Why aren't I eligible for provider status with certain health funds?

Certain health funds do not accept all massage therapy qualifications. All health funds accept the current Diploma of Remedial Massage Therapy (HLT50302/07 or HLT52015/21), however, with the introduction of new health fund legislation many health funds will not accept anything other than the current Diploma. There are two health funds that accept Certificate IV in Massage Therapy Practice (HLT40302/07/12/15/21) (ARHG and CBHS).

Do health funds backdate?

No, clinic addresses become active on the date the health fund receives your data.

I faxed or emailed my updated Insurance and First Aid and it hasn't been updated, why?

Updated information is entered into the database generally within 48 hours of receipt. If it has not been entered, the fax or email was not received.

Issues with HICAPS or HealthPoint?

Please call them directly.

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Eligible members are automatically registered via the Association

(Details are updated regularly from our records)

Details about Provider Numbers with individual Health Funds are indicated in RED.

The dates when your details are administered to the individual Health Funds are indicated in BLUE.

HEALTH FUND	DETAILS
Australian Health Management (ahm) Remedial & Myotherapy Tel: 1300 483 464 www.ahm.com.au RestSuper	<ul style="list-style-type: none"> » Remedial Massage Therapists HLT50302 or HLT50307 or HLT52015 or HLT52021 » Assessed qualifications on their list prior to 1 July 2009 » Advanced Diploma of Remedial Massage (Myotherapy) ADV DIP 21511VIC or ADV DIP 21920VIC Advanced Diploma of Myotherapy ADV DIP 22248VIC or ADV DIP 22316VIC or ADV DIP 22656VIC » Provider Number - After lists have been processed the Association will send Provider Numbers via email to the member. » Administered end of the month.
Australian Regional Health Group (ARHG) Massage & Remedial & Myotherapy Tel: (03) 9873 9253 www.arhg.com.au <i>Includes rebates for Massage Therapy, Remedial Massage and Myotherapy unless * indicates otherwise.</i>	<ul style="list-style-type: none"> » Message Therapists Cert IV HLT40302 or HLT40307 or HLT40312 or HLT42015 or HLT42021 » Remedial Massage Therapists HLT50302 or HLT50307 or HLT52015 or HLT52021 » Advanced Diploma of Remedial Massage (Myotherapy) ADV DIP 21511VIC or ADV DIP 21920VIC Advanced Diploma of Myotherapy ADV DIP 22248VIC or ADV DIP 22316VIC or ADV DIP 22656VIC » Assessed qualifications on their list prior to 1 July 2009 <p>PROVIDER NUMBERS</p> <ul style="list-style-type: none"> » Remedial Massage Therapists – MT member number + 'R' (eg. MT12345R) » Massage Therapists – MT member number + 'M' (eg. MT12345M) » Myotherapists – MT member number + 'Y' (eg. MT12345Y) <p><i>ARHG is a management group that oversees several small funds.</i></p> <ul style="list-style-type: none"> » Administered fortnightly (2nd and 4th Wednesday of the month).
<ul style="list-style-type: none"> » ACA Health Benefits Funds » AIA Health » Defence Health* » Emergency Services Health » GMHBA* (Includes Frank Insurance & Budget Direct) » HBF (Includes see-u by HBF)* » Health Care Insurance Limited » Health Insurance Fund (HIF) WA » Health Partners » Hunter Health Fund » Latrobe Health Services (Federation Health) » Mildura District Hospital Fund* » Navy Health Fund » Nurses & Midwives Health Pty Ltd » Onemedifund » Peoplecare Health Insurance (Includes Allianz) » Phoenix Health Fund » Police Health Fund » Queensland Country Health Fund Ltd » Railway & Transport Health Fund Ltd (RT Health) » Reserve Bank Health Society Ltd » St Luke's Health » Teacher's Federation Health (Includes Uni Health) » Teacher's Union Health » Territory Health Fund » Transport Health » Westfund* <p><i>* Massage Therapy not rebated.</i></p>	
Australian Unity Remedial & Myotherapy Tel: 1800 035 360 www.australianunity.com.au <i>A provider number is not explicitly required for account/receipt. A minimum of three identifiers are required to be present on the account/receipt to identify the provider. Identifiers must include the provider's name and practice location and any one of; provider number, phone number, practice name, association number or ABN. (Please note: if you have already received a unique provider number from Australian Unity for any of your active clinics, please continue to use those same provider numbers as before.)</i>	<ul style="list-style-type: none"> » Remedial Massage Therapists HLT50302 or HLT50307 or HLT52015 or HLT52021 » Advanced Diploma of Remedial Massage (Myotherapy) ADV DIP 21511VIC or ADV DIP 21920VIC » Advanced Diploma of Myotherapy ADV DIP 22248VIC or ADV DIP 22316VIC or ADV DIP 22656VIC » Provider Number – AAMT Member Number e.g. AAMT12345 » Administered 10th and 24th of the month.
Bupa Australia Health Remedial & Myotherapy Tel: 1800 060 239 www.bupa.com.au/for-providers	<ul style="list-style-type: none"> » Remedial Massage Therapists HLT50302 or HLT50307 or HLT52015 or HLT52021 » Advanced Diploma of Remedial Massage (Myotherapy) ADV DIP 21511VIC or ADV DIP 21920VIC » Advanced Diploma of Myotherapy ADV DIP 22248VIC or ADV DIP 22316VIC or ADV DIP 22656VIC » Assessed qualifications on their list prior to 1 July 2009 » Provider Number – sent to the Association. An email will be sent to you confirming member provider number/s. » <i>Member details are sent to Bupa fortnightly. After lists have been processed Bupa will send Member Provider Number/s to us. We will then forward the Provider Number/s to the member's registered email address. Members must agree to be bound by Bupa Australia's 'Our Ancillary Provider Terms'.</i> » Administered fortnightly (2nd and 4th Friday of the month).

