

For Providers – Recognition of Oral Health Practitioners

Frequently asked questions

Background and summary

From the 1 September Bupa is paying benefits for selected services to eligible members delivered by Medicare recognised Dental Hygienists, Dental Therapists or Oral Health Therapists (Oral Health Practitioners) in private practice.

Is Bupa making it mandatory for all Oral Health Practitioners to obtain a Medicare provider number?

No, not all recognised Oral Health Practitioners will need to have a Medicare provider number or Medicare recognition with Bupa.

Oral Health Practitioners may choose to continue to work with a principal dentist and are still able to use their provider number for estimates and claiming. Bupa will continue to pay benefits where Oral Health Practitioners choose to use the Medicare provider number of the practices nominated dentist.

In alignment with Services Australia, Bupa will not be mandating Oral Health Practitioners to obtain their own Medicare provider number.

If I work in a Members First /Platinum Dental clinic and have my own Medicare provider number, do I need to register as a Members First/ Member First Platinum provider?

Yes, if you register for a Medicare provider number you will be required to complete an application to register as a Members First /Platinum Dental Practitioner.

However, If you continue to practice under the principal's dentist's provider number, an application will not be required.

If Oral Health Practitioners have any further questions regarding Members First and Members First Platinum arrangements, please reach out to your ancillary state account manager.

Where do providers go for further information?

For information on quoting, invoicing, or applying for a Medicare provider number, or information on this industry change, providers can contact Services Australia, the Dental Board or the peak industry association.

Services delivered prior to 1 September 2023?

Services delivered prior to 1 September 2023 must be claimed using the principal dentist's provider number. Where relevant, an updated invoice may be required before the customer is able to submit a claim.

How do I invoice for services provided by both a Dentist and Oral Health Practitioner?

In scenarios where the Oral Health Practitioner has a provider number, two separate invoices will need to be provided, one for the Oral Health Practitioner and one for the Dentist. In situations where the Oral Health Practitioner has opted not to have a provider number, the process would remain as usual process prior to September 1 2023.

How do I process HICAPS claims for multiple providers?

HICAPS can only process one provider number per transaction, two separate claims will need to be processed. Instances where the Oral Health Practitioner does not have a Medicare provider number the invoice should be processed under the principal dentist provider number or as per your usual process.

What is Bupa's *Our Ancillary Provider Terms*?

The **Our Ancillary Provider Terms (Terms)** apply to you from the date you become a Recognised Provider with Bupa. In particular, they apply each time one of our Customers claims a Benefit for goods or services you provide to them. It is your responsibility to regularly check the 'For Providers' section of our website to ensure you are familiar with the Terms and any changes to the Terms. A copy of the terms can be found: [bupa-our-ancillary-provider-terms.pdf](#)