

Private Medical Insurance: AETNA

We can bill directly to AETNA for some of our disciplines at Pure Sports Medicine. To do so we need:

- Your membership number
- Pre-approved authorisation code

Please be advised that without this information we cannot bill directly to your insurer.

What We Need

In order to directly bill your private health insurance provider, we must have your membership number and pre-approved authorisation code. Without this information it can mean delays in your treatment or the need to self-fund your appointments.

- **Your membership number (also called Member ID)** normally begins with a 'W' should look like: W123456789
- **Your pre-approved authorisation (also called Claim ID)** is typically 8 digits long and has either the prefix 'C' or 'CN'.
 - All claim IDs with the prefix 'C' start with '1'
 - All claim IDs with the prefix 'CN', start with 2, 3 or 8.
 - E.g.: C12345678 / CN23456789

If you are unsure, please contact your Private Health Insurance Provider directly.

What Will Happen

If you have had the misfortune of experiencing an injury, please first contact your private health insurance provider. They will instruct if you are covered. Once you have your pre-approved authorisation code, you can contact PSM and we can assist you with organising your appointment(s).

- To see a full list of our clinics please visit: www.puresportsmