

TERMS AND CONDITIONS FOR HCF RECOGNISED PROVIDERS OF EXTRAS SERVICES

1 September 2023

1. GENERAL

1.1 Providers of Extras Services may be recognised by HCF for the purpose of paying Benefits to Members that have received Extras Services provided by those providers (**Recognised Providers**). By accepting the payment of Benefits from HCF on behalf of a Member or facilitating a claim for Benefits by a Member (e.g. displaying a provider number on a receipt), Recognised Providers agree to be bound by these terms and the addendum referred to in clause 14.4 (if any) (**Agreement**). By making a payment of Benefits for Extras Services provided by a Recognised Provider, HCF agrees to be bound by the Agreement with respect to that Recognised Provider.

The Agreement commences on the date a claim is first made for Benefits for Extras Services provided by the Recognised Provider and ends when either HCF or the Recognised Provider terminates the Agreement in accordance with these terms.

2. GLOSSARY

'Benefit' has the same meaning as set out in the Fund Rules.

'Oral Health Practitioner (OHP)' means a dental therapist, dental hygienist, and/or oral health therapist who is eligible to provide Extras Services under this Agreement as an SOHP or an IOHP.

'Extras Services' has the same meaning as set out in the Fund Rules.

'Fund Rules' means HCF's fund rules which determine a Member's entitlement to Benefits under their HCF cover.

'HCF' means The Hospitals Contribution Fund of Australia Limited ABN 68 000 026 746 and any of its Related Bodies Corporate that are registered private health insurers.

'Independent Oral Health Practitioner (IOHP)' means an OHP who:

- (a) holds their own unique Medicare provider number;
- (b) operates independently, and not as part of a Structured Professional Relationship, for the purposes of invoicing and claiming for Extras Services under this Agreement; and
- (c) is a Recognised Provider.

'Member' means a person who is a financial member of an HCF health fund with cover for Extras Services and in

the case of a family membership, includes partners and all dependents covered by that membership.

'Patient Records' means the patient records set out in clauses 8.1 and 8.2.

'Private Practice' has the same meaning as set out in the Fund Rules.

'Professional Body' means:

- (a) any registration board(s) that register health professionals under relevant Federal, State or Territory legislation and is relevant to the Recognised Provider's profession;
- (b) any professional association relevant to the Recognised Provider's profession; and
- (c) any court, tribunal, commission, board, committee, regulator, Ombudsman or other body or organisation that investigates, considers or hears complaints in relation to any matter relating to or in connection with the subject matter of this Agreement, or makes any determination or finding (whether binding or otherwise) relating to a breach, potential breach, or non-conformity with, any law, regulation, code, or standard that is applicable, or relates, to the Recognised Provider or its profession.

'Recognition Criteria' has the same meaning as set out in the Fund Rules.

'Recognition Requirements' means the additional requirements that HCF reasonably determines for each profession.

'Related Body Corporate' has the meaning given in section 9 of the *Corporations Act 2001 (Cth)*.

'Structured Oral Health Practitioner (SOHP)' means an OHP who operates under a Structured Professional Relationship.

'Structured Professional Relationship' means an arrangement between an OHP, and one or more general or specialist dental practitioners, to provide professional advice in relation to the management of patients within a clinical workplace.

'Telehealth Extras Service' has the same meaning as set out in the Fund Rules.

'Usual Charge' means the amount received for a service provided to a non-Member in benefits from other health insurers plus any gap payments paid by the non-Members.

3. INTERPRETATION

- (a) If there is any inconsistency between this Agreement and the terms of any other agreement between HCF and the Recognised Provider, this Agreement will prevail to the extent of that inconsistency;
- (b) a reference to a 'person' includes a natural person, body corporate and body politic;
- (c) a reference to a party or a body includes the party's or the body's executors, administrators, successors and permitted assigns and substitutes;
- (d) a reference to a provision of a law, statutory instrument or determination includes a reference to an amendment, consolidation, re-enactment, or replacement;
- (e) a reference to a document or instrument includes the document or instrument as novated, altered, supplemented or replaced from time to time;
- (f) another grammatical form of a defined word or expression has a corresponding meaning;
- (g) the meaning of a general word is not limited by specific examples introduced by 'including', 'for example' or similar expressions; and
- (h) headings are for ease of reference only and do not affect interpretation.

