

PACFA Private Health Provider Number Conditions of Use Policy for PACFA Members

The Psychotherapy and Counselling Federation of Australia (PACFA) has agreements with a number of major private health funds. These agreements allow eligible PACFA members to apply for and hold a provider number with the various funds, which enables their clients who have appropriate cover to claim a rebate for counselling services. Customers of the health fund need to hold a health Insurance policy that qualifies for a rebate. This rebate is subject to the health funds' terms and conditions, and to the specific cover the customer holds.

PACFA currently has agreements with the following private health funds

[Medibank](#)

[ahm](#)

[Bupa](#)

In addition, a number of private health funds are administered by the Australian Regional Health Group (ARHG). These include:

[Police Services Health](#)

[Emergency Services Health](#)

[CUA Health](#)

[Phoenix Health](#)

[St Lukes Health](#)

Purpose of Policy

The purpose of this policy is to ensure that PACFA Members are aware of their record-keeping obligations, to promote good record keeping practices, and to avoid PACFA members losing their provider number(s) through non-compliance with health fund requirements.

This policy also ensures that PACFA meets our obligation to our private health fund partners. PACFA encourages all PACFA members to follow the individual requirements for each private health fund. These key requirements are detailed in this policy. The full list of requirements can be found on the private health fund pages of the [PACFA website](#).

Scope of Policy

This policy applies to PACFA and its members who hold a private health fund provider number, and details member obligations in relation to these provider numbers.

This policy applies to all PACFA members who hold a provider number for one of the aforementioned Health Funds.

This policy does not aim to override, nor conflict with any of the ancillary terms and conditions laid out by individual health funds. PACFA members who hold provider numbers must keep abreast of the terms of the individual funds, and operate within those terms. For these terms, please see their respective websites.

Ongoing requirements for PACFA members who hold a Provider Number

1. Professional Indemnity and Public Liability Insurance requirements

- 1.1. PACFA members with a provider number must hold current Professional Indemnity and Public Liability insurance.
- 1.2. In the case of an audit either by PACFA or the health funds, PACFA members who hold a provider number must send their Certificate of Currency within 7 (seven) days of receiving a written request from the PACFA Office, unless a time frame is otherwise stated.

2. Provider Address(s) procedure

- 2.1. **All** practice addresses where a member wishes to use a provider number must be applied for via the online application form. Information collected on this form will be sent to the health fund(s) for approval.
- 2.2. When adding a practice address for a second or subsequent location a member must complete a new a online application form for each practice address. PACFA is not able to apply for a new provider number until we receive a copy of this form(s).
- 2.3. When a PACFA member permanently leaves a practice address that has a provider number attached to it, the provider number must be closed. The PACFA member **must** notify the PACFA office so that this provider number and location can be closed.
- 2.4. If a member is changing practice addresses, it is advisable that they first apply for a provider number for the new practice address using the [online application form](#). Once this has been done members need to apply to close the previous address (see section 2.3.)

- 2.5. Members applying for a provider number cannot use a P.O. Box as a provider location. Members must supply a physical street address as required by the private health funds in order for the application to be successful.
- 2.6. Members should be aware that the location of their provider address may be visible on the public private health fund practitioner search functions.
- 2.7. Members should be aware that some health funds have limits on the number of practice locations that a member can apply for.
- 2.8. For members working entirely via telehealth, it is recommended that you use the same practice address as the one you have included on the client invoice. An address labelled 'Telehealth' or 'Online Only' will not be acceptable for a provider number.

3. First Aid Certificate HLTAID003/HLTAID011/'Provide First Aid' requirements

- 3.1. PACFA members who hold a provider number must hold a **current** Provide First Aid Certificate, specifically HLTAID003/HLTAID011. **Please Note**, this is **not** the HLTAID001 CPR component. It is recommended that the CPR component be kept up to date yearly, but it is the HLTAID003/ HLTAID011 certificate that is compulsory for all Health Funds. The HLTAID003/011 are due for renewal every three years.
- 3.2. In the case of an audit either by PACFA or the health funds, PACFA members who hold a provider number for a health fund must send a copy of their current Provide First Aid Certificate HLTAID003/ HLTAID011 to the PACFA office within seven (7)days of written request for it, unless a time frame is otherwise stated.
- 3.3. PACFA members who hold a provider number must provide the PACFA office with a copy of their new and current Provide First Aid Certificate HLTAID003/ HLTAID011 **at least one month before** their previous one expires. This should be sent via email to membership@pacfa.org.au and include the name(s) of the health fund(s) and provider number(s) that the member holds. If a member is unable to send the updated certificate at least one month before the expiry date, members must notify the PACFA membership team on membership@pacfa.org.au and provide details of an upcoming Provide First Aid Course.
- 3.4. If a First Aid certificate expires and the PACFA office have not received a new one (see 3.3) all the provider numbers held by the PACFA member will be closed. *For more information on the consequences of a closed number please see Section 5.*

4. PACFA Membership requirements

4.1. PACFA members who hold a provider number for must maintain current practising membership of PACFA, which includes completion of the annual CPD and supervision requirements. All provider numbers will be cancelled if membership is not renewed by 31 July each year.

4.2. PACFA members who take leave from the register will have their provider numbers closed or where possible put on leave. This applies only where allowed by the health fund. *For more information on the consequences of a closed number please see Section 5.*

4.3. PACFA members who have an ethical complaint upheld or who have a criminal conviction may have their provider number permanently suspended by the private health fund, at the discretion of the fund(s).

5. Closure of Private Health Provider Number

5.1. PACFA members who do not meet the listed requirements will have their provider number(s) closed, as they have breached this policy and the requirements of the private health funds.

5.2. PACFA members will not necessarily be notified of their number being closed, or warned that it may be closed, if they have not complied with the above requirements.

5.3. Once closed, provider numbers are not guaranteed to be reissued. Some health funds have waiting periods of 6 months before a new number can be issued. In some cases, members may no longer be eligible to apply for a provider number due to changes in the requirements of the health funds.

5.4. Once closed, the PACFA member can only reapply for a Provider Number by completing the [online application form](#).

5.5. PACFA is not responsible for members who have their numbers closed due to a breach of the requirements included in this policy or any policy of the respective health fund(s). PACFA does not take responsibility for incorrect invoicing to a members' client(s) if a rebate was anticipated but not given by the health funds.