



Members First

Members First Physiotherapy

Change of Details Form

September 2023

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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 quality healthcare 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 Bupa Health Insurance customers peace of mind by providing:

- certainty of known out-of-pocket expenses for all specified physiotherapy services at participating clinics
- increased benefits for specified physiotherapy services on our extras covers
- on the spot claiming facilities, because our network of physiotherapists submit claims electronically.

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

Our aim is to make treatments affordable – encouraging our customers 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 customers.

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.

Change of details form 2023



Members First

- 1 Please complete this form using black ink and write within the boxes in CAPITAL LETTERS. Mark appropriate answer boxes with a cross.
- 2 Read the declaration and sign all the applicable signature panels.
- 3 Email your application to provopsnetwork@bupa.com.au
- 4 To apply for a **new** clinic location, please contact Bupa HCM Operations on 1800 060 239.
- 5 **Previous versions of this form will not be accepted.** All areas marked with an **ASTERISK (*)** must be completed.

SECTION A: CLINIC DETAILS

(THIS SECTION IS MANDATORY. All fields must be completed)

Practice ID*

Clinic name*

Principal Provider Details

Principal Provider number*

Principal Physiotherapist's name*

SECTION B: CHANGE IN CONTACT DETAILS

Please only complete contact details that have changed:

Clinic Manager's name

Postal address

Unit number

Street number

Street name

Suburb

Postcode

Phone number (including area code)

Email address

Website

SECTION C: ADDITIONAL PHYSIOTHERAPISTS IN THE CLINIC

Who accepts the terms of this agreement?

☒ HealthPoint / HICAPS have been notified of the below changes

Physiotherapist 1

Provider name

Provider number

Effective date

AHPRA registration number

Physiotherapist 2

Provider name

Provider number

Effective date

AHPRA registration number

SECTION D: REMOVAL OF PHYSIOTHERAPISTS IN THE CLINIC

☒ HealthPoint / HICAPS have been notified of the below changes

Effective date

Provider number

Provider name

Effective date

Provider number

Provider name

I acknowledge that in requesting the removal of a provider from this Agreement, they have ceased practicing at this clinic.

SECTION E: UNDERTAKING

(THIS SECTION IS MANDATORY. All fields must be completed)

Each physiotherapist in your clinic covered by this agreement acknowledges:

- The principal physiotherapist acknowledges that all information that they provide to Bupa with or in connection with this application form is true and correct and that they 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 clinic as a participant in the Bupa Members First physiotherapy network.
- The principal physiotherapist acknowledges that they have read and understand the Rules of Participation. The principal physiotherapist agrees that if accepted as a participant in our physiotherapy network that they will abide by and comply with the Rules of Participation.
- That we may make minor changes (including minor changes required by law) to these Rules of Participation by updating them on our website. For all other changes to the Rules of Participation, including changes to any of the Tables and/or the Maximum Chargeable Amounts in Table 1, we will give you 28 days' written notice which may be by email, postal mail, text message or via the Bupa Partner Portal.
- The principal physiotherapist undertakes that they will ensure that all physiotherapists practising at the clinic (currently and in the future) will abide by the Rules of Participation current at the time.
- That Bupa may publish or distribute details about the clinic'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*

Signature of Physiotherapist 1*

Signature of Physiotherapist 2*

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 customers) the certainty of known out-of-pocket expenses for specified physiotherapy services.

Bupa Health Insurance customers who visit a participating network physiotherapist will have access to higher benefits than from other recognised providers for the specified services and extras covers.

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

At Bupa's discretion, we may also promote these arrangements to our customers. 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 health insurance customers 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.

Do all physiotherapists in the clinic need to participate as a Members First Provider?

In order to ensure consistency for our customers, all physiotherapists within the clinic must apply to participate in the Members First Physiotherapy network. Acceptance onto the network for the clinic and each of the providers within the clinic is at Bupa's absolute discretion. The principal physiotherapist must ensure that all physiotherapists at the clinic comply with these Rules of Participation.

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. The principal physiotherapist must ensure that the physiotherapists at the clinic comply with these Rules of Participation, and understand the role of the principal physiotherapist in relation to the Members First Physiotherapy network. Therefore, if the Agreement is terminated the termination will apply to all physiotherapists at the relevant location.

How does the agreement relate to Bupa's Ancillary Provider terms?

The Rules of Participation govern your participation in Bupa's Members First network and do not replace Bupa's Our Ancillary Provider Terms which apply to you and anyone else who Bupa recognises as a provider of services for whom we pay benefits.

You must, however, comply with the Our Ancillary Provider Terms (updated from time to time and available at www.bupa.com.au/for-providers/ancillary/traditional-therapies) in order to be a recognised provider eligible to join or remain in the Members First network.