4. RECOGNISED PROVIDER'S OBLIGATIONS

4.1 A Recognised Provider must:

- (a) be a health professional, a supplier of health services or similar that provides Extras Services in Private Practice;
- (b) comply with the Recognition Criteria and Recognition Requirements that apply to the class of Extras Services the Recognised Provider provides to Members;
- (c) comply with all standards, guidelines, obligations, codes of conduct (including billing guides and schedules), and legislation relevant to the Recognised Provider's profession and the Extras Services provided to Members;
- (d) provide HCF with evidence, on request, of all relevant permissions, approvals, registrations, accreditations, qualifications, memberships, licenses, certifications and other forms of recognition or information referred to in the application form to become a Recognised Provider or required under the Recognition Criteria or Recognition Requirements;
- (e) continuously hold current professional indemnity insurance along with public and product liability insurance to a minimum value of \$2 million per claim, expressly for the Extras Services the Recognised Provider offers to Members;
- (f) not allow another person to perform the Extras Services (for example, students working under the Recognised Provider's supervision and/or instruction) and/or invoice HCF or Members using the Recognised Provider's provider number (with the exception of the circumstances described in clause 4.1(g));
- (g) in the case of an OHP, may choose to operate as an SOHP or an IOHP;
- (h) for general dentists or specialist dentists who have a Structured, Professional Relationship with an SOHP:
 - i. ensure the SOHP's services are invoiced under the Provider number of the general dentist or specialist dentist when they make a claim to HCF or invoice Members for Extras Services they perform in accordance with their Structured, Professional Relationship;
 - ii. require their SOHP to use the dentist or specialist dentist's provider number (unless this is not permitted by law) for Extras Services they perform in accordance with their Structured, Professional Relationship; and
 - iii. be responsible for all claims made to HCF and invoices issued to Members for Extras Services provided by their SOHP using the dentist or specialist dentist's provider number;
- (i) comply with any reasonable request from HCF for information or documents to verify a claim for Benefits for treatment provided by the Recognised Provider, subject to clause 9;
- (j) repay within 30 days of HCF's written request, any Benefits or monies paid to the Recognised Provider where the Recognised Provider, or the Member who received the Extras Services, was not entitled to it under the Agreement or the Fund Rules. The Recognised Provider agrees that if, after 30 days of HCF's written request, the Recognised Provider has not repaid such Benefits or monies, any such amounts may be offset from any other Benefits or monies payable to the Recognised Provider by HCF after receiving 14 days' notice from HCF of its intention to offset such amounts. This includes, for the avoidance of doubt, money in respect of services that have been claimed from HCF but are not documented in the Patient Records;
- (k) not use any of HCF's brands, names or trademarks, including representing that the Recognised Provider is endorsed by HCF, without HCF's express written consent;
- (l) be able to communicate effectively in both written and spoken English with HCF, Members and emergency services;
- (m) if a Recognised Provider obtains goods from outside Australia for Members, not provide those goods to Members until the Recognised Provider has received the goods and ensured their safety and quality and that they comply with applicable Australian standards;
- (n) comply with the Australian Consumer Law and in relation to goods obtained from outside Australia, have a returns policy that includes the obligations in clause 4.1(l); and
- (o) not discriminate against Members because they are covered by private health insurance or their membership with HCF including charging Members more than the Usual Charge that the Recognised

Provider set for their goods or services (unless the Recognised Provider is participating in an HCF participating provider program that allows the Recognised Provider to charge a higher fee or they have HCF's express written permission).

4.2 Recognised Providers must notify HCF immediately:

- (a) if they have not complied with any of their obligations under clause 4.1 or a Professional Body is investigating the Recognised Provider, or has placed any restrictions, conditions or limitations on the Recognised Provider's registration or membership of the Professional Body; or
- (b) of any material change in the way they provide goods or services to Members or any other information which could impact on their recognition as a 'recognised provider' with HCF including the Recognised Provider's compliance with clauses 4.1(m) and 4.1(n).

4.3 Recognised Providers agree to allow HCF and its agents to:

- (a) make enquiries of any Professional Body, educational institution, professional association, registration body, government department or agency, statutory, semi-government or other body regarding the Recognised Provider's professional education and qualifications, and/or whether it has placed any restrictions, conditions or limitations on the Recognised Provider's registration or membership of that body, and/or any applications for membership, accreditation, registration, licensing, certification or other form of recognition, whether such application was successful or not and whether such application was withdrawn or not. Recognised Providers further consent to and authorise any such body to release to HCF or its agents copies of all documentation, applications or reports related to those enquiries; and
- (b) release any information received under clause 4.3(a) or contained in the HCF application form to become a Recognised Provider, to an independent third party for assessment as to whether they are suitably qualified.

5. PAYING BENEFITS

5.1 HCF must pay Benefits for Extras Services provided by Recognised Providers to Members if:

- (a) Benefits are payable to the Member under the Fund Rules;
- (b) the Recognised Provider has complied with the Agreement;
- (c) the circumstances in clause 6 do not apply;
- (d) the Member has lodged an eligible claim for the Extras Services or the Recognised Provider has submitted an eligible claim electronically and directly to HCF; and
- (e) the Recognised Provider has the Member's consent for HCF to access their Patient Records held by the Recognised Provider for audit purposes.

6. WHEN HCF MAY NOT PAY A BENEFIT

6.1 HCF will not pay Benefits for Extras Services provided by Recognised Providers if HCF is not required to pay those

Benefits to Members under the Fund Rules including:

- (a) the Extras Service (with the exception of Telehealth Extras Services) has not been provided in person to the Member;
- (b) the Extras Service has not been provided to and received by the Member in Australia;
- (c) the account, invoice or receipt provided to HCF to support the claim is not the original or the details have been altered;
- (d) the Extras Service is not recorded and legible in the Patient Records;
- (e) the Member has received more than one Extras Service on the same day by the same Recognised Provider (excluding dental and optical services), in which case HCF will only pay a Benefit for the first eligible claim received by HCF;
- (f) the goods and/or services provided by the Recognised Provider is not an Extras Service and/or is not treatment for a specific health condition;

7. RECEIPTS AND INVOICES

7.1 Recognised Providers must issue invoices and receipts to Members for Extras Services they provide to them on the Recognised Provider's official letterhead, on paper that is size A4 or A5, that is an accurate representation of the Extras Services provided and must include:

- (a) the Recognised Provider's full name or company name, trading name, ABN and/or ACN as applicable;
- (b) an Australian address at which the Recognised Provider operates and the telephone number at that address;
- (c) Member's full name and address;
- (d) the date that the Extras Services were provided to the Member, the location where the Extras Services were provided if different from the Recognised Provider's address under clause 7.1(b) and whether they provided mobile services;
- (e) private health insurance claiming codes for the Extras Services and description and cost of the Extras Services;
- (f) the date the invoice or receipt was issued;
- (g) details of amounts paid and outstanding balances;
- (h) the words "duplicate" or "copy" if any duplicate invoices are issued; and
- (i) the words "quote" or "estimate" if the document provided is a quote and not the final invoice or receipt.

7.2 Recognised Providers must issue invoices and receipts to Members for Telehealth Extras Services they provide to them in accordance with clause 7.1, and must also include:

- (a) the medium through which the Telehealth Extras Service was provided to the Member, i.e. by telephone or video; and
- (b) the start time and end time for the Telehealth Extras Service.

7.3 Recognised Providers or their employees must not act as an agent and submit claims on a Member's behalf

except where agreed with HCF in writing, and in the use of electronic claiming channels such as HICAPS or HEALTHPOINT.

