

The purpose of this document is to identify provider records which may be requested to be submitted to Medibank during audits undertaken in alignment with clause 4(c) of the Provider Association (IPN) Accreditation Agreement. The audit process is undertaken to ensure ongoing Association compliance with Medibank’s Association Member Criteria.

Record description	Association Member Criteria alignment
<p>Copy of provider’s educational qualification certificate/ testamur relevant to modality being audited.</p> <p>*If provider’s name has changed since course completion and no longer matches registered name, evidence of name change is also required.</p>	<ul style="list-style-type: none"> <li>• Evidence of required course completion and confirmation of training provider, i.e. government accredited Diploma of Remedial Massage Therapy completed at RMIT.                             <ul style="list-style-type: none"> <li>○ If provider is registered with a grandfathered qualification, this must be identified.</li> </ul> </li> </ul>
<p>Copy of provider’s educational transcript matching the qualification certificate</p> <p>OR</p> <p>Official course summary or written confirmation from the training provider verifying that the course duration, outlined minimum hours for practical, clinical training conducted on campus and associated learning subject matter were completed. This may be a formal letter or documentation published on the training provider’s website and may be accepted in place of an academic transcript if the institution is unable to locate or issue the transcript.</p>	<ul style="list-style-type: none"> <li>• Evidence of course duration and completion timeframes for provider, i.e. 12 months full time training for Remedial Massage Therapy.</li> <li>• Evidence of course being completed with required in-person hours for practical, clinical training and online learning requirements, i.e. 200 hours of practical training and 50% of the course being taught in-person required for Remedial Massage Therapy.</li> <li>• Evidence of approved RPL being no more than 50% of total course content</li> <li>• Evidence that practical components of training (if applicable to modality) were completed.</li> </ul>
<p>Copy of provider’s current First Aid certificate.</p> <p>OR</p> <p>Copy of AHPRA registration certificate may be supplied if member is dual-qualified as modality working in hospital environment.</p>	<ul style="list-style-type: none"> <li>• Evidence of ongoing First Aid maintenance. Course code (HLTAID...), training provider and date of completion must be identifiable.</li> </ul>
<p>Copy of provider’s current Professional Indemnity/ Public Liability insurance certificate relevant to modality being audited.</p>	<ul style="list-style-type: none"> <li>• Evidence of ongoing Professional Indemnity/ Public Liability insurance. Dates of coverage, modality/ies covered and cover amounts must be identifiable.</li> </ul>

<p>Copy of provider’s CPD log or summary for most recent complete reporting period.</p>	<ul style="list-style-type: none"> <li>• Evidence of ongoing CPD compliance in alignment with modality specific criteria.                             <ul style="list-style-type: none"> <li>○ If audit occurs in the middle of a CPD cycle, no CPD evidence from partially completed period needs to be supplied. I.e. CPD cycle is July – July, audit occurs in October. CPD to be submitted is from previous July – July year.</li> <li>○ Typed CPD log or summary is highly recommended rather than hand-written evidence.</li> </ul> </li> </ul> <p>No individual CPD certificates to be submitted.</p>
<p>Copy of provider’s home clinic application form (if applicable)</p>	<ul style="list-style-type: none"> <li>• Evidence that home clinic meets Criteria, i.e. professional in appearance, toilets available to patients, separate entrance to home/ clinic spaces.</li> </ul>

**Additional requirements:**

Medibank may request a full copy of the Association’s active provider list alongside the audit process to support with ensuring Medibank’s list of registered providers remains current. The full active provider list will be audited against Medibank’s records to determine if there are discrepancies in the provider data held by Medibank and the provider data submitted by the Association. Any providers whose details don’t match in Medibank’s records, or providers who have been inactive for 2 or more years (i.e. no claims made with Medibank in the past two years) will be flagged for review with the Association.

If the Association is unable to match the provider’s details with active members in their system or give feedback about providers taking an extended leave of absence from practice (2+ years), these identified provider numbers may be closed by Medibank with notice to the Association.