

# Private Health Insurance and Telehealth

PHI	Are they supporting telehealth?	Is a GP referral mandatory?	What conditions are covered for telehealth?	Date applicable from	Date applicable to	Weblink
Medibank	✓	No	As determined by physio	30/3/2020	30/9/2020	<a href="#">More information</a>
BUPA	✓	No	As determined by physio	6/4/2020	30/6/2020	<a href="#">More information</a>
NIB	✓	No	As determined by physio	14/4/2020	30/9/2020	<a href="#">More information</a>
GMHBA	✓	Not known	As per PHA media release	Not known	Not known	<a href="#">More information</a>
Aust Unity	✓	Not known	As determined by physio	Not known	Not known	<a href="#">More information</a>
HBF	✓	No	As determined by physio	30/3/2020	30/6/2020	<a href="#">More information</a>
St Lukes	✓	Not known	Unknown at this stage	Not known	Not known	<a href="#">More information</a>
Teachers Health	✓	Not known	Unknown at this stage	30/3/2020	Not known	<a href="#">More information</a>
AHM	✓	No	As determined by physio	30/3/2020	30/9/2020	<a href="#">More information</a>
Police	✓	Not known	Unknown at this stage	Not known	Not known	No link found at this stage

The APA is expecting confirmation in the next few business days. Applicable new item numbers: 811 & 812

Recommendation at this stage is for patient to pay upfront and then seek reimbursement from their health fund.

The following recommendations have been made by the APA in regards to the delivery of Telehealth with Private Health Insurers. This has been provided to PHA:

1. the physiotherapist should use their clinical reasoning to determine if the patient is clinically appropriate to receive the service via telehealth
2. physiotherapists must continue to work within their scope of practice
3. the service is undertaken in accordance with the Australian Physiotherapy Association Telehealth Guidelines
4. a GP referral is not required as per usual practice.

Five agreed conditions Press Release <https://www.privatehealthcareaustralia.org.au/australian-health-funds-announce-tele-physiotherapy-consultations/>

Private Health Insurance and Telehealth : Last updated 14 April 2020

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PHI	Are they supporting telehealth?	Is a GP referral mandatory?	What conditions are covered for telehealth?	Starting Date	Item numbers (811 & 812 or existing)	Weblink
Health Partners	✓	Not known	Unknown at this stage	Not known	Not known	<a href="#">More information</a>
Defence Health	✓	Not known	Unknown at this stage	Not known	Not known	<a href="#">More information</a>
CUA	✓	Not known	Unknown at this stage	Not known	Not known	<a href="#">More information</a>
CBHS	✓	Not known	Unknown at this stage	Not known	Not known	<a href="#">More information</a>
Mildura Health	✓	Not known	Unknown at this stage	Not known	Not known	<a href="#">More information</a>
Phoenix	✓	Not known	Unknown at this stage	Not known	Not known	<a href="#">More information</a>

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