



PO Box 854
Boronia, VIC 3152
Website: arhg.com.au
Email: queries@arhg.com.au

Practice manager/owner
c/o ARHG recognised alternative therapy provider

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To whom it may concern

Use of ARHG provider number

As an ARHG recognised provider, your employee is required to adhere to rules and guidelines around the use of their ARHG provider number.

ARHG recognised providers are strongly recommended not to make their provider number available to anyone else. However, we are aware that some practice managers and owners require their therapists to disclose their provider number. Where this is the case, we have asked our recognised providers to make you aware of the rules and guidelines around its use.

An ARHG provider number can only be used for services provided by the therapist to which the number is assigned. There are no exceptions to this condition. An ARHG provider number verifies that the provider is compliant with private health insurance benefit payment rules. It is illegal for health funds to pay benefits to providers who have not been verified as compliant with these rules.

ARHG and their associated health funds conduct regular internal and external audits to ensure respective obligations are being met, and there have been occasions where misuse of provider numbers has been identified. Deliberate misuse of an ARHG provider number may be considered fraud. Fraudulent activity includes (but is not limited to):

- using an ARHG provider number for services provided by another provider
- billing more than once for the same service
- billing for a service that wasn't provided
- overcharging or upcoding resulting in a higher benefit
- altering, falsifying or omitting information on an account, invoice or receipt.

Your employee will be held responsible, as well as any party that has participated in misuse of the provider number, including practice managers and owners.

If you would like further information, please contact your employee's professional association, or contact ARHG via queries@arhg.com.au

Yours sincerely,

A handwritten signature in black ink, appearing to read 'S. Muir', written over a light blue horizontal line.

Steven Muir
Chief Executive Officer
Australian Regional Health Group

ABN: 44 067 435 714