Members First Physiotherapy Agreement

Change of Details form

April 2016
Physiotherapy network provider information

As a healthcare leader with over 60 years of experience looking after the needs of more than three million Australians, we can help you help your clients live longer, healthier and happier lives.

We believe that the care a patient receives is of the utmost importance whether it’s an in-patient hospital setting or out-patient services provided by Allied Health Professionals.

Part of that care is taking the financial pain out of the medical expenses a patient may incur and providing certainty of the contribution a patient may need to make.

Our physiotherapy network

Our physiotherapy network is designed to give members peace of mind by providing:

• certainty of known out-of-pocket expenses for the specified physiotherapy service
• increased benefits for specified physiotherapy services on our extras covers (listed in Table 1)
• on the spot claiming facilities, because our network of physiotherapists submit claims electronically.

We strive to provide our members with financial peace of mind, through generous benefits and known out-of-pocket expenses.

Our aim is to make treatments affordable – encouraging our members to seek treatment when necessary, promoting good health.

Of course, physiotherapists themselves play a pivotal role in providing a positive healthcare experience. We believe this means ensuring our network of physiotherapists are free to utilise their clinical skills and expertise when treating our members.

To support this, we include the following as core elements of this partnership:

• clinical independence is maintained at all times
• regular fee reviews are undertaken to ensure both the benefits paid by us and the fees charged enable the physiotherapist to provide the best possible treatment.
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change of details form</td>
<td>3</td>
</tr>
<tr>
<td>Frequently asked questions</td>
<td>5</td>
</tr>
<tr>
<td>Rules of Participation</td>
<td>6</td>
</tr>
<tr>
<td>Table 2 – Physiotherapy guidelines*</td>
<td>7</td>
</tr>
<tr>
<td>Table 3 – Quality assurance undertakings</td>
<td>8</td>
</tr>
<tr>
<td>Table 4 – Promoting the network</td>
<td>9</td>
</tr>
</tbody>
</table>
This page has been left intentionally blank
**SECTION A: PRACTICE DETAILS**

<table>
<thead>
<tr>
<th>Practice ID (if known)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Practice name</td>
<td></td>
</tr>
</tbody>
</table>

**Principal Provider Details**

<table>
<thead>
<tr>
<th>Principal Provider number</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal Physiotherapist</td>
<td></td>
</tr>
</tbody>
</table>

**SECTION B: CHANGE IN CONTACT DETAILS**

**Please only complete contact details that have changed:**

<table>
<thead>
<tr>
<th>Practice Manager's name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Postal address</td>
<td></td>
</tr>
<tr>
<td>Unit number</td>
<td></td>
</tr>
<tr>
<td>Street number</td>
<td></td>
</tr>
<tr>
<td>Street name</td>
<td></td>
</tr>
<tr>
<td>Suburb</td>
<td></td>
</tr>
<tr>
<td>Postcode</td>
<td></td>
</tr>
<tr>
<td>Phone number (including area code)</td>
<td></td>
</tr>
<tr>
<td>Fax number (including area code)</td>
<td></td>
</tr>
<tr>
<td>Email address</td>
<td></td>
</tr>
<tr>
<td>Website</td>
<td></td>
</tr>
</tbody>
</table>

**SECTION C: ADDITIONAL PHYSIOTHERAPISTS IN THE PRACTICE**

<table>
<thead>
<tr>
<th>Who accepts the terms of this agreement?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective date</td>
<td>Provider number</td>
</tr>
<tr>
<td>Provider name</td>
<td>Signature</td>
</tr>
</tbody>
</table>

**SECTION D: REMOVAL OF PHYSIOTHERAPISTS IN THE PRACTICE**

| X HealthPoint / HICAPS have been notified of the below changes |
|---------------------------------------------------------------|--|
| Effective date                           | Provider number |
| Provider name                            | Signature |
| Effective date                           | Provider number |
| Provider name                            | Signature |
| Effective date                           | Provider number |
| Provider name                            | Signature |

**FORM CONTINUES ON NEXT PAGE**

April 2016
Bupa HI Pty Ltd ABN 81 000 057 590.
SECTION E: UNDERTAKING

The Principal Physiotherapist acknowledges:

- That all information that he/she provides to Bupa with or in connection with this application form is true and correct and that he/she will advise us of any change.
- Bupa may, in its absolute discretion, decide whether to accept the Principal Physiotherapist or any other physiotherapist at this practice as a participant in the Bupa Members First physiotherapy network.
- The Principal Physiotherapist acknowledges that he/she has read and understands the Rules of Participation. The Principal Physiotherapist agrees that if accepted as a participant in our physiotherapy network that he/she will abide by and comply with the Rules of Participation.
- Except in the case of a change of law, where we will give prior notice if possible, the Rules of Participation may be varied by us with 28 days written notice.
- The Principal Physiotherapist undertakes that he/she has the power to bind all and will bind all those practising at the practice, including those practising at the practice in the future. The Principal Physiotherapist warrants that all physiotherapists at the practice will abide by the Rules of Participation current at the time.
- That Bupa may publish or distribute details about the practice’s and each participating physiotherapist’s involvement in the physiotherapy network, including any details contained in this application by any means (including any Bupa website).

Signature of Principal Physiotherapist

April 2016

4
Frequently asked questions

What are the main features of the proposed arrangements and why should I join?
The Bupa Members First physiotherapy network gives you the opportunity to offer your patients (our members) the certainty of known out-of-pocket expenses for specified physiotherapy services.

Bupa members who visit a participating network physiotherapist will have access to higher benefits than from other recognised providers for the specified services and extras covers listed in Table 1.

In addition, fees and claims can be submitted electronically using electronic claiming terminals such as HealthPoint or HICAPS. Providers simply swipe the member card and any ‘gap’ can be paid on the spot. It’s that easy.

We may also promote these arrangements to our members. For example, via the internet, or with literature displayed in Bupa centres.

Who is eligible to be part of the network?
If you are a recognised provider, we pay benefits for professional services that you provide in private practice to our members in accordance with our Fund Rules. If you are a recognised provider, you may also participate in our Bupa Members First physiotherapy network.

All registered physiotherapists in private practice who are recognised providers and meet and agree to the ‘Rules of Participation’ are eligible to apply.

Contact us if you’re unsure if you are eligible to be part of our network.

Who is this agreement between?
While all Physiotherapists at the relevant location will be required to comply with these Rules of Participation, the Agreement will be between the Principal Physiotherapist and Bupa. Therefore, if the Agreement is terminated the termination will apply to all physiotherapists at the relevant location.

Am I locked into this arrangement?
The agreement has no fixed term. Your participation in these arrangements can be terminated by you or us with 60 days written notice.

Do I have to charge the Maximum Chargeable Amount at all times for the physiotherapy services listed?
To consistently provide our members with certainty on out-of-pocket expenses, you agree to charge below or at the Maximum Chargeable Amount for the services listed in Table 1.

Why does Bupa think quality is important?
We’re committed to ensuring members always receive quality healthcare services. In doing so, we recognise the commitment that physiotherapists have made to being a quality practice.

Will Bupa restrict member’s choice of physiotherapist?
No, members are free to go to a provider of their choice. However, higher benefits for the defined services listed in Table 1 will only be available to our members when they attend a physiotherapist participating in these arrangements.

How were the Maximum Chargeable Amounts developed?
The Maximum Chargeable Amounts were developed based on our claims data specific to each state for the services listed in Table 1.

Why do the Maximum Chargeable Amounts differ from state to state for the same services?
The charges vary because policy premiums and fees for physiotherapy services differ from state to state. The Maximum Chargeable Amounts were developed using our claims data specific to each state.

How will the Maximum Chargeable Amounts be reviewed?
The Maximum Chargeable Amounts will be reviewed periodically, in accordance with our business needs.

What do I do if I have a locum on a regular basis or at short notice?
All locums should familiar with the requirements and details of operation of the Members First Agreement and abide by the Members First Rules of Participation.

Where it is intended that the services of an individual locum are to be used continuously or regularly for a period of more than 2 weeks, an application for a Medicare Provider number for that practice location should be lodged.

What if I change the location of the practice or sell the practice?
Participation on the network is non-transferable and specific to the approved principal of the practice and practice location. A change in location or principal of the practice will require a new Rules of Participation application to be completed and assessed. Changes such as these will be assessed on Bupa’s business needs.

Will all members have access to these arrangements?
Yes, all Bupa members will have access to these arrangements. Bupa Members First provider network benefits will be available to members with eligible extras cover listed in Table 1 (including package products) and in accordance with our Fund Rules, except those members with Emergency Ambulance Cover only.

If I’m a provider with your network can I also be a provider with other health funds?
You can become a provider with other health funds if you choose.

