

## **Medibank's remedial massage definition and requirements for benefit payment**

### **Remedial massage definition**

Remedial massage is the systematic assessment and treatment of the muscles, tendons, ligaments and connective tissues of the body to assist in rehabilitation, pain and injury management. It's performed to create favourable conditions for the body to return to normal health after injury and is defined by the premise that the treatment can reasonably reverse certain physical effects a patient may be presenting. If a patient has suffered a moderate injury resulting in structural pain and/or loss of function, then remediation is required to reduce or eliminate pain and restore that function. Remedial massage is designed to balance muscle/soft tissue length, tension, tone which will in turn promote the return to normal joint/capsular/bone position; increase the flow of blood and lymph, particularly in the injured areas, thus removing blockages, damaged cells, scar tissue and adhesions resulting from injury.

A remedial therapist must have knowledge of anatomy, physiology and pathophysiology to determine where to treat patients. Their services must be based on best practice principles and before any remedial massage treatment begins, a thorough patient consultation and assessment is to be performed to ascertain the patient's current health status. If the patient is suitable for remedial massage and relying on the patient's feedback to identify the areas that require attention, the therapist can then apply the relevant and appropriate treatment.

**Note:** The assessment must include the development of a specific treatment plan as to the best course of treatment for the patient's condition/injury. This treatment plan forms the basis of the clinical notes. **It's a requirement of Medibank that for all services which attract a benefit, comprehensive clinical notes are taken for each consultation/treatment and that the patient's records are duly maintained.** These notes must be consistent with accredited professional standards (and in their absence, The National Health Act) and are to be maintained in English.

It's important for the remedial therapist to understand that a patient's needs are unique, and therefore particular remedial massage techniques need to be selected with clinical expertise and applied in a way that suits that patient.

### **Requirements for benefit payment**

Remedial massage services will attract a Medibank benefit only if services are provided to patients with an eligible Medibank cover and by a therapist that's recognised by Medibank and has a current Medibank provider number.

Services delivered to patients with an eligible Medibank cover but by therapists that aren't recognised by Medibank **will not** attract any benefit payment.

Should Medibank investigate a provider and discover benefits have been paid for services delivered to a Medibank patient by a non recognised provider, then recoveries of those monies will be sought as well as exploring what course of action will be taken to prevent future occurrences.