

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>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>HCP code:</i> AHM	P: 1300 524 456 Eclipse@medibank.com.au	P: 1300 560 680 Eclipse@medibank.com.au AHM and Medibank have the same support team
Australian Unity <i>ECLIPSE code:</i> AUH <i>HCP code:</i> AUF	P: 1800 035 360	P: 1800 035 360 dgilder@australianunity.com.au
BUPAE <i>ECLIPSE code:</i> BUP <i>HCP code:</i> BUP	P: 134 135F: 1300 130 623 for sending claims manuallydr.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 <i>ECLIPSE code:</i> CBC & CBH <i>HCP code:</i> 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') <i>ECLIPSE code:</i> CDH <i>HCP code:</i> CDH	P: 02 4990 1385 enquiries@hunterhi.com.au	P: 02 4990 1385 CDH.BenefitsFund@Hunterhi.com.au
CUA Health Limited <i>ECLIPSE code:</i> CHF <i>HCP code:</i> 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 P: 1800 656 329
code: DHF
HCP code: AHB

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

Doctors Health Fund

ECLIPSE P: 1800 226 586
code: AMA
HCP code: AMA

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

Emergency Services Health

(also managed by Police Health) P: 1300 703 703
F: 1300 151 152
ECLIPSE
code: ESH
HCP code: SPE

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

GMHBA

ECLIPSE P: 1300 446 422
code: GMH F: (03) 5222 7478
HCP code: GMH

P: 1300 446 422
Jamie-LeeGardham@gmhba.com.au
joannesheldon@gmhba.com.au

GU Health

(FAI)
ECLIPSE P: 1800 249 966
code: FAI corporate@guhealth.com.au
HCP code: FAI

providers@honeysucklehealth.com.au

HBF

ECLIPSE P: 1300 810 475
code: HBF expresspayqueries@hbf.com.au
HCP code: HBF

P: 1300 810 475
lorraine.hort@hbf.com.au

HIF(Health Insurance Fund of Australia Limited)

ECLIPSE P: 1300 134 060
code: HIF claims@hif.com.au
HCP code: HIF

P: 1300 134 060
michelle.peacock@hif.com.au

HCF

ECLIPSE P: 1800 670 302
code: HCF medicoverenquiry@hcf.com.au
HCP code: HCF

P: 1800 670 302
MFarlow@hcf.com.au (Maria)
Alternatively
dfernandez@hcf.com.au (David)

Health Care Insurance

ECLIPSE P: 1800 804 950
code: HCI
HCP code: HCI

P: 1800 804 950
jamie.gillam@hcilt.com.au

Health Partners

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

P: 1300 113 113
hospitalclaims@healthpartners.com.au
dauids@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
medibankhospital.network@medibank.com.au

Mildura

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

MO Health

ECLIPSE P: 1800 333 004
code: MYO
HCP code: MYO

P: 1800 333 004
Vaibhav.Makin@aia.com

Navy Health

ECLIPSE P: 1300 217 736
code: NHB query@navyhealth.com.au
HCP code: NHB

query@navyhealth.com.au

NIB

ECLIPSE P: 1300 853 530
code: NIB medigap@nib.com.au
HCP code: NIB Overseas Claims:
internationalclaims@nib.com.au

P: 1300 853 530
hospitaleclipse@nib.com.au
provrel@nib.com.au

Nurse and Midwives

ECLIPSE P: 1300 344 000
code: NMW submit.claim@nmhealth.com.au
HCP code: NMW

P: 1300 344 000
EclipseClaims@nmhealth.com.au
Alternatively
George.Drakakis@nmhealth.com.au dianne.roe@teachershealth.com.au

OneMediFund

ECLIPSE P: 1800 148 626
code: OMF F: 1300 673 406
HCP code: OMF

P: 1800 148 626
info@onemedifund.com.au

Peoplecare Health

Insurance P: 1800 808 690
ECLIPSE
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
ECLIPSE F: 1800 008 554
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 P: 1800 027 299
code: RBH F: 1300 309 704
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

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

sharp@westfund.com.au