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<p>CBHS Health Fund Limited Massage & Remedial & Myotherapy Tel: 1300 654 123 www.cbhs.com.au</p>	<ul style="list-style-type: none"> » Massage Therapists Cert IV HLT40302 or HLT40307 or HLT40312 or HLT42015 or HLT42021 » Advanced Diploma of Remedial Massage (Myotherapy) ADV DIP 21511VIC or ADV DIP 21920VIC » Advanced Diploma of Myotherapy ADV DIP 22248VIC or ADV DIP 22316VIC or ADV DIP 22656VIC » Remedial Massage Therapists HLT50302 or HLT50307 or HLT52015 or HLT52021 » Assessed qualifications on their list prior to 1 July 2009 » Provider Number – AAMT Member Number e.g. AAMT12345 » Administered 18th of the month.
<p>HCF Remedial & Myotherapy Tel: 1300 799 275 www.hcf.com.au</p> <p><i>IMPORTANT NOTE: All providers must read and agree to abide by the HCF Provider recognition criteria. (Download at www.hcf.com.au).</i></p>	<ul style="list-style-type: none"> » Remedial Massage Therapists. HLT50302 or HLT50307 or HLT52015 or HLT52021 » Advanced Diploma of Remedial Massage (Myotherapy) ADV DIP 21511VIC or ADV DIP 21920VIC » Advanced Diploma of Myotherapy ADV DIP 22248VIC or ADV DIP 22316VIC or ADV DIP 22656VIC Assessed qualifications on their list prior to 1 July 2009 » Provider Number – AAMT Member Number e.g. AAMT12345 <p><i>Note: HCF have requested that when you produce a receipt, you do not write the words 'Provider Number'. Please use the heading 'Association Name and Association Number'.</i></p> <ul style="list-style-type: none"> » Administered weekly.
<p>Medibank Remedial & Myotherapy www.medibank.com.au Tel: 1300 991 471 (press 6, then 4)</p> <p><i>All qualifying providers must read and agree to abide by Medibank Provider Requirements and Terms and Conditions.</i></p>	<ul style="list-style-type: none"> » Remedial Massage Therapists. HLT50302 or HLT50307 or HLT52015 or HLT52021 » Advanced Diploma of Remedial Massage (Myotherapy) ADV DIP 21511VIC or ADV DIP 21920VIC » Advanced Diploma of Myotherapy ADV DIP 22248VIC or ADV DIP 22316VIC or ADV DIP 22656VIC » Provider Number – After lists have been processed the Association will send Provider Numbers via email to the member » Administered on the 1st and 3rd Monday of the month.
<p>Nib Health APIA Health Insurance Qantas Health Insurance Suncorp Health Insurance AAMI Health Insurance GU Health</p> <p>Remedial & Myotherapy Tel: 1300 853 530 www.nib.com.au</p> <p><i>IMPORTANT NOTE: All providers must read and agree to abide by nib Provider Requirements and Terms and Conditions.</i></p>	<ul style="list-style-type: none"> » Remedial Massage Therapists HLT50302 or HLT50307 or HLT52015 or HLT52021 » Advanced Diploma of Remedial Massage (Myotherapy) ADV DIP 21511VIC or ADV DIP 21920VIC » Advanced Diploma of Myotherapy ADV DIP 22248VIC or ADV DIP 22316VIC or ADV DIP 22656VIC » Provider Number – AAMT Member Number e.g. AAMT12345 » Please call nib directly to activate your clinic for HICAPS. For online claims you may need to call nib for your Provider Number. » Administered 1st and 15th of the month.
<p>The Doctors' Health Fund Remedial & Myotherapy Tel: 1800 226 126 www.doctorshealthfund.com.au info@doctorshealthfund.com.au</p>	<ul style="list-style-type: none"> » Remedial Massage Therapists. HLT50302 or HLT50307 or HLT52015 or HLT52021 » Advanced Diploma of Remedial Massage (Myotherapy) ADV DIP 21511VIC or ADV DIP 21920VIC » Advanced Diploma of Myotherapy ADV DIP 22248VIC or ADV DIP 22316VIC or ADV DIP 22656VIC » Please email your certificate of registration and the clinic address. You will then be added into the systems as a provider.

