

Recognition Criteria for AHPRA registered ancillary health care providers

Introduction

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**.

Relevantly, we will only pay Benefits in relation to **Treatment** provided by health care providers ('you', 'your') if you are a **Recognised Provider** under our **Fund Rules**. In order to be a **Recognised Provider**, we expect you to meet the **Recognition Criteria** applicable under our **Fund Rules** to your modality.

Please also note we will not pay **Benefits** in relation to **Treatment** provided if the **Member** is ineligible for **Benefits** in respect of that **Treatment** under their private health insurance policy.

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

Which criteria apply to you?

The **Recognition Criteria** which apply to you comprise the standards set out in this document and any supplementary standards which are identified on our website as applicable to your modality. This document sets out the core standards we expect you to meet if you are an ancillary health care professional who is registered as a health practitioner with the Australian Health Practitioner Regulation Agency (AHPRA) (other than Chinese Medicine Practitioners²).

Please check medibank.com.au and ahm.com.au for details of each of the applicable standards.

Becoming a Medibank Recognised Provider

Subject to the applicable **Recognition Criteria**, we will adopt the registered provider number issued to you by Medicare³ for the purpose of paying **Benefits**, unless:

- a. you notify us in writing that you no longer wish to be a **Recognised Provider**;
- b. we notify you in writing that your **Recognised Provider** status has changed; or
- c. AHPRA or any other professional regulatory or accreditation body ceases, suspends, or places conditions or restrictions on your registration, in which case you should notify us within 10 business days.

Recognised Provider Recognition Criteria

If you wish to continue to be recognised by us for the payment of **Benefits** to or on behalf of a **Member** (i.e. to continue to be a **Recognised Provider**) we expect you to meet the following criteria:

1. Independent Private Practice

You provide services and goods to our **Members** in **Independent Private Practice**; that is, a professional practice (whether sole, partnership or group) that is self-supporting. This means that your practice's accommodation, facilities and services are not provided or subsidised by another party such as a **Public Hospital** or publicly funded facility.

1 The **Fund Rules** may be viewed at medibank.com.au and ahm.com.au

2 For Chinese Medicine Practitioners refer to the **Recognition Criteria** for other ancillary health care providers

3 As issued by the Chief Executive - Medicare under section 3GA, *Health Insurance Act 1973*



2. Meet regulatory standards

You:

- a. are a registered health practitioner with AHPRA;
- b. are professionally qualified, or a member of a professional body recognised by us; and
- c. comply with all laws and professional standards applicable to your health profession.

3. Patient records

You comply with all standards, policies, codes and guidelines concerning clinical or patient records developed by the National Board representing your health profession.

Without limiting the foregoing requirement, you maintain comprehensive and accurate patient records that:

- a. are made at the time or as soon practicable after the service;
- b. clearly identify your patient and the **Treatment** provided; and
- a. are written in English and understandable by a third party.

4. Facilities

You:

- b. treat patients in professional, clinically appropriate facilities; and
- c. except in the case of the dispensing of optical goods and hearing aids, do not treat patients in facilities incorporated into a retail business setting⁴.

5. Privacy and Data Protection

5.1 You acknowledge that:

- a. information collected by you in supplying services and goods to our **Members** is subject to Privacy Legislation, including the *Privacy Act 1988 (Cth)*;
- b. information collected by us in relation to you is managed in line with our Privacy Policy⁵; and
- c. you will take reasonable steps to use secure and encrypted channels when sharing information with us.

5.2 If you have knowledge of any:

- a. accidental loss or destruction of, or unauthorised disclosure of or access to our **Member's** personal information; or
- b. data security breach of your subcontractors' systems that are used in the provision of the services which may have impact upon the security of our **Member's** personal information,

You must:

- c. report such unauthorised disclosure or access to us as soon as practicable;
- d. mitigate, to the extent practicable, any harmful effect of such disclosure or access that is known to you or your approved subcontractors;
- e. cooperate with us in providing any notices to individuals regarding accidental or unauthorised disclosures, as reasonably directed by us; and
- f. cooperate with any investigation into the incident that is subsequently undertaken by any data privacy authority, in consultation with us.

Enquiries about the manner in which personal information is handled or enquiries related to data protection may be directed to our Privacy Officer by writing to privacy@medibank.com.au.

⁴ A 'retail business setting' is defined as a location where the primary business purpose, in the opinion of Medibank and ahm, is the provision of goods or services that are non-clinical in nature.

⁵ Medibank's and ahm's Privacy Policy may be viewed at http://www.medibank.com.au/client/Documents/Pdfs/medibank_privacy_policy.pdf and <https://ahm.com.au/privacy-policy>



6. Facilitating information sharing with third parties

We may identify you as an ancillary health care provider on our website, affiliated websites or in **Member** communications. We may publish your name, practice address(es), contact information, and other practice details.

We may also publish (on a de-identified and aggregated basis) information we hold about the amounts you charge our **Members** for your goods and services.

7. Request for patient service records

You will provide, on request, at no charge and within 10 business days, copies of any records relating to services and goods provided by you to our **Members** for which **Benefits** have been claimed.

Additional Conditions

We may, at any time, impose additional conditions that we consider reasonable.

These additional conditions:

- a. may be imposed on an individual Recognised Provider or a group of providers; and
- b. will be communicated to you in the form of a Compliance Notice.

Change of Recognised Provider status

If an ancillary health care provider does not meet the applicable **Recognition Criteria**, including any additional conditions, we may refuse to recognise them, or suspend or cancel their recognition for the payment of **Benefits**, with immediate effect or with notice depending on the circumstances.

If we suspend your recognition at any time, you may re-apply in accordance with the terms of our suspension notification.

Changes to Recognition Criteria

These **Recognition Criteria** are published on medibank.com.au and ahm.com.au. They were last updated on 26 November 2018 and may be amended by Medibank and ahm from time to time. **Recognised Providers** are encouraged to visit the Medibank and ahm websites regularly to view the most current version.