

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 HealthECLIPSE <i>code: ACA</i> <i>HCP code: ACA</i>	P: 1300 368 390 acahealthit@acahealth.com.au	P: 1300 368 390 acahealthit@acahealth.com.au
Alliance (AHS)	P: 03 9813 4088 access@ahsa.com.au	
AHM <i>ECLIPSE code:</i> <i>AHM</i> <i>HCP code: AHM</i>	P: 1300 524 456 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> <i>AUH</i> <i>HCP code: AUF</i>	P: 1800 035 360	P: 1800 035 360 dgilder@australianunity.com.au

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

P: 134 135 F: 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

GMHBA

ECLIPSE

code: GMH

HCP code: GMH

P: 1300 446 422
F: (03) 5222 7478

P: 1300 446 422
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 P: 03 5023 0269
code: MDH providers@mildurahealthfund.com.au eclipse@mildurahealthfund.com.au
HCP 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 626F: 1300 673 406

P: 1800 148 626

info@onemedifund.com.au

**Peoplecare
Health
Insurance**

ECLIPSE
code: LHM
HCP code: LHM

P: 1800 808 690

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

**Phoenix
Health**

ECLIPSE
code: PHF
HCP code: PWA

P: 1800 028 817

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

Police Health

(also managed
by Emergency
Services Health)
ECLIPSE
code: POL
HCP code: SPE

P: 1800 603 603 F: 1800 008 554

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

**Queensland
Country**

ECLIPSE
code: QCH
HCP code: QCH

P: 1800 813 415

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

TUH

(Queensland
Teachers)
ECLIPSE
code: QTU
HCP code: QTU

P: 1300 360 701

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

**Reserve Bank
health**

ECLIPSE P: 1800 027 299F: 1300 309 704
code: RBH
HCP code: RBH

P: 1800 027 299
info@myrbhs.com.au

RT Health

ECLIPSE P: 1300 886 123 (option 5)
code: RTH access@rthealthfund.com.au
HCP code: RTE

P: 1300 886 123
hospitals@rthealthfund.com.au

St Lukes

ECLIPSE P: 1300 651 988
code: SLM
HCP code: SLM

P: 1300 651 988
general@stlukes.com.au

**Teachers
Federation**

ECLIPSE P: 1300 728 188
code: TFH
HCP code: NTF

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 P: 1300 806 808
code: TFS
HCP code: TFS

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