



Dear Provider,

We are writing to advise you that from 1 October 2020 nib has appointed Honeysuckle Health to act as its agent in relation to our GU Health Medical Gap network. Honeysuckle Health is a specialist healthcare data science and services company set up by nib, in partnership with Cigna Corporation (Cigna), in late 2019.

Under the new arrangement from 1 October 2020, Honeysuckle Health will act as an agent on behalf of nib to manage all of nib's existing hospital, medical and ancillary agreements including the GU Health Medical Gap scheme as well as negotiate future agreements and funding models.

What does this mean for you?

The current [GU Health Medical Gap Network Terms and Conditions](#) will not change as a result of this transition. In addition, nib's existing contracting team will join the team at Honeysuckle Health. This means you will have the same support staff on hand to help you with enquiries.

There will also be no impact on nib and GU Health member policies. Our members will still have their choice of doctor, or specialist, however this new arrangement will allow us to improve health outcomes and ease growing affordability concerns for our members through innovative and evidence-based care pathways and funding models.

To enable Honeysuckle Health to perform its role as nib's agent, nib will share with Honeysuckle Health your contact details and historical claims information. Honeysuckle Health is bound by strict obligations of confidentiality and will not share this information other

than as described in the GU Health Medical Gap Network Terms and Conditions.

Closer to 1 October 2020, we will be in touch to share new contact details and more details on when to contact nib or when to contact Honeysuckle Health directly.

About Honeysuckle Health

Established in December 2019, Honeysuckle Health is a joint venture between nib and Cigna Corporation (Cigna). Its purpose is to deliver better health outcomes for customers and communities through the effective and efficient delivery of healthcare. You can read more about the joint venture [here](#) or visit Honeysuckle Health's website [here](#).

By engaging customers, medical practitioners, payers and allied health providers in the provision of innovative, evidence-based healthcare services and programs, Honeysuckle Health aims to play a leading role in Australia's healthcare system.

We're here to help

If you have any questions, please do not hesitate to contact us by calling the team on 1800 486 334.

Yours sincerely,



David du Plessis
Head of Health Service Contracting