

Optical Standards

Medibank Private Limited offers private health insurance products under two brands, 'Medibank' and 'ahm health insurance'.

The **Fund Rules**¹ for Medibank and ahm (collectively 'we', 'us' or 'our') set out the terms and conditions on which we will pay **Benefits** on behalf of our **Members**.

This document describes **Recognition Criteria** applicable to **Recognised Providers** ('you', 'your') under the **Fund Rules** for Medibank and ahm (collectively 'we', 'us' or 'our').

Words or expressions in **Initial Capital Bold Italic** in this document have the same meaning as in the applicable **Fund Rules**.

Do these criteria apply to you?

We expect you to meet the criteria set out in this document if:

- our website says that these Optical Standards apply to a particular modality and you provide ancillary health care services in that modality; and
- you wish to be recognised for the payment of **Benefits**, so your patients who are **Members** may be able to claim **Benefits** from us in respect of your services or goods.

For clarity, to the extent that you are unable to comply with the criteria in this document while also complying with a standard, policy, code or guideline published by the professional organisations representing your health profession (collectively, the Professional Standards), then the Professional Standards take precedence to the extent of the inconsistency.

Recognised Provider Recognition Criteria

If you wish to be recognised, or continue to be recognised, by us for the payment of **Benefits** to or on behalf of our **Members**, we expect you to meet the following criteria:

Your business²

- Has a business telephone number on which you are contactable during standard business hours;
- has business premises which are open to the general public;
- holds a provider number for each location from which optical appliances are dispensed;
- holds an Australian Business Number³;
- has documented policies and procedures in effect in relation to –
 - customer refunds, private health insurance claiming and customer warranties which are disclosed to your customers; and
 - risk and compliance which are appropriate to the size and complexity of your business;
- Meets the applicable standards for recognition by us at the time of registration and as updated periodically.

¹ Fund Rules may be found at <https://static.medibank.com.au/content/dam/medibank/pds/mpl3547-fund-rules.pdf> and <https://static.ahm.com.au/files/help/ahm-fund-rules.pdf>

² 'Your business' means the business within which you provide goods or services, regardless of whether you are the owner, a shareholder, principal, partner, employee, contractor or hold a beneficial interest in the business.

³ Applicable to optical dispensers.

Dispensing of optical appliances

Optical appliances⁴ and contact lenses:

- are dispensed by, or under the direct supervision of, an optical dispenser or optometrist recognised by us⁵;
- are supported by a valid script⁶, issued by an Australian Health Practitioners Regulatory Authority (AHPRA) recognised provider;
- are dispensed within the valid script period;
- are fitted in store, unless supplied by an online provider;
- have a manufacturer's warranty that is explained to the customer and recorded on the patient file or provided to the customer in writing at the time of purchase;
- are dispensed from within Australia; and
- are prescribed and/or dispensed to correct, remedy or relieve a refractive abnormality or defect of sight.

Dispensing Records

You keep dispensing records for each patient that contain:

- customer details, including address, telephone number and details of information given to customer;
- script details, including expiry date, optometrist name and provider number;
- itemised invoice, including date, product description, service ID, charged amount and applicable discounts;
- details of the dispenser, order and collection date, and payment information; and
- financial records, including date, product description, product price, service identifier, charge amount, benefit amount and provider number.

Sale & billing of optical appliances

- If the payment for an optical appliance is made in full on the date of order, the Benefit may be claimed on the date of order.
- If an order is cancelled or not collected by the **Member** then you must refund to us of the full **Benefit** paid immediately (in the case of order cancellation) or within three months (in the case of non-collection).
- You must not allow or facilitate individual **Member Benefits** to be shared:
 - with anyone else; or
 - across annual claiming periods.
- You only issue invoices or receipts containing a claimable service code for optical frames when supported by a valid script, and a copy of the script is retained by the dispenser with the relevant dispensing and financial records for the patient.
- As Medibank does not pay a benefit for non-prescription glasses, you must not issue receipts to our **Members** for non-prescription sunglasses that contain claimable service codes recognised by us.

⁴ Excludes plano and cosmetic lenses, non-prescription sunglasses, cosmetic, coloured or novelty optical appliances.

⁵ For staff members who do not hold a formal qualification in dispensing, we require documented evidence that the staff member has received appropriate skills training.

⁶ A valid script has an expiry date that has not expired. An expiry date of two years post issue will be applied for the assessment of benefits for scripts that do not have an expiry date.



- For online sales of optical appliances the optical dispenser or optometrist must have an online provider number issued by us. Visit our website for information on how to apply for an online provider number.