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.

Am I required to inform my patients if Bupa or I terminate this agreement?

We recommend that you inform your patients that you are no longer participating in the Members First Network and standard benefits will still be applicable. We may also inform our members that your clinic will no longer participate in the Members First network.

Do I have to charge the Maximum Chargeable Amount at all times for the physiotherapy services listed?

To consistently provide our customers 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 customers always receive quality healthcare services. In doing so, we recognise the commitment that physiotherapists have made to being a quality practice.

Will Bupa restrict customer's choice of physiotherapist?

No, customers 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 customers 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.

I have a new physiotherapist working at my clinic or a physiotherapist has left the clinic. How do I update these details?

All physiotherapists within the clinic must apply to be a party to this Members First Agreement. To notify us of any physiotherapists who have joined or left the clinic, please complete the current Change of Details form and return it to provopsnetwork@bupa.com.au.

My provider number was ceased with Medicare and has now been reopened. Do I need to reapply with Bupa to participate in the Members First Network?

Yes, you will be required to reapply if reopening a ceased provider number. Please complete the current Change of Details form and return it to provopsnetwork@bupa.com.au.

What do I do if I have a locum on a regular basis or at shortnotice?

All locums should be 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 clinic location should be lodged.

I work in multiple clinics do I need to have an agreement for each clinic?

An agreement with a Participating Physiotherapist will only apply to the clinic and clinic location identified in the application.

If you work in more than one clinic, you will need to apply for Members First participation at each clinic that you want the Bupa Members First arrangements to apply. Acceptance onto the network at each location is at Bupa's discretion.

What if I have more than one clinic? Do I have to sign a 'Rules of Participation' for each clinic?

Yes, you will need to sign the 'Rules of Participation' for each individual clinic, which will cover all the physiotherapists at that clinic. Each clinic location is assessed on an individual basis. If a new physiotherapist or locum joins your clinic, please notify us on 1800 060 239.

What if I change the location of the clinic or sell the clinic?

Participation on the network is non transferable and specific to the approved principal of the clinic and clinic location. A change in location or principal of the clinic 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 customers have access to these arrangements?

Yes, all Bupa customers are eligible to receive the Maximum Chargeable Amounts for services, listed in Table 1. Bupa Members First provider network benefits will be available to customers with eligible extras cover (including package products) and in accordance with our Fund Rules. All Bupa health insurance customer's cards should be used through electronic claiming at all times.

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

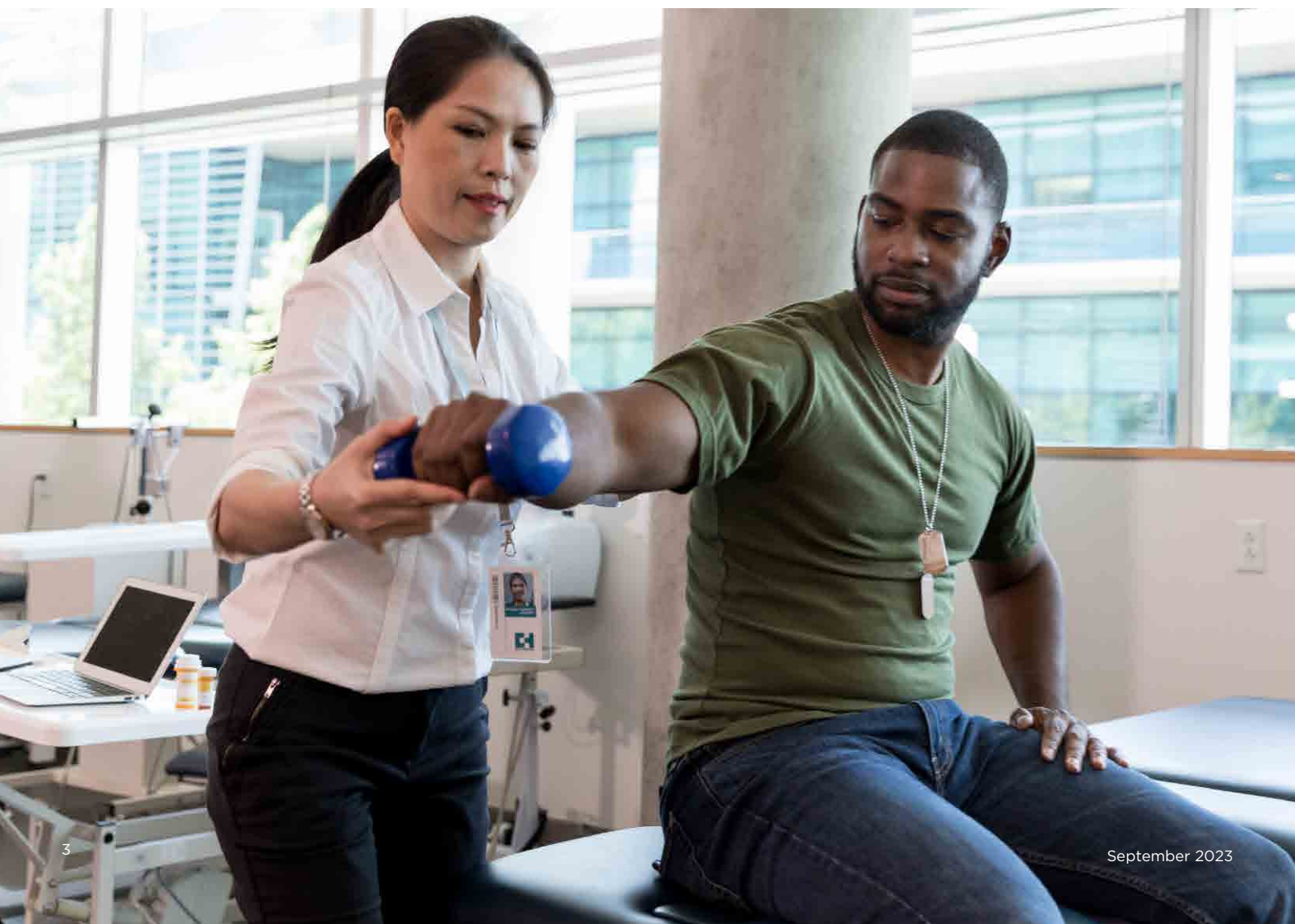
HealthPoint 1800 500 433
HICAPS 1800 805 780

