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MASSAGE ASSOCIATION OF AUSTRALIA LTD

AND

MEDIBANK PRIVATE LIMITED

REQUIREMENTS FOR RECOGNISED PROVIDERS

Remedial Therapist (and above) MAA Accredited Member

Dear Member and future Member,

Background:

Medibank only pays benefits for treatment provided by recognised ancillary providers. In this instance, MAA Accredited Members who have completed HLT50307 (or equivalent) and higher levels of Remedial Massage.

For MAA Accredited Member Medibank Private Service Providers who already hold IPNs and for new applicant MAA Accredited Members who would like to become a Medibank recognised Service Provider, there's a list of requirements that need to be met. These requirements are designed to ensure all participating Medibank Private Members receive a high quality in health service with MAA service providers across Australia.

In some instances, Medibank and MAA can refuse recognition, suspend or cancel this recognition. An example of this may be if the provider ceases to be in independent private practice¹ &/or is evaluated as not meeting any of the requirements outlined below.

Medibank's and MAA's recognition criteria

Medibank and MAA takes seriously a provider's willingness to agree to and comply with the recognition criteria. To be a Medibank recognised provider you need to be:

- Registered, or hold a licence, under any relevant state or territory legislation to render treatment for which recognition is sought
- Professionally qualified, or a member of a professional body recognised by Medibank
- The provider maintains comprehensive and accurate patient records, that are made at the time or as soon after the service as practicable, that clearly identify the patient

and the treatment provided, and are written in English and understandable by a third party

- Have facilities that meet the standards determined or recognised by Medibank,
- Have completed the required Minimum Education Standards set down by Medibank Private as described:

“Minimum Education Requirements means HLT50307 Diploma of Remedial Massage (or later equivalents) in which the course duration is at a minimum 12 months for full time students or 18 months part time students and that requires a minimum of 20% of the course to contain clinical 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 examination, assessment of conditions, treatment plans, tactile therapies massage techniques and other associated therapeutics and techniques”

and

- Comply with any other criteria that Medibank considers reasonable.

Medibank and MAA will regularly review the conduct of MAA Medibank Private’s providers, including complaints that may be made by Medibank Private Members and MAA clients.

Examples of when Medibank and/or MAA may suspend or cancel a MAA provider’s recognition

Medibank and/or MAA reserves the right to suspend or cancel a MAA provider’s recognition if they consider it to be reasonable under the circumstance.

Examples of when this can happen include (but are not limited to):

- A MAA provider is found to be in breach of the law, and/or is convicted of a crime
- The MAA provider fails to properly handle personal information, including financial information, of clients/patients, in breach of relevant privacy laws
- Medibank and/or MAA considers that a MAA provider has brought the Medibank brand, its reputation within the community or its professionalism, into disrepute
- Medibank makes a business decision to no longer recognise providers of a certain type
- The MAA provider’s conduct does not meet the duty of care, skill and diligence appropriate to the treatment that a MAA provider of that class (Remedial Therapist or above) should have provided
- In Medibank’s opinion the MAA provider refuses to make available, upon reasonable request (where reasonable notice is given), information requested by

Medibank which is relevant to a Medibank Private's member's receipt of treatment from a MAA provider.

- A MAA provider is no longer recognised and has been removed from MAA's Accredited Membership (including being removed because of a breach of the Code of Conduct)
- The MAA provider has used Medibank trademarks without the express permission of Medibank, or continues to do so in circumstances where they have been asked to stop
- The MAA provider has failed to take steps to remedy a breach of the recognition requirements and is unable to rectify it to Medibank's and/or MAA's satisfaction
- The MAA provider has acted improperly (in Medibank's opinion) and has adversely affected the interests of Medibank's policyholders
- The MAA provider has (in Medibank's opinion), through unacceptable conduct, adversely affected Medibank's financial interests, eg. providing a Medibank member with a false and/or misleading account/receipt.
- Medibank, in its absolute discretion, chooses to no longer recognise a particular MAA provider

