

Claiming as an nib First Choice provider

To support you in being a valued partner of our First Choice network, we would like to share some important claiming information with you to ensure the best experience for your clinic and nib members.

Eligible Members

Participating First Choice providers are required to charge all new and existing eligible nib members at or below the First Choice rate schedule. Eligible nib members include members of our partners:

- AAMI Health Insurance
- Apia Health Insurance
- Suncorp Health Insurance
- Qantas Health Insurance
- ING Health
- Priceline Health Insurance
- IMAN Australian Health Plans
- GU Health
- GreenPass
- Real Health Insurance
- Seniors Health Insurance

You will find examples of the membership cards eligible nib members might present at the bottom of this document.

Electronic claims

Where possible, all claims should be submitted using HICAPS or other electronic claiming channels (i.e. Healthpoint). To assist your clinic in submitting claims at the agreed First Choice rate we have implemented an electronic claiming rule that can provide real time feedback on the claim at the time of submission.

HICAPS users

If a rate higher than the nib First Choice rate is submitted in error, the incorrect rate will automatically be updated to the correct rate as per the First Choice rate schedule. Your HICAPS receipt will clearly display which items (if any) have been adjusted.

HealthPoint users

While at this stage claims through HealthPoint cannot be automatically corrected, if you're a HealthPoint user and submit a rate higher than the nib First Choice rate, the claim line will be rejected and you will receive the following item level response code:

HealthPoint/IBA terminals: 0038 – 'Invalid charge'

If you receive this message, please check the item code against the First Choice rate schedule and then resubmit the claim using the correct First Choice item rate, so that the member receives the correct benefit.

For GU Health members

nib doesn't currently have electronic claiming rules technology in place for GU Health, which means that if you charge a GU Health member a higher rate than the nib First Choice rate schedule the claim will still be processed, and benefit paid as per the member's policy. The claim will, however, be flagged in our system as an incorrect charge. If this occurs, nib will contact you directly to arrange for repayment of the overcharge amount.

For GreenPass members

GreenPass members can access the same agreed nib First Choice rates as all other nib members. For more information about GreenPass please click [here](#).

Manual claims

We understand there may be isolated instances where a member still needs to submit their claim manually (i.e., if they forget their card, or if there are electronic claiming connection issues).

In these instances, eligible nib members must still be charged as per the First Choice rate schedule. If you charge an eligible nib member a rate higher than the nib First Choice rate schedule, when the member submits the claim to nib it will still be processed and benefit paid to member however, the claim will be flagged in nib's system as an incorrect charge. If this occurs, nib will contact you directly to arrange for repayment of the overcharge amount to the nib member.

We anticipate that this will be a relatively rare occurrence as the bulk of claims go through an electronic claiming terminal.

We're here to help

If you are having trouble claiming, or have a question about a claim, please contact nib's Provider Relations team on **1300 853 530** (Mon – Fri: 9am – 5pm AEST/AEDT) or email providers@nib.com.au

To discuss your First Choice agreement, or if you have any questions relating to the First Choice rate schedule, please contact Honeysuckle Health's support team on **1800 411 633** (Mon – Fri: 9am – 5pm AEST/AEDT) or email providers@honeysucklehealth.com.au

Eligible nib member cards

These are an example of the membership cards eligible nib members might present. All members presenting these cards need to be charged as per the First Choice rate schedule.