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 customers.



Rules of Participation

Bupa Members First physiotherapy network provider

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

This agreement will cover all Bupa health insurance customers. Bupa customers who visit a participating network physiotherapist will have access to higher benefits than from other recognised providers for the specified services and extras cover.

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.

All recognised physiotherapists within your clinic must apply to be part of the Members First Physiotherapy network.

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. You agree to only charge Bupa customers for goods or services you have provided to them, acting always in accordance with Bupa's Ancillary Provider Terms and these Rules of Participation.

The customers 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 customer 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 customer within 5 working days of being informed by Bupa or the customer.

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 or, solely in the case of telehealth services, during the telehealth appointment. Where the system is inoperable, fully itemised invoices must be issued to customers 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.

Ancillary Provider Terms

The Rules of Participation govern your participation in Bupa's Members First network and do not replace Bupa's Ancillary Provider Terms which apply to you and anyone else who Bupa recognises as a provider of services for whom we pay benefits.

You must, however, comply with the Ancillary Provider Terms (updated from time to time and available at <http://www.bupa.com.au/for-providers/ancillary/traditional-therapies>) in order to be a recognised provider eligible to join or remain in the Members First network.

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

All Bupa customers will have access to these arrangements. We pay benefits to our customers in accordance with their level of cover and our policy terms and conditions. Conditions that may affect a customer's 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 website.

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 clinic details, including on any Bupa website. Bupa may include your clinic details in search results on any provider search tools made available by Bupa. Promotion of your practice is at Bupa's discretion and may therefore be suspended for any reason without notice to you.

Bupa may disclose your confidential information for the purposes contemplated by this agreement, as 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 must not, and must procure that any corporate entity associated with, representing or acting on behalf of your practice does not, without our prior written approval, undertake any marketing or promotional campaigns or initiatives using wording such as "Use It or Lose It" or engage in any initiatives using the same or any other wording in which in Bupa's reasonable opinion the intent is to convey the impression that Bupa members will "lose" their health insurance benefits if they do not use them by a certain date, such as 31 December, without our prior 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.

Privacy and Confidentiality

Bupa may disclose your confidential information for the purposes contemplated by this agreement:

- as permitted by law;
- to a regulator; or
- with your consent.

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 terminate this agreement and your status as a Bupa Members First physiotherapy network provider with immediate effect if any of the events below occur (an event is known as a major event):

- you are deregistered by the Physiotherapy Board of Australia;
- you are derecognised by Bupa;

Termination (cont)

- you do not comply with any law (including if you are convicted of a crime) in relation to this agreement;
- in Bupa's reasonable opinion, your conduct (provided your conduct is within your control) may adversely impact our goodwill, reputation or business;
- reprimands, undertakings, conditions, cautions or suspensions are placed on your registration by the Physiotherapy Board of Australia, and these are considered by Bupa (acting reasonably) to be serious;
- your registered provider number for the clinic address is ceased by Medicare;
- Bupa has not paid a benefit for services provided at the clinic in 6 months; or
- your access for Bupa claiming to the electronic claims system (such as HealthPoint or HICAPS) is suspended or terminated for any reason.

