

Medicare and Fund Contacts - Dealing with Rejections

Medicare & DVA

Organisation	Phone/ Email
Medicare	P: 1800 700 199F: 02 9895 3190
MBS Interpretation	P: 13 21 50E: askMBS@health.gov.au
DVA	P: 1300 550 017

Health Funds

Fund name	Contact for clinics	Contact for hospitals
ACA Health <i>ECLIPSE code:</i> ACA <i>ACA</i> <i>HCP code:</i> ACA	P: 1300 368 390 acahealthit@acahealth.com.au	P: 1300 368 390 acahealthit@acahealth.com.au
Alliance (AHSA)	P: 03 9813 4088 access@ahsa.com.au	
AHM <i>ECLIPSE code:</i> AHM <i>AHM</i> <i>HCP code:</i> AHM	P: 1300 560 680 Eclipse@medibank.com.au	P: 1300 560 680 Eclipse@medibank.com.au <i>AHM and Medibank have the same support team</i>
Australian Unity <i>ECLIPSE code:</i> AUH <i>AUH</i> <i>HCP code:</i> AUF	P: 1800 035 360	dgilder@australianunity.com.au

BUPA*ECLIPSE code:**BUP**HCP code: BUP*

P: 134 135F: 1300 130 623 *for sending claims manually*
dr.billing@bupa.com.au
Only for sending claims with Problems / Rejections
gapscheme@bupa.com.au
Only for if you are unable to **fax**

P: 134 135

gordon.barrett@bupa.com.au**CBHS****Corporate****Health &CBHS****Health Fund***ECLIPSE**code: CBC &**CBH**HCP code: CBC**& CBH*

P: 1300 654 123

providers@cbhs.com.au

P: 1300 654 123

access@cbhs.com.au

Alternatively

julie.mckinnon@cbhs.com.au**Hunter Health****Insurance**

(Formally

known as

'Cessnock' or

'CDHBF

Health')

*ECLIPSE**code: CDH**HCP code: CDH*

P: 02 4990 1385

enquiries@hunterhi.com.au

P: 02 4990 1385

CDH.BenefitsFund@Hunterhi.com.au

**CUA Health
Limited**

ECLIPSE

code: CHF

HCP code: CPS

P: 1300 499 260
cuahealth@cuahealth.com.au

P: 1300 499 260
cuahealth@cuahealth.com.au
Alternatively
karen.coventry@cua.com.au

**Defence
Health**

ECLIPSE

code: DHF

HCP code: AHB

P: 1800 656 329

P: 1800 656 329
providerrelations@defencehealth.com.au

**Doctors
Health Fund**

ECLIPSE

code: AMA

HCP code: AMA

P: 1800 226 586

P: 1800 226 586
lesley.rutter@doctorshealthfund.com.au

**Emergency
Services
Health**

(also managed
by Police
Health)

ECLIPSE

code: ESH

HCP code: SPE

P: 1300 703 703 F: 1300 151 152

P: 1300 703 703
providerenquiries@eshealth.com.au

**Frank Health
Insurance**

ECLIPSE

code: GMH

HCP

code: GMH

P: 1300 382 402 F: (03) 5222 7478

P: 1300 382 402
Jamie-LeeGardham@gmhba.com.au
joannesheldon@gmhba.com.au

**GU Health
(FAI)**

ECLIPSE

code: FAI

HCP code: FAI

P: 1800 249 966

corporate@guhealth.com.au

providers@honeysucklehealth.com.au

HBF

ECLIPSE

code: HBF

HCP code: HBF

P: 1300 810 475

expresspayqueries@hbf.com.au

P: 1300 810 475

lorraine.hort@hbf.com.au

HIF

(Health

Insurance Fund

of Australia

Limited)

ECLIPSE

code: HIF

HCP code: HIF

P: 1300 134 060

claims@hif.com.au

P: 1300 134 060

michelle.peacock@hif.com.au

HCF

ECLIPSE

code: HCF

HCP code: HCF

P: 1800 670 302

medicoverenquiry@hcf.com.au

P: 1800 670 302

MFarlow@hcf.com.au (Maria)

Alternatively

dfernandez@hcf.com.au (David)