7.4 Where Members' claims are submitted through electronic claiming channels and the Member has assigned the right to receive payment for that claim to the Recognised Provider, HCF will pay Benefits to the payee account nominated by or on behalf of the Recognised Provider and notified to the electronic claiming channel supplier as the payee account into which such claims should be paid.

7.5 Recognised Providers must maintain storage of all invoices and receipts: issued for claiming purposes in connection with this Agreement for at least 24 months from the date of the Extras Service, or longer where required by law. Recognised Providers acknowledge that some receipts are thermal receipts (such as HICAPS and HEALTHPOINT receipts) and are susceptible to damage due to exposure to heat, light, moisture and plastics, and agree to ensure the proper preservation of these receipts for the required period.

8. PATIENT RECORDS

8.1 Recognised Providers must maintain accurate and understandable Patient Records of each Extras Service provided to a Member at the time of providing the Extras Service or as soon as practicable afterwards, which include:

- (a) the Member's details (including full name, date of birth, gender, address and contact details);
- (b) date and time of each Extras Service and all procedures conducted;
- (c) nature of the Extras Service;
- (d) nature of the Member's illness or condition, symptoms and reason for seeking the Extras Service;
- (e) any improvements, baseline measures and outcomes reached;
- (f) the Member's relevant medical or health history; nature of Member's health management program (if any);
- (g) the Member's consent to receive the Extras Service; and
- (h) the Recognised Provider must be easily identified as the treating practitioner.

8.2 Recognised Providers must maintain diagnostic instruments, records and models related to the Extras Service provided to Members including x-rays, scans, photographs, plaster casts and study moulds.

If Recognised Providers supply goods that have been specifically fabricated or customised for the sole use of a Member, the Recognised Provider must retain a copy of any order forms and supplier invoices that relate to those goods including dentures, dental crowns, bridges, custom made orthoses and optical lenses.

8.3 Recognised Providers must keep the Patient Records for the minimum time prescribed in legislation relevant to the Recognised Provider's profession. Where no such legislation exists, for a minimum period of 7 years and

where the Member is under 21 years at the time of the Extras Service, for a period of 7 years after they would have reached 21 years of age.

8.4 Recognised Providers must regularly back-up electronic Patient Records with a duplicate copy stored securely off site.

8.5 Recognised Providers must maintain Patient Records in English or if they are maintained in another language and are requested by HCF, they must be translated at the Recognised Provider's expense.

8.6 Recognised Providers must ensure that the Patient Records are, on request by HCF, retrievable promptly.

9. AUDIT

9.1 Recognised Providers must make available to HCF, within 14 days of a written request from HCF, any information or documents relating to a Member's claim including receipts or invoices issued for Extras Services, Patient Records and details of any goods ordered or supplied as part of the Extras Services (such as lenses, frames, dental implants, hearing aids, mouthguards, splints and custom made orthotics, etc) ('Records').

9.2 HCF may conduct a reasonable number of on-site reviews of the Records by providing the Recognised Provider with 14 days' prior written notice. The Recognised Provider must permit HCF to enter the premises where the Records are located and provide reasonable assistance to HCF.

9.3 The Recognised Provider must ensure that it has all necessary consents required to enable it to comply with this Agreement, including rights to obtain Patient Records from any third party that was involved in the provision of an Extras Service to a Member.

10. LIABILITY UNDER THE AUSTRALIAN CONSUMER LAW

10.1 If HCF supplies goods or services under an Agreement to the Recognised Provider and they are a 'consumer' of those goods or services within the meaning of the Australian Consumer Law (set out in Schedule 2 to the *Competition and Consumer Act 2010 (Cth)*), the Australian Consumer Law may impose liability on HCF, that cannot be excluded, restricted or modified. Nothing contained in these terms excludes, restricts or modifies the imposition of this liability.

10.2 If HCF is liable to the Recognised Provider under the Australian Consumer Law in relation to goods and/or services that are not of a kind ordinarily acquired for personal, domestic or household use or consumption, HCF limits this liability, where it is fair and reasonable to do so, to:

- (a) in the case of services, the cost of supplying the services again or payment of the cost of having the services supplied again; and
- (b) in the case of goods, the cost of replacing the goods, supplying equivalent goods or having the goods repaired, or payment of the cost of replacing the goods, supplying equivalent goods or having the goods repaired.