We may terminate this agreement and your status as a Bupa Members First physiotherapy network provider on or after 30 days from the date we notify you of our intention to terminate this agreement for one of the following events if you do not remedy the event within 30 days following our notification to you (an event is known as a minor event):

- you fail to meet the quality assurance undertakings or you lose, or fail to achieve accreditation;
- you have breached Bupa's Ancillary Provider Terms; or
- you have breached this agreement.

If you commit a minor event more than once during any rolling 12-month period (calculated from the date we accept your application to join the Bupa Members First Physiotherapy network), the subsequent minor event will be deemed to be a major event and we may terminate this agreement and your status as a Bupa Members First Physiotherapy network provider with immediate effect.

In the event that your status as a Members First physiotherapy network provider is immediately terminated, (where practicable) we will provide you with written confirmation of that termination. 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 customers 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) and the Maximum Chargeable Amounts as listed in Table 1 will no longer apply.
- may need to inform our customers that you are no longer a Bupa Members First physiotherapy network provider.

Notices

Bupa will send any notices to you using the correspondence details you have provided on your application form (as varied by the current Change of Details Form).

You must use current the Change of Details Form on our website to let us know of changes to your clinic, contact details or practitioner details (as indicated in that form) and otherwise notify us in writing of any of the following changes by the due dates.

You must notify Bupa immediately if any physiotherapist at your clinic:

- are deregistered or suspended by the Physiotherapy Board of Australia
- fail to comply with the quality assurance undertakings
- lose or fail to achieve accreditation
- do not comply with any law (including if you are convicted of a crime)
- have reprimands, undertakings, cautions or conditions are placed on your registration by the Physiotherapy Board of Australia

You must notify Bupa within 5 business days if:

- there is a change in ownership of the practice
- there is a change of principal physiotherapist
- there is a change in practicing physiotherapists (including new physiotherapists to the clinic)

Individual providers

This agreement is with the principal physiotherapist at a specific clinic location.

This agreement is non-transferable, to other providers, other clinic locations, or corporate entities.

You and each physiotherapist at the clinic 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 clinic complies with the terms of this agreement. This agreement applies in addition to Our Ancillary Provider Terms available at www.bupa.com.au/for-providers/ancillary/traditional-therapies.

An individual provider within the clinic will no longer be party to this Members First Agreement in the event:

- the registered provider number for the clinic address is ceased with Medicare
- Bupa has not paid a benefit for any services using the provider number listed in the Agreement, in 6 months

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. Nothing in this clause prevents a party from initiating interlocutory injunction proceedings or from terminating this agreement as permitted under this Agreement.

Table 2 – Physiotherapy guidelines*

Item number	Service description	Overriding guidelines
500	Assessment Consultation	One consultation is payable per day per person where services are provided by the same provider
505	Subsequent Consultation	
506	Long Subsequent Consult (2 areas)	
530	Assessment Consultation - home	
535	Subsequent Consultation - home	
536	Long Subsequent Consult (2 Areas) Home	
560	Group Consultation	
561	Class Consultation	
570	Lymphoedema Management	
582	Neurological Rehabilitation	
593	Pelvic Floor Physiotherapy	
595/596*	Antenatal/Postnatal Exercise Class Consultation	
811	Assessment Consultation - Telehealth	
812	Subsequent Consultation - Telehealth	

*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 customer's applicable level of cover. Please contact us on 1800 060 239 for customer 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 clinic participate in a continuing education program to a level required for registration with the Physiotherapy Board of Australia.

Service area environment

The clinic environment ensures the safety and comfort of patients.

Treatment rooms must be designed to provide privacy and confidentiality for patients.

External clinic environment must be in good repair and meet likely patient requirements.

The clinic 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:

- (i) medical history/health questionnaire
- (ii) appropriate history information relating to previous injuries/ conditions
- (iii) examination, detailed assessment, treatment goals, planning information, informed consent and warnings given
- (iv) 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 clinic 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 clinic 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:

- (a) staff must wash hands between each patient visit.
- (b) surface disinfection – face opening in plinths to be cleaned between patients or disposable protective tissues should be used.
- (c) 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 clinic. 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 customers 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 or third party website approved by Bupa – which we may promote to customers.

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 by email to provopsnetwork@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 customer information to you.

We look forward to working with you to ensure the network provides real value to both you and our customers.

Bupa may revoke its consent of the use of any Bupa trademark (including logos) for any reason.



Contact details



Call us on 1800 060 239
(Monday-Friday 8.30am-5.00pm AEST)



Email provopsnetwork@bupa.com.au



Visit bupa.com.au/for-providers