



Recognition Criteria for other 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 registered through your relevant professional organisation
- (**Organisation**) or by direct application to us; or
- a Chinese Medicine Practitioner registered as a health practitioner with the Australian Health Practitioner Regulation Agency (AHPRA)².

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

Becoming a Medibank Recognised Provider

To become a **Recognised Provider** with us you must:

- a. meet the **Recognition Criteria** applicable to your modality; and
- b. apply for recognition in accordance with our requirements.

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

- a. where your recognition is via an Organisation, you notify your Organisation that you no longer wish to be a **Recognised Provider**;
- b. where your recognition is not via an Organisation, you notify us in writing that you no longer wish to be a **Recognised Provider**;
- c. we notify you in writing that your **Recognised Provider** status has changed; or
- d. AHPRA³ or any other professional, regulatory or accrediting body ceases, suspends, or places conditions or restrictions on your registration or accreditation, in which case you should notify us within 10 business days.

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

² For the criteria applicable to other AHPRA registered ancillary health professionals, please see our 'Recognition Criteria for AHPRA registered health care providers' on our websites.

³ In the case of Chinese Medicine Practitioners.



Recognised Provider Recognition Criteria

If you wish to be recognised by us for the payment of **Benefits**, 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.

2. Meet regulatory standards

You:

- a. are registered, or hold a licence, under any relevant State or Territory legislation to render **Treatment** for which recognition is sought;
- 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. Facilities

You:

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

4. Privacy and Data Protection

4.1 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.

4.2 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.

5. Facilitating information sharing with third parties

⁴ A 'retail business setting' is defined as a location where the primary business purpose, in the opinion of Medibank, 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>



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.

6. 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 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, then you may re-apply in accordance with the terms of our suspension notification.

If an ancillary health care provider does not make claims at a registered location with Medibank or ahm for 24 consecutive months (two years), we may close the individual provider number associated with the inactive location without notification.

Changes to Recognition Criteria

These **Recognition Criteria** are published on medibank.com.au and ahm.com.au. They were last updated on 11 March 2026 and may be amended by us from time to time. **Recognised Providers** are encouraged to visit our websites regularly to view the most current version.