What should I do if I don’t have electronic claiming, such as HealthPoint or HICAPS?
If your application is approved it is one of the ‘Rules of Participation’ that you must install and use (at your own cost), an electronic claiming machine before your status as a Bupa Members First physiotherapy network provider is effective.

Contact phone numbers

HealthPoint 1800 500 433
HICAPS 1800 805 780

What if I have more than one practice? Do I have to sign a ‘Rules of Participation’ for each practice?
Yes, you will need to sign the ‘Rules of Participation’ for each individual practice, which will cover all the physiotherapists at that practice. Each practice location is assessed on an individual basis. If a new physiotherapist or locum joins your practice, please notify us on 1800 688 880.

Does the Maximum Chargeable Amount and benefit include the GST amount that applies to the service?
Yes. The Maximum Chargeable Amount and benefit includes any GST amount that may be applied to a service.

What are the Physiotherapy Guidelines?
The Physiotherapy Guidelines listed in Table 2 of the ‘Rules of Participation’, are benefit payment guidelines developed to avoid duplicate payment of benefits due to processing errors and misitemisation. Bupa introduced the Physiotherapy Guidelines, to ensure the fair and correct payment of physiotherapy benefits for all members.
Rules of Participation

Bupa Members First physiotherapy network provider

As a Bupa Members First physiotherapy network provider, you will provide our members with accessible, quality physiotherapy services including appropriate advice and information on health and wellness.

This agreement will cover all Bupa members. Bupa members who visit a participating network physiotherapist will have access to higher benefits than from other recognised providers for the specified services and extras cover listed in Table 1.

Bupa will review your application once it has been received. Bupa may, in its absolute discretion, decide whether to accept an application for participation in the Bupa Members First physiotherapy network. Confirmation will be provided by Bupa. If you practice at multiple locations a separate application must be completed for each location.

To apply and maintain your membership, you must be a recognised provider in private practice. Please contact us if you are unsure whether you meet this requirement.

Charging

You agree to charge below or at the Maximum Chargeable Amount for the item numbers listed in Table 1. The Maximum Chargeable Amount (or lower amount charged by you) will be accepted by you as full payment for the services provided and includes any GST payable.

The member will be responsible for any difference between the Maximum Chargeable Amounts and the benefit applicable to the member’s level of cover.

If a Bupa member has been charged for a payment over the Maximum Chargeable Amount listed in Table 1 a refund of the amount charged over the maximum chargeable amount will be refunded by the provider to the member within 5 working days of being informed by Bupa or the member.

We will review the Maximum Chargeable Amounts on a periodic basis and notify you of any changes.

Claiming

You will use an electronic claiming system, such as HealthPoint or HICAPS, for the processing of services.

Services processed through the electronic claiming system must be done so in the presence of the cardholder. Where the system is inoperable, fully itemised invoices must be issued to members for claiming.

Invoices for professional services must be received by us within two years of the date of service.

All invoices presented to Bupa for the purposes of a benefit must be correct and accurate, including the service details, provider number, patient’s name, date of service, and service type.

Quality assurance undertakings

In order to participate and continue in the Bupa Members First physiotherapy network, you must comply with the quality assurance undertakings for physiotherapy providers detailed in Table 3 and give evidence of this to us, as requested.

Patient eligibility

We pay benefits to our members in accordance with their level of cover and our policy terms and conditions. Conditions that may affect a members’ eligibility to receive benefits include, but are not restricted to: waiting periods; annual limits; compensation payable by another party and premium payments in arrears.

Practice Standards

Practitioners must be aware of, and comply with all standards, guidelines and policies set out by the Physiotherapy Board of Australia. For a copy of the Code of Conduct and registration standards please visit the AHPRA web site.

Promotion

Public notice and information of your participation in our physiotherapy network may be given through point of service material provided by us, to be placed in a noticeable position at your professional premises.

You acknowledge that Bupa may promote details of your practice and involvement in our physiotherapy network, by providing information of participating physiotherapists to its members or by publishing your practice details, including on any Bupa website. Bupa may include your practice details in search results on any provider search tools made available by Bupa. Bupa may suspend promotion for any reason without notice to you.

Bupa may disclose your confidential information for the purposes contemplated by this agreement, as required or permitted by law, to the AHPRA (or its equivalent), or with your consent.

Any other promotional material you choose to use must be approved in writing by us prior to use (see Table 4 on page 6). You may only use a Bupa Trademark if Bupa has provided written approval.

Variation

Except in the case of a change required as the result in a change of law, we may alter the Rules of Participation, including any of the Tables and/or the Maximum Chargeable Amounts in Table 1 by giving 28 days written notice to you.