IMPORTANT: If you do not want to be listed on the search facilities of the participating health funds websites please contact our office via email: info@massagemyotherapy.com.au or login and update.

HICAPS: the Association does not have any affiliation with HICAPS nor do we forward member details to HICAPS. Please contact HICAPS directly on 1800 805 780 or visit www.hicaps.com.au. For HICAPS you need to obtain a Medibank number (from Medibank) or if you are not eligible for Medibank, you need to obtain a HICAPS generated number directly from HICAPS and request that the number be loaded to the terminal. (Have the terminal ID etc from your machine ready.) HICAPS will then send the details to all health funds. Some health funds (including nib) need you to call them to activate this. HCF will attempt to link your clinic from the HICAPS list, however, if you are still experiencing issues you can call HCF directly.

Sample Invoice

**SAMPLE INVOICE ONLY
RECEIPT**

ACCOUNT/INVOICE

Date receipt issued

Receipt # 00001
Date: 10 January, 2024

Mr John Smith
Remedial Massage Therapist
55 Sample St
MADEEASY VIC 1234

Name and address of the provider (YOU)

(ABN and business name can be added as well)

Provider #
Medibank - A111111A
NIB - AAMT12345
HCF - AAMT12345
CBHS - AAMT12345
BUPA - C1111111
Aust Unity - AAMT12345
ARHC - MT12345R
AHM - 2222222

**List of Provider numbers
(please replace with
your provider numbers)**

Patient Name	Date of Treatment	Treatment Description	Price
Jane Doe	10/01/2024	Remedial Massage (205)	100.00
		TOTAL	100.00
		PAID	100.00
		Balance	0

**Full name
of client**

Treatment date

**Itemised list of service provided
even if they are not claimable.
You can include the item number
sample above**

Cost of Service

**Payment status and
balance owing**

Signed _____

Signed by Provider

Thanks for seeing Mr John Smith - Hope to see you again