Addressing a recognised service provider's breach

There are ways, in which a MAA recognised provider can take remedial steps in addressing a breach or concern, including (but not limited to):

- Medibank and MAA may seek to have a MAA provider explain their conduct (including in a written statement), and may demand that the provider outline how a breach of the recognition criteria will be rectified.
- Medibank and MAA may give a MAA provider 30 days notice in order to respond to Medibank's reasonable concerns about a provider's conduct or practices.
- Medibank and MAA will take into account any written statement that a MAA provider may wish to make about Medibank's reasonable concerns. In the event that Medibank and/or MAA remains unsatisfied by the response provided by the provider, Medibank and/or MAA may take action to suspend or cancel a MAA provider's recognition.

Any information provided to Medibank and/or MAA in response to a reasonable concern raised will be handled in accordance with Medibank's and MAA's obligations under the Privacy Act 1988 (Cth).

If, in Medibank's and/or MAA's opinion, a material breach of provider recognition criteria occurs, Medibank and/or MAA may immediately take action to suspend or cancel a MAA provider's recognition.

- In the event that Medibank makes a decision to no longer recognise a MAA provider, it may contact Medibank Private Members and advise them that the provider they have previously attended is no longer recognised by Medibank. This also means benefits for treatment will not be paid to members if they seek further treatment from that provider.

These criteria are subject to change from time to time and MAA Accredited Members should take the appropriate steps to keep themselves informed of any change by checking Medibank Private's website and/or contact the MAA Office for the current criteria.

Further provider recognition criteria information may be found elsewhere on the Medibank website.

The Medibank Private requirements for recognised providers 'Recognition Criteria' can be viewed at medibank.com.au

Information is current as at 1 September 2013, and is subject to change from time to time.

Notice:

Invoice requirements for Medibank Private to assess whether a benefit is payable

All invoices or other accounts must always be in English and clearly identify:

- the name, address and provider number of the MAA provider who carried out the treatment
- date of treatment
- date of receipt
- the name of the Medibank member who received treatment
- treatment that was provided and associated item number
- the fee for treatment received, and
- whether the account has been paid or is yet payable

(Refer also to MAAs Standards of Practice Guidelines Management of client Records)

¹ Independent private practice means a professional practice (whether sole, partnership or group) that is self-supporting. This means that its accommodation, facilities and services are not provided or subsidised by another party such as a public hospital or publicly funded facility.

MAA will assist their Remedial and above Accredited Members to achieve and maintain their Medibank Private 'Recognition Criteria' by:

On initial application to become a Medibank Private Recognised Service Provider MAA will contact the applicants Recognised Training Organisation to confirm that the Minimum Education Requirements have been met.

- In the case of a positive response and the availability of supporting evidence either provided by the Recognised Training Organisation and/or the applicant, MAA will prepare a letter of recommendation to Medibank Private on behalf of the applicant and deliver this letter at the time of initial uploading of the applicants details onto the Medibank Private MAA Member Monthly Report.
- In the case of a negative response from the Recognised Training Organisation, MAA will counsel the applicant and assist in the preparation of a suitable agreed assessment process and suitable Continuing Professional Education programme to enable the applicant to meet the standards of the Minimum Education Requirements as set out by the Medibank Private Agreement. On successful completion of these activities, MAA will advocate on behalf of the applicant to request permission for the applicant to be found eligible for recognition by Medibank Private to be accepted as a Medibank Private Recognised Service Provider.

MAA from time to time will monitor how MAA Members are advertising their services as a Medibank Private Service Provider and give feedback and advice if advertising breaches the requirements of Medibank Private Recognition.

- This will include, but is not limited by, checking that MAA Members do not claim to cure any condition but that therapy offered will assist, relieve, and/or improve certain ailments, illnesses or conditions, and generally promote good health and well being.
- MAA will also check that MAA Members do not make claims which cannot be substantiated or are providing false and misleading information to the community at large.