If the change is needed because of a change in law, we must notify you, if possible, before the change takes effect.
Termination

Either you or Bupa may terminate this agreement and your status as a Bupa Members First physiotherapy network provider, at any time without cause or reason by giving 60 days written notice to the other party. You will still be a recognised provider.

If the agreement is terminated it will apply to all physiotherapists at the relevant location.

We may also terminate this agreement and your status as a Bupa Members First physiotherapy network provider with immediate effect if any of the events below occur:

• your access for Bupa claiming to the electronic claiming system (such as HealthPoint or HICAPS) is suspended or terminated for any reason;
• you fail to meet the quality assurance undertakings or you lose, or fail to achieve accreditation;
• you are deregistered by the Physiotherapy Board of Australia;
• you are derecognised as a recognised provider by Bupa;
• you do not comply with any law (including if you are convicted of a crime);
• in Bupa’s reasonable opinion, your conduct may adversely impact our goodwill, reputation or business;
• reprimands or conditions are placed on your registration by the Physiotherapy Board of Australia, and these are considered by Bupa to be serious; or
• you have breached this agreement and the breach is serious;
• you have not paid a benefit for services provided at the practice in 6 months.

If your status as a Bupa Members First physiotherapy network provider is terminated, you will immediately remove all signage and decals and cease to represent yourself as a physiotherapy provider within our network.

If our relationship with you as a Bupa Members First physiotherapy network provider is terminated we:

• will stop paying benefits for professional services that you provide to our members from the date our relationship ends at the higher Bupa Members First physiotherapy network level (we will continue to pay benefits at the level applicable to all other Recognised Providers)
• may need to inform our members that you are no longer a Bupa Members First physiotherapy network provider.

Notices

Any notices will be sent in writing to the addresses and/or email addresses set out on the application form. Any changes in these details must be notified in writing to us within five (5) business days (e.g. change of name or address).

Individual providers

This agreement is with the Principal Physiotherapist and each individual physiotherapist at a specific practice location.

This agreement is non transferable, to other providers or practice locations.

The agreement cannot be assigned or transferred to a new practice location and/or new practice owner in the event of a sale.

You and each physiotherapist at the practice covered by this agreement must have your own provider number registered with us through Medicare Australia. You may not assign any of your rights under this agreement.

You must ensure that each physiotherapist at your practice complies with the terms of this agreement. This agreement applies in addition to Our Ancillary Provider Terms available at bupa.com.au.

Dispute resolution

Bupa and the physiotherapy network provider will, in good faith and where appropriate, make all reasonable efforts to provide feedback and, firstly, to informally resolve any disputes that arise in relation to these Rules of Participation, without the involvement of a third party.

Table 2 – Physiotherapy guidelines*

<table>
<thead>
<tr>
<th>Item number</th>
<th>Service description</th>
<th>Overriding guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>T500</td>
<td>Assessment consultation</td>
<td>One consultation is payable per day per person where services are provided by the same provider</td>
</tr>
<tr>
<td>T505</td>
<td>Subsequent consultation</td>
<td></td>
</tr>
<tr>
<td>T506</td>
<td>Long subsequent consult (2 areas)</td>
<td></td>
</tr>
<tr>
<td>T560</td>
<td>Group consultation</td>
<td></td>
</tr>
</tbody>
</table>

*For clinical conditions or circumstances that necessitate treatment outside the guidelines indicated, please contact us directly for consideration of benefit on a case-by-case basis. Benefits payable are subject to waiting periods, annual limits and other conditions under the member’s applicable level of cover. Please contact us on 1800 688 880 for member enquiries.
### Table 3 – Quality assurance undertakings

#### General
- All patients must be treated in a respectful, caring and empathetic manner.
- Patient complaints and feedback must be followed up, addressed and documented in a timely manner.
- Patients must be provided with adequate and accurate information regarding costs of treatment.

#### Human resource management
- Staffing levels must be adequate to deal with the workload and provide a caring, empathetic, helpful and efficient service. Where applicable, the physiotherapists and other physiotherapy personnel must fulfil the registration standards as required by AHPRA.
- Duties and tasks undertaken by physiotherapists and other physiotherapy personnel are specific to their role and training, as defined by the Physiotherapy Board of Australia and administered by AHPRA.
- All physiotherapists and other physiotherapy assistants must work within the limits of their expertise and qualifications.

