

Medical Gap Network: Provider FAQs

What is the GU Health Medical Gap Network?

The GU Health Medical Gap Network is for medical specialists (eg Surgeons, Anaesthetists etc). The network aims to minimise GU Health members' out-of-pocket expenses associated with inpatient medical and surgical fees through a no-gap and "Known-Gap" scheme.

Once registered for the GU Health Medical Network, you have the right to decide on a case-by-case basis if you wish to participate.

When you participate in no gap for a patient, you agree to accept [GU Health Medical Gap Network benefit](#) as full payment for that service. Where you choose to charge a Known Gap, you agree that the gap charged to the patient will not exceed the Known Gap limits, as set out in our [Medical Gap Network Terms and Conditions](#).

Please note: GU Health has not participated in the AHSA's Access Gap Cover since November 2018. Providers who wish to participate in the GU Health Medical Gap network will need to [register online](#). Registering for the GU Health Medical Gap Network will not affect your Access Gap Cover registration for all other AHSA participating health funds.

How do I register for the GU Health Medical Gap Network?

To register, fill in our [online registration form](#). If you have any questions, please contact our Provider Support Team on **1800 411 633** or email providers@honeysucklehealth.com.au.

By registering, you agree to enter into an agreement with nib health funds limited (ABN 83 000 124 381), trading as GU Health. Further information about these arrangements is set out in our [Medical Gap Network Terms and Conditions](#).

What are the benefits for GU Health members?

- Members can eliminate their out-of-pocket costs if they are treated by a surgeon or anaesthetist who participates in the GU Health Medical Gap Network. We'll pay above the MBS fee, up to the Medical Gap Network scheme amount specified in the GU Health Medical Gap Network benefits schedule.
- Should a surgeon or anaesthetist choose to charge a Known Gap; members have a guaranteed maximum of no more than \$400 per episode.

What are the benefits for providers?

- Known Gap is applicable per episode, rather than per item number. More details can be found in our [Medical Gap Network Terms and Conditions](#).
- Providers will need to register with Honeysuckle Health directly to participate in the Medical Gap Network. To register click here for our online registration form or contact our Provider Support Team via phone **1800 411 633** or email providers@honeysucklehealth.com.au.

It's important to note that you continue to have the right to decide on a case-by-case basis whether you participate in the scheme.



What do I need to do?

Providers who wish to participate in the GU Health Medical Gap Network will need to register online so no-gap and Known-Gap claims can be processed for GU Health members.

To register, fill in our [online registration form](#). If you have any questions please contact our Provider Support Team on **1800 411 633** or email **providers@honeysucklehealth.com.au**.

How do I claim?

Claims can be submitted electronically using the Medicare Eclipse system, or directly to GU Health via post or email. Please include your official invoice and an accompanying batch header. The batch header can be found [here](#).

What if I submit a claim before registering?

Should you submit a claim that meets the requirements of the network before you have registered, we can back date the registration upon your request to ensure the benefits paid match those set out in the schedule. See the [Medical Gap Network Terms and Conditions](#) for more details on how to do this.

The benefit paid in my last claim is not what I'd anticipated, why would this be?

There could be a variety of reasons for this. Potentially you may not have yet registered for the network, please contact our Provider Support Team on **1800 411 633** or email **providers@honeysucklehealth.com.au** for assistance.

If it is related to your registration the team can coordinate registration for you and arrange payment of the claim in line with the benefits associated with the GU Health Medical Gap network.

What rates should I use for GU Health members?

Please refer to the most recent GU Health Medical Gap Network Schedule of Benefits found [here](#). These schedules are updated from time to time, so please check back at the Schedule of Benefits page regularly or contact GU Health as set out below. If you have any questions, please contact the Provider Support Team via phone **1800 411 633** or email **providers@honeysucklehealth.com.au**.

Who can I contact to discuss the GU Health Medical Gap Network and registration?

Contact the Provider Support Team via phone **1800 411 633** (Mon to Fri: 9am to 5pm AEST) or email **providers@honeysucklehealth.com.au**.