

Police Health Fact sheet

For use with ACA Registered Counsellors only

What are the rules and regulations for use of Police Health Provider Numbers?

Standard rules and regulations apply. The Provider Number is not to be given to someone else to use and, importantly, it should only appear on accounts for services relating to “counselling”.

It is important that your invoice or receipt says “counselling” and carries the Police Health Item Code to ensure the Police Health member can claim their rebate.

Billing Protocol

All the information on the official invoice/receipt must be in English and must be clearly written if it is handwritten. Any receipts that don’t have the above information will be rejected and no benefit paid. The invoice/receipt should include:

- Provider number, name and address
- Name of the Police Health member(s) receiving the service
- Date of service
- Type of service provided. This must be “counselling”. This is a generic term and covers any modality of counselling or psychotherapy provided by the Provider. This should also include the Service Code only, rather than the Service Descriptor (i.e. “Counselling - #4401” for Standard Individual Consult 50-70 minute). Refer to the table below
- Amount charged

Item Number	Description	Type (does not need to appear on your receipt)
4401	Std individual consult 50-70 min	Relationship
4402	Std individual consult 50-70 min	Addictions

4403	Std individual consult 50-70 min	Other
4411	Long individual consult 71-90 min	Relationship
4412	Long individual consult 71-90 min	Addictions
4413	Long individual consult 71-90 min	Other
4421	Std couple/fam consult 50-70 min	Relationship
4431	Long couple/fam consult 71-90 min	Relationship
4441	Group consult	

COVID-19 Online Counselling

The Police Health Fund have introduced new item numbers to cover the 4 different types of services as below but will accept the existing item numbers on an account with a notation of Telehealth where PHF will process the claim internally to the correct numbers.

The new item numbers are:

Item No	Description
4403CV	Std individual consult 50-70 min Telehlth
4413CV	Long individual consult 71-90 min Telehlth
4421CV	Std couple/fam consult 50-70 min Telehlth
4431CV	Long couple/fam consult 71-90 min Telehlth

These items are effective from 1 April 2020 to 30 September 2020 but may be extended depending on the status of COVID-19 at that time.

One Number per Provider

Police Health will issue one provider number per practitioner. If you practice from more than one location this provider number can be used across different practice locations, but each invoice issued must carry the address of the practice where the service was provided.

Who can make a claim?

Only Police Health Members with relevant policies will be eligible for counselling rebates. Rebates can be claimed as part of extras benefits available to approximately 54,000 individuals. Only members with this type of policy can make a claim for counselling.

How much can clients claim back on Police Health Fund?

Counselling benefits sit as a separate recognised modality within extras cover. Benefits are paid per recognised service up to an annual limit of \$400 per person and \$800 per policy where that policy covers 2 or more persons. Benefits for Counselling and Psychology services are subject to a combined annual limit of \$850 per person.

How do clients claim their Police Health rebates?

If a Police Health member is eligible for a benefit, they should submit their claim through the normal channels that members are aware of.

What are the protocols/guidelines as to how the Provider Number can be used in advertising?

- Provider Numbers should not appear in any advertising as this could lead to fraudulent activity.
- Advertising can only indicate that Private Health Insurance rebates may be available.
- Providers can only say that “eligible Police Health members may be entitled to a benefit”. All Police Health policies that include extras benefits (i.e. dental and optical benefits) include counselling. An individual’s eligibility to benefits may be affected by annual limits and waiting periods.