



The Practice Manager  
<PRACTICE NAME>  
<ADDRESS\_1>  
<ADDRESS\_2>  
<SUBURB> <STATE> <POSTCODE>

<DATE>

Bupa Practice ID:<PRACTICE ID>

## Important changes to Bupa's Medical Gap Scheme from 1 December 2021

Dear Practice Manager,

In response to customer and provider feedback as well as changes from the Medical Benefits Scheme (MBS) Review Taskforce, we will be making changes to our Bupa Medical Gap Scheme (Scheme) and Scheme Terms and Conditions from **1 December 2021**.

### What is changing?

From **1 December 2021**, we will be introducing a nationally consistent model across all inpatient MBS services included under our Scheme. This means medical providers will receive the same rate for the same service regardless of the state or territory they work in.

Currently we maintain different state and territory-based Scheme Schedules (a legacy of the mergers of HBA, Mutual Community and MBF brands), which means medical providers in some states and territories receive a different rate to their interstate peers for the same service. This is inconsistent with other major health insurers who pay a nationally consistent rate.

We are also investing in a model that helps our customers (and your patients), avoid out-of-pocket costs. Our customers have told us that they want more value from their private health insurance, with affordability (including premiums and out-of-pocket costs) being their biggest pain point.

In our new Scheme, we will be introducing the following rate options:

- A new '**Known Gap**' rate: if you register and participate in our **Known Gap Scheme**, you can charge up to \$500 Known Gap per patient per episode of care; and
- A higher '**No Gap**' rate: if you register and participate in our **No Gap Scheme**, you accept the higher Scheme rate as full payment for the patient episode of care, and no out-of-pocket (gap) costs can be charged.

Our current Scheme only offers a single rate for both the Known Gap or No Gap. Our new Scheme will offer medical providers fair and consistent rates across all states and territories and aims to reduce out-of-pocket costs for our customers. We believe paying a higher fee for No Gap services will contribute towards this.

We encourage you to read the full updated Bupa Medical Gap Scheme Terms and Conditions, which can be found online at [bupa.com.au/for-providers](https://www.bupa.com.au/for-providers).

### **What does this mean for medical providers?**

We have worked to minimise the overall impacts to medical providers by moving to national rates. Most will see an increase in rates or no change to the amount Bupa pays. In some instances, where the current rate is significantly higher than other states and territories or industry averages, some medical providers may see a reduction in rates Bupa pays from 1 December 2021.

Importantly, we aim to pay more for most inpatient services than other large health insurers.

### **What do you need to do?**

Medical providers can only participate in either the **Known Gap Scheme** or **No Gap Scheme** at each single practice location. The same practice location cannot participate as both Known Gap and No Gap at the same time to improve cost transparency for our customers. Any practice location can be switched from one to the other at any time by changing registration status.

The current Scheme registration status for each practice location is shown in the table below and will continue to apply from 1 December 2021. If you want to remain on your current status, you do not need to do anything.

To change any practice Scheme registration status and ensure claims are not impacted, please log into the portal at [providers.bupa.com.au](https://providers.bupa.com.au) using your unique code **[Passcode]** before **10 November 2021**. You can change any practice Scheme status at any time after this date by contacting us on [providerfeedback@bupa.com.au](mailto:providerfeedback@bupa.com.au) or call us on **1800 931 194**, and we will aim to process your request as soon as possible.

We encourage you to use the Scheme for all customers, but you can opt-out on a case-by-case basis if necessary. If you opt-out, you will need to obtain **full Informed Financial Consent (IFC)** from the Bupa customer and bill them directly.

### **Where to go for more information?**

More information on these changes, including the new updated Schedule rates and frequently asked questions can be found at [www.bupa.com.au/for-providers](https://www.bupa.com.au/for-providers).

If you have any questions about these changes, please feel free to email us on [providerfeedback@bupa.com.au](mailto:providerfeedback@bupa.com.au) or call us on **1800 931 194** and we'll be happy to help.

Yours sincerely,

Ben Woodward  
**General Manager Medical and Ancillary Partnerships**  
**Bupa Health Insurance**

## Table of providers and their Scheme status

Bupa Practice ID number	Provider number	Provider name	Current Medical Gap Scheme (MGS) registration status
[Bupa Practice ID number]	[Provider number]	[Provider name]	[Private MGS]
[Bupa Practice ID number]	[Provider number]	[Provider name]	[Private MGS]
[Bupa Practice ID number]	[Provider number]	[Provider name]	[Private MGS]
[Bupa Practice ID number]	[Provider number]	[Provider name]	[Private MGS]