

# fact sheet - health fund provider arrangements - who is responsible for what?

AMT has prepared this information to help you understand who has responsibility for administering each aspect of health fund provider arrangements.

## The private health funds:

- set provider recognition criteria, which they can modify at any time.
- accredit AMT as a guarantor on behalf of members. AMT has contracts with the funds and must abide by the recognition criteria set out in these agreements.
- determine how and when AMT will report members' details.
- determine how and when provider numbers will be issued.
- have the right to suspend or cancel a provider's recognition.

## AMT

- abides by the provider recognition criteria set by the funds. These terms are written into a contract or agreement that AMT must sign.
- reports directly to the funds on member eligibility for provider status in a reporting cycle that is determined by the funds. This includes providing updates of changes such as new practice or mailing addresses, and changes of name.

## You:

- retain a copy of your provider numbers. **AMT cannot do this on your behalf.**
- contact the health fund(s) directly for your provider number(s)
- contact the health fund(s) directly when your client has difficulty with a claim. AMT can only assist if the fund informs you that you are not registered with them.
- inform AMT promptly of any changes to your details, such as new practice or mailing addresses
- submit copies of your HLT first aid, insurance certificate of currency, CEU documentation and renewal fees before the due date.

## Health Fund contact numbers

AHM	134 246 – Ask for Provider Liaison Officer
ARHG	03 9729 5586 - Nikki Chace
Australian Unity	1800 035 360
BUPA	1800 060 239
CBHS	1300 654 123 - Provider Relations
Doctor's Fund	1800 226 586 - Ask for Provider Department
GU Health	1800 249 966
HBF	08 9265 6125 - Provider Support Team
HCF	02 9290 0158 - Provider Relations
Medibank Private	1300 654 887 - Provider Helpdesk
NIB	1800 175 377 - Provider Hotline
WorkSafe Victoria	03 9641 1626

