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## Massage Association of Australia Ltd

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### HEALTH INSURANCE COMPANIES INFORMATION For Accredited Members

#### ***Common requirements of all Australian health insurance funds***

- (1) Membership to a recognized Association
- (2) Current professional indemnity insurance
- (3) Current Level 2 First Aid certificate
- (4) Massage therapy qualifications at either the Certificate IV, Diploma or Bachelor degree level gained from an Australian Registered Training Organisation (RTO)
- (5) A commitment to Continuing Professional Education (CPE) of 20 points per year.

International qualifications and non registered training organizations are not recognised. Please refer to [www.training.gov.au](http://www.training.gov.au) to see if your course and/or school is registered.

#### ***When issuing receipts/invoices to your client you must clearly state:***

Your provider number for that health fund  
Full name  
Practice address and contact number  
Client's full name  
Type of treatment and total cost of treatment

#### ***Requirements of individual health insurance funds***

Every health fund is provided with the member's start date. As soon as you have your accreditation approved, you can start issuing receipts. You should advise your clients, however, to hold off on presenting their receipts for a claim for at least two weeks or until the end of the month in most instances to allow time for processing.

Any change or addition to a practice address must be advised in writing to the MAA as soon as possible. Health funds cannot process a claim from your client if they don't have that practice address listed. Email advice to [office@maa.org.au](mailto:office@maa.org.au) is preferred and you will receive an acknowledgement.

December 2013

MAA accredited members should be aware that funds do not normally correspond with members. If you have any change at all to your practice address/es, postal address or any other aspect of your accredited membership, this must be advised to the MAA immediately. MAA will in turn provide this information to the health funds according to the processes outlined below for each fund.

If you are unsure of their provider number with BUPA or Medibank Private, you should contact the MAA and this number will be emailed to you if it has been received. If a member is unsure of any other provider number, they should contact the relevant health fund directly.

If you experience any problems with a health fund, send an email to the MAA with the name of the fund and the nature of the problem. The MAA will then follow this up with the health fund on your behalf.

In addition, each health fund has its own requirements for therapists to be listed as providers. Following is a list of each of the companies that we currently deal with and what they require in order to pay rebates to your clients.

***Each health fund has its own requirements for therapists to be listed as providers. We currently deal with the following organizations; please read on for specific information about the requirements of these health funds:***

**AHM**

**Australian Unity**

**Australian Regional Health Group (ARHG)**

**BUPA – Members First**

**Commonwealth Bank Health Scheme**

**Grand United**

**HBF**

**HCF/Manchester Unity**

**Medibank Private**

**NIB**

## AHM

13 42 46

[www.ahm.com.au](http://www.ahm.com.au)

- Qualifications required:** Remedial | Minimum Diploma in Remedial Massage - HLT 50307
- Provider Number:** Your AHM provider number can be obtained by searching after the 15<sup>th</sup> of each month on the AHM Provider Database at:  
<http://www.ahm.com.au/content/provideraccreditation.php>
- Other information:** AHM is updated on or before the 12<sup>th</sup> of each month. Only remedial accredited members are recognized by AHM.

## AUSTRALIAN UNITY LTD

13 29 39

[www.australianunity.com.au](http://www.australianunity.com.au)

- Qualifications required:** Remedial : Minimum Diploma of Remedial Massage - HLT 50307
- Provider Number:** Australian Unity provider number is your MAA accredited number.
- Other information:** Australian Unity is updated on the 15<sup>th</sup> of each month. All MAA accredited members are recognized by Aust Unity.

## AUSTRALIAN REGIONAL HEALTH GROUP (ARHG)

03 9756 0550

[www.arhg.com.au](http://www.arhg.com.au)

Funds covered by ARHG:

*ACA Health Benefits Fund  
Cessnock District Health Benefits Fund  
CUA (formerly Credicare)  
Defence Health  
GMHBA  
GMF Health  
health.com.au  
Health Care Insurance Limited  
HIF WA  
Latrobe Health Services (Federation Health)  
Mildura District Hospital Fund  
Navy Health Fund*

*Onemedifund  
Peoplecare Health Insurance  
Phoenix Health Fund  
Police Health Fund  
Queensland Country Health Fund Ltd  
Railway & Transport Health Fund Ltd  
Reserve Bank Health Society  
St Lukes Health  
Teachers Federation Health  
Teachers Union Health  
Transport Health  
Westfund*

- Qualifications required:** Therapeutic | Minimum Cert IV Therapeutic Massage - HLT 40307  
Remedial | Minimum Diploma in Remedial Massage - HLT 50307
- Provider Number:** You need to add an extra "0" to your MAA accreditation number.  
Eg MA1234R, change to MA01234R
- Other information:** ARHG is updated regularly, however you should allow 1-2 weeks for processing from the date of your accreditation. All MAA accredited members are recognized by ARHG.