**Health Care
Insurance**

ECLIPSE

code: HCI

HCP code: HCI

P: 1800 804 950

P: 1800 804 950

jamie.gillam@hcilt.com.au

**Health
Partners**

ECLIPSE P: 1300 113 113
code: SPS
HCP code: SPS

P: 1800 465 172
hospitalclaims@healthpartners.com.au
davids@healthpartners.com.au

Health.com.au

ECLIPSE P: 1300 199 802
code: HEA
HCP code: HEA

P: 1300 199 802
hospitalteam@health.com.au
Alternatively
Catherine.Ngo@health.com.au
Gemma.Oliver@health.com.au

Latrobe

ECLIPSE P: 1300 362 144
code: LHS E: info@lhs.com.au
HCP code: LHS

P: 1300 362 144
tan@lhs.com.au

Medibank

ECLIPSE P: 1300 130 460
code: MPL
HCP code: MPL

P: 1300 130 460
eclipse@medibank.com.au

Mildura

ECLIPSE P: 03 5023 0269
code: MDH providers@mildurahealthfund.com.au P: 03 5023 0269
HCP eclipse@mildurahealthfund.com.au
code: MDH

MO Health*ECLIPSE**code: MYO**HCP code: MYO*

P: 1800 333 004

P: 1800 333 004

Vaibhav.Makin@aia.com**Navy Health***ECLIPSE**code: NHB**HCP code: NHB*

P: 1300 217 736

query@navyhealth.com.auquery@navyhealth.com.au**NIB***ECLIPSE**code: NIB**HCP code: NIB*

P: 1300 853 530

medigap@nib.com.auinternationalclaims@nib.com.au (For overseas claims)

P: 1300 853 530

hospitaleclipse@nib.com.auprovrel@nib.com.au**Nurse and
Midwives***ECLIPSE**code: NMW**HCP**code: NMW*

P: 1300 344 000

submit.claim@nmhealth.com.au

P: 1300 344 000

EclipseClaims@nmhealth.com.au

Alternatively

George.Drakakis@nmhealth.com.audianne.roe@teachershealth.com.au**OneMediFund***ECLIPSE**code: OMF**HCP code: OMF*

P: 1800 148 626

F: 1300 673 406

P: 1800 148 626

info@onemedifund.com.au

**Peoplecare
Health
Insurance**

ECLIPSE P: 1800 808 690
code: LHM
HCP code: LHM

P: 1800 808 690
info@peoplecare.com.au

**Phoenix
Health**

ECLIPSE P: 1800 028 817
code: PHF
HCP code: PWA

P: 1800 028 817
enquiries@phoenixhealthfund.com.au
info@peoplecare.com.au

Police Health
(also managed
by Emergency
Services

Health) P: 1800 603 603
F: 1800 008 554
ECLIPSE
code: POL
HCP code: SPE

P: 1800 603 603
providerenquiries@policehealth.com.au

**Queensland
Country**

ECLIPSE P: 1800 813 415
code: QCH
HCP code: QCH

P: 1800 813 415
rharding@qccu.com.au

TUH
(Queensland
Teachers)

ECLIPSE P: 1300 360 701
code: QTU
HCP code: QTU

P: 1300 360 701
alice.caldwell@tuh.com.au

**Reserve Bank
health**

ECLIPSE

code: RBH

HCP code: RBH

P: 1800 027 299

F: 1300 309 704

P: 1800 027 299

info@myrbhs.com.au

RT Health

ECLIPSE

code: RTH

HCP code: RTE

P: 1300 886 123 (option 5)

access@rthealthfund.com.au

P: 1300 886 123

hospitals@rthealthfund.com.au

St Lukes

ECLIPSE

code: SLM

HCP code: SLM

P: 1300 651 988

P: 1300 651 988

general@stlukes.com.au

**Teachers
Federation**

ECLIPSE

code: TFH

HCP code: NTF

P: 1300 728 188

P: 1300 728 188

elizabeth.cashman@teachershealth.com.au

Alternatively, try:

EclipseClaims@teachershealth.com.au

George.Drakakis@nmhealth.com.au

dianne.roe@teachershealth.com.au

**Transport
Health**

ECLIPSE

code: TFS

HCP code: TFS

P: 1300 806 808

P: 1300 806 808

hospitals@transporthealth.com.au

Westfund

ECLIPSE

code: WFD

HCP code: WFD

P: 1300 937 838

medicalbenefits@westfund.com.au

P: 1300 937 838

sharpg@westfund.com.au