MAA will also:

- Encourage MAA members to report fraudulent activities, such as:
 - Misuse of provider numbers e.g. sharing provider numbers with unqualified therapists
 - Services being delivered by derecognised therapists but submitted on someone else's provider number
 - Billing for services that have not been delivered.

- Provide MAA Members with ongoing reminders and education concerning the use, and consequences of fraud and misuse, of IPNs via MAA's Website, newsletters and Continuing Professional Education opportunities.
- From time to time remind MAA Members that at each Medibank Private Member appointment/treatment only one service is eligible for claiming purposes. If multiple services are performed by the same provider during the same appointment e.g. massage done during the same appointment as acupuncture, only one service is claimable, not both.
- Continue to remind MAA Members of their annual obligation to renew their Professional Indemnity & Public Liability Insurance requirements.
- Continue to remind MAA Members of their obligation to maintain currency of their First Aid Certificate.
- Continue to remind member of their annual obligation to provide evidence of having completed their required Continuing Professional Education commitments.
- From time to time request MAA Members provide evidence of management of Infection Control and Hygiene procedures and protocols in practice.
- From time to time request MAA Members provide evidence that the clinic(s) they practice from meet the minimum physical standards and expectations that meet all State, Territory and Local Council laws.
- From time to time request MAA Members provide evidence of how they maintain confidentiality and security of client/patient records in their daily practice.
- From time to time request MAA Members provide evidence of how they adhere to the Privacy Act within their clinic(s).
- From time to time request MAA Members provide evidence of how they obtain 'informed clinical consent' from clients/patients for any procedural treatment offered.
- From time to time request MAA Members provide evidence of how they obtain 'informed financial consent' before commencing treatment.
- From time to time request information about how MAA Members manage involvement with Outcome Studies of the therapy they provide.
- From time to time monitor the quality of MAA Member treatment plans and clinical notes by requesting the member provide copies of client/patient files for examination and comment. (Members are reminded to maintain confidentiality of identifying data when sending in their client/patient files when requested by MAA).
- Provide all initial and continuing MAA Accredited Members with the MAA '*Accredited Member Fit and Proper Person Requirement Declaration*' that accompanies the Application Form for Accredited Membership (Remedial and

above), for signing and return to the Office. This form is filed in the Members file securely held in the MAA Office and is to be made available to any Health Fund that requests examination of a Member File for Health Fund Auditing purposes. (Completion of this form is a pre requisite requirement to meet the 'Recognition Criteria' for all Health Funds).

- Provide all initial and continuing MAA Accredited Members with the MAA '*Safe Use of Medibank Private Provider Number MAA Qualifying Member Agreement*' that accompanies the Application form for Accredited Membership Remedial and above), for signing and return to the Office. This form is filed in the Members file securely held in the MAA Office and is to be made available to Medibank Private when requested for Medibank Private's Auditing purposes. (Completion of this form is a prerequisite requirement to meet the 'Recognition Criteria').
- Provide MAA Members with advice in resolving any breaches of Medibank Private's Provider Recognition Criteria in accordance with Medibank Private's terms and conditions.
- Provide MAA Members with advice in resolving any breaches of the MAA Code of Conduct in accordance with MAAs Constitution.
- MAA will assess, on an individual basis, a MAA Members request to apply for an additional IPN beyond Medibank Private's limitations and on positive findings advocate on behalf of the Qualifying Member. (MAA Members are reminded that the granting of any additional IPNs beyond the Medibank Private limitations of a maximum of three (3) IPNs to any Qualified Member is at the sole discretion of Medibank Private).
- MAA will advise MAA Qualified Members on strengths and weaknesses found in the relevant 'from time to time' requested evidence provided by MAA Members and make recommendation for Continuing Professional Education opportunities designed to strengthen any weaknesses that are highlighted.

Attachments:

MAA Members Agreement Medibank Private MPL Safe Use of Provider Number V4
February 2014

MAA Accredited Member Fit and Proper Person Requirement Declaration form 2014
v03022014

MAA V16122013 Standards of Practice Guidelines Management of Client Records