#### Continuing professional development
- All physiotherapists employed by this practice participate in a continuing education program to a level required for registration with the Physiotherapy Board of Australia.

#### Service area environment
- The practice environment ensures the safety and comfort of patients.
- Treatment rooms must be designed to provide privacy and confidentiality for patients.
- External practice environment must be in good repair and meet likely patient requirements.
- The practice must comply with relevant State and Territory occupational health and safety legislation.
- Emergency protocols and equipment must be in place and reviewed regularly. Emergency equipment must be maintained appropriately and checked regularly to ensure it is operating effectively.
- Electromedical equipment must be tested annually for safety and maintained to a satisfactory level.

#### Member access
- A contingency plan must be in place for coping with emergency visits (i.e. patients in pain needing urgent treatment) and for occasions when a physiotherapist is unavailable for whatever reason.

#### Business management
- Medical and treatment records for patients are written in legible English and complete and comprehensive. These must include:
  1. medical history/health questionnaire
  2. appropriate history information relating to previous injuries/conditions
  3. examination, detailed assessment, treatment goals, planning information, informed consent and warnings given
  4. progress notes.
- Records for each patient must be accurate and dated and include a detailed assessment, diagnosis and treatment planning information, as well as appropriately documented informed consent and warnings given.
- All records are kept safe, secure and in keeping with both State and Federal privacy legislation and guidelines.
- An account for services must only be submitted to the Health Fund (either electronically or via a manual claims process) once the service has been completed in its entirety.
- The practice must hold indemnity insurance to a sufficient/appropriate level.

#### Safe practice
- All physiotherapists must hold current registration with the Physiotherapy Board of Australia.
- All Physiotherapists must work within their expertise.
- All patients treated by the practice must receive the appropriate level of service (i.e. adequate and appropriate time spent to treat patient’s condition and needs).

#### Hazards
- Although also a requirement of law, there must be a commitment to the Occupational Health, Safety and Welfare process, which includes hazard identification and management.

#### Prevention of cross infection
- Adequate prevention of cross infection must be an essential part of quality care. This includes:
  1. staff must wash hands between each patient visit.
  2. surface disinfection – face opening in plinths to be cleaned between patients or disposable protective tissues should be used.
  3. instrument sterilisation – reusable treatment electrodes to be disinfected between patient applications.

#### Evidence based care and prevention
- Physiotherapists must practise in accordance with relevant professional clinical standards.
- Only those services deemed necessary for the treatment of a particular patient’s condition must be performed.
- The physiotherapist must advise the patient of the treatment/s most clinically appropriate for his/her condition. (Note: these options may also be impacted by factors such as affordability and personal choice).
- When a new technology is employed in the treatment of patients, the practitioner providing the treatment has obtained adequate training and expertise in the use or application of that technology.

#### Referral process
- An appropriate referral protocol must be observed for conditions and treatment beyond the scope of a physiotherapist’s area of expertise/knowledge.
Table 4 – Promoting the network

Promotion of the network

As part of the Bupa Members First physiotherapy provider network, we want to ensure that you receive the support you need to promote your practice. To help you with this, we may carry out a range of activities that we believe will be of benefit to you. Some of these activities may include:

- promoting the network to our members so they are aware of the various benefits available to them;
- undertaking activities to promote the network to a wider audience, where applicable; or
- subject to the Rules of Participation listing participating physiotherapists on our website – which we promote to members.

Supporting your promotions

The following applies if you want to include reference to Bupa, our brands, our products and/or our physiotherapy provider network:

Whether you choose to promote yourself through a website; social media; print advertising; television; radio; Yellow Pages® directories; brochures; posters; business cards; personalised letters; signage or other advertising/marketing material, we need to approve the material first.

To apply for approval, supply a copy of your proposed material and an outline of how you anticipate using it to the Bupa Network Manager at PO Box 14639, Melbourne VIC 8001 or email membersfirst@bupa.com.au. Please include details of the intended medium of advertising, size, where it will be seen and the timings of the promotion. We will then approve your material or inform you of the amendments we need you to make.

We are also happy to consider opportunities for joint promotions. However, please be aware that, in accordance with our privacy policy, we will not supply member information to you.

We look forward to working with you to ensure the network provides real value to both you and our members. Bupa may revoke its consent of the use of any Bupa trademark (including logos) for any reason.
Contact details

Call us on 1800 688 880
(Monday–Friday 8.30am–5.00pm AEST)

Email membersfirst@bupa.com.au

Visit bupa.com.au/providers