## BUPA

1800 688 880

[www.bupa.com.au](http://www.bupa.com.au)

Funds covered by BUPA:

December 2013

HBA  
Mutual Community  
ANZ Health Insurance  
AXA  
Super Members Health Plan  
Bank SA  
Health Cover Direct

MBF  
MBF Alliances – NRMA, SGIO, SGIC  
American Express Card Members Health  
Insurance  
CSP Health Plan  
National Mutual Health Insurance  
CSP Health Plan

**Qualifications required:** Remedial | Minimum Diploma in Remedial Massage - HLT 50307  
**Provider Number:** BUPA issues a separate provider number to each practice address. This number is advised to MAA and is emailed to members upon receipt. Members are advised to keep their email address records up to date to help streamline this process.  
**Other information:** BUPA is updated regularly, however members should allow 1-2 weeks for processing from the date of their accreditation. Only remedial accredited members are recognized by BUPA.

#### COMMONWEALTH BANK HEALTH SCHEME (CBHS)

1300 654 123

[www.cbhs.com.au](http://www.cbhs.com.au)

**Qualifications required:** Therapeutic | Minimum Cert IV Massage - HLT 40307  
Remedial | Minimum Diploma in Remedial Massage - HLT 50307  
**Provider Number:** Your MAA accreditation number. Use MAA instead of MA on your provider number and omit the R. If your accreditation number is MA1234R, change it to MAA1234 for CBHS clients only.  
**Other information:** CBHS is updated on the 15<sup>th</sup> of each month. All MAA accredited members are recognized by CBHS.

#### GRAND UNITED CORPORATE HEALTH

1800 249 966

[www.guhealth.com.au](http://www.guhealth.com.au)

**Qualifications required:** Remedial | Minimum Diploma in Remedial Massage - HLT 50307  
**Provider Number:** MAA Accredited Members to either telephone or email [corporate@guhealth.com.au](mailto:corporate@guhealth.com.au) with full name, association, accreditation number, practice address and contact number  
**Other information:** Grand United is updated on the 15<sup>th</sup> of each month. MAA accredited members to apply directly to these funds for a provider number after the 15<sup>th</sup>. Only remedial accredited members are recognized by Grand United.

HBF

(08) 9265 6125

[www.hbf.com.au](http://www.hbf.com.au)

**Qualifications required:** Remedial | Minimum Diploma in Remedial Massage – HLT 50307  
**Provider Number:** Remedial accredited member to download registration form from HBF link above, then send with copies of qualifications, professional indemnity insurance, level 2 first aid, and Working with Children Check (where required by State law). Go to [www.hbf.com.au/Providers/index.html](http://www.hbf.com.au/Providers/index.html) for more information.  
**Other information:** HBF is updated by the MAA on or before the 7<sup>th</sup> of each month.

#### HCF/MANCHESTER UNITY

13 13 34 – (02) 9290 0158 [www.hcf.com.au](http://www.hcf.com.au)

**Qualifications required:** Remedial | Minimum Diploma in Remedial Massage – HLT 50307  
**Provider Number:** HCF does not issue provider numbers as members are not required to include this on the receipt. Your association and MAA accreditation number is sufficient.  
**Other information:** HCF receives members' details from MAA on behalf of Manchester Unity. HCF is updated regularly, however you should allow 1-2 weeks for processing from the date of your accreditation. Only remedial accredited members are recognized by HCF/Manchester Unity.

#### MEDIBANK PRIVATE

13 23 31 [www.medibank.com.au](http://www.medibank.com.au)

**Qualifications required:** Remedial | Minimum Diploma in Remedial Massage - HLT 50307  
**Provider Number:** Medibank sends letters to providers at their practice address advising them of their provider number for that address. Medibank also provides similar advice to MAA by email. The MAA emails members with their provider numbers.  
**Other information:** Medibank Private is updated on the 15<sup>th</sup> of each month. Members and their clients should allow a few weeks for processing. Only remedial accredited members are recognized by Medibank.

**No new Provider numbers will be issued after 1 September 2013 by Medibank, for existing or new Members**

#### NIB

1800 175 377 [www.nib.com.au](http://www.nib.com.au)

**Qualifications required:** Remedial | Minimum Diploma in Remedial Massage – HLT 50307  
**Provider Number:** MAA Accreditation number and NIB provider number. NIB issues a separate provider number for each practice address.  
**Other information:** NIB is updated weekly. Members should allow 1-2 weeks for processing from the date of their application. Only remedial accredited members are recognized by NIB.