11. INDEMNITY

11.1 Recognised Providers are liable for and agree to defend, indemnify and hold harmless HCF and its Related Bodies Corporate against:

- (a) all losses suffered by HCF;
- (b) all liabilities incurred by HCF; and
- (c) all reasonable costs payable by HCF to its own legal representatives (whether or not under a costs agreement),

as a result of, arising from or in connection with any breach by the Recognised Provider of clauses 4.1 and 4.2, except and to the extent that the loss, liability or cost was caused, or contributed to, by HCF. This indemnity does not apply to any liability HCF owes the Recognised Provider under clause 10.

12. PRIVACY AND MARKETING

12.1 Recognised Providers must comply with relevant privacy and health records legislation, including the *Privacy Act 1988 (Cth)* in relation to the Members' personal information. Recognised Providers must notify HCF if they reasonably believe that they have breached this clause.

12.2 HCF's privacy policy explains how HCF collects, uses, discloses (which may include obligations to overseas recipients in compliance with its privacy obligations) and keeps and secures personal information including how to opt out from direct marketing, how to request access to, and a correction of, the Recognised Provider's personal information or how to complain about a privacy breach. For a copy of HCF's privacy policy, call our member services team on **13 13 34** or go to hcf.com.au/privacy-policy

12.3 Recognised Providers consent to HCF (and third parties on HCF's behalf) collecting, storing, using and disclosing their personal information, whether verbally, in writing or by other means, including their name, contact and practice details, charging information, including through the HCF website, HCF mobile apps and other promotional platforms and activities, to inform Members and prospective Members about the Recognised Provider's status and eligibility for Extras Services and for other purposes reasonably connected with this Agreement, such as assessing and verifying claims.

13. ENDING OR SUSPENDING HCF'S RELATIONSHIP WITH THE RECOGNISED PROVIDER

13.1 HCF may suspend or terminate an Agreement with a Recognised Provider by providing reasonable prior written notice if one or more of the following occurs:

- (a) the Recognised Provider commits a material breach of any of the terms of the Agreement, and/or the agreement between HCF and the Recognised Provider relating to electronic claiming of Benefits for Extras Services such as HICAPS or HEALTHPOINT and after receiving notice of the breach, the Recognised Provider fails to rectify the breach within 7 days; or
- (b) HCF reasonably considers that a Recognised Provider has, or is likely to bring into disrepute HCF's brand,

reputation, status, or professionalism within the community at large; or

- (c) the Recognised Provider breaches clause 9; or
- (d) there has been no claim made in the last 24 months by a Member for Benefits in relation to an Extras Service provided by the Recognised Provider; or
- (e) HCF has a reasonable basis to suspect that the Recognised Provider has engaged in inappropriate claiming of Benefits; or
- (f) the Recognised Provider ceases to meet HCF's Recognition Requirements, including if they cease to be registered by, or be a member of, a Professional Body as required by HCF's Recognition Requirements; or
- (g) the Recognised Provider does not comply with any law (including if they are convicted of a crime); or
- (h) a Professional Body or court finds that the Recognised Provider has committed a breach of a professional standard or provided a service that is unnecessary, not reasonably required or excessive; or
- (i) HCF believes in its reasonable opinion, that a Member or Members' safety may be at risk; or
- (j) in accordance with rule E3.8 of the Fund Rules, HCF determines that Benefits are no longer payable in respect of Extras Services supplied by the Recognised Provider.

13.2 A Recognised Provider or HCF may terminate an Agreement without cause by giving 30 days' notice in writing to the other party. This termination by notice does not affect any claim either the Recognised Provider or HCF may have against the other arising out of the Agreement at the date of the termination.

13.3 HCF may suspend or terminate a Recognised Provider's access to electronic claiming (such as HICAPS or HEALTHPOINT) immediately if HCF has a reasonable basis to suspect that the Recognised Provider has engaged in inappropriate claiming Benefits.

13.4 If HCF suspends an Agreement, the Provider will not be a Recognised Provider during the period of suspension and HCF will not pay any Benefits for any claims made by Members for Extras Services provided by the Provider during the period of suspension.

13.5 If an Agreement is terminated, the Provider will no longer be a Recognised Provider and HCF will not pay any Benefits for any claims made by Members for Extras Services provided by the Provider at any location.

13.6 HCF may disclose the details of any complaints or allegations received about a Recognised Provider to any relevant Professional Body.

13.7 If HCF has ended or suspended its relationship with You, you must clearly inform each Member that you are no longer an HCF recognised provider before providing services to them.

14. CHANGES OR ADDITIONS TO AN AGREEMENT

- 14.1** From time to time HCF may update or change any terms of an Agreement by giving the Recognised Provider notice through the provider portal of HCF's website. If HCF makes a material change to any term of the Agreement that is detrimental to the Recognised Provider, HCF will use reasonable endeavors to provide notice to the Recognised Provider through direct communication or through a Professional Body.
- 14.2** The Recognised Provider should regularly check the provider portal of HCF's website at [hcf.com.au](https://www.hcf.com.au) for any changes.
- 14.3** HCF will place a notice on HCF's provider portal advising of any changes adversely affecting Recognised Providers.
- 14.4** HCF may provide additional terms and conditions to a particular Recognised Provider in the form of an addendum with 30 days' prior written notice. If the Recognised Provider continues to accept the payment of Benefits after that 30 day period, they agree to be bound by the addendum.

15. MODERN SLAVERY

In this clause:

'Modern Slavery Laws' means any law that prohibits exploitation of a worker, human trafficking, slavery, servitude, forced labour, debt bondage or deceptive recruiting for labour or services, or similar types of conduct, and are applicable to the jurisdiction in which the Recognised Provider provides the Extras Services.

'Representatives' means the Recognised Provider's officers, employees, contractors, agents, advisers or financiers.

- 15.1** The Recognised Provider must ensure that:
- (a) in providing the Extras Services, it and its Representatives must:
- not engage in any conduct or omission that may contravene any Modern Slavery Laws; and
 - comply with any HCF policy relating to modern slavery; and
- (b) it does all things required or necessary to mitigate or reduce modern slavery risks in its operations and supply chains and otherwise comply with all applicable Modern Slavery Laws.
- 15.2** The Recognised Provider represents and warrants to HCF that:
- (a) neither the Recognised Provider or its Representatives:
- have been convicted of any offence involving modern slavery and human trafficking; and
 - having made reasonable enquiries, to the best of its knowledge, have been or are the subject of any

- investigation, inquiry or enforcement proceedings by any governmental, administrative or regulatory body regarding any offence or alleged offence of any Modern Slavery Laws; and
- (b) it conducts its business in a manner that is consistent with Modern Slavery Laws.

- 15.3** The Recognised Provider must promptly notify HCF as soon as it becomes aware of a potential, suspected or actual breach by it or its Representatives of any Modern Slavery Laws in connection with the provision of the Extras Services.
- 15.4** HCF may require the Recognised Provider within 20 business days to undertake remedial action to rectify a breach of this clause 15, ensure its compliance with Modern Slavery Laws and minimize the risk of modern slavery within the Recognised Provider's operations and supply chains.
- 15.5** If the Recognised Provider fails to undertake the remedial action as required under clause 15.4, HCF may terminate this Agreement with immediate effect by giving written notice to the Recognised Provider.

16. LAWS THAT APPLY TO THE AGREEMENT

- 16.1** The Agreement is governed by the laws of the state of New South Wales and the parties submit to the jurisdiction of the courts of New South Wales.

17. REPORTING FRAUD

- 17.1** If a Recognised Provider suspects that a person or group is engaging in health insurance fraud, they must contact HCF's investigations team on **1800 727 721** or email investigations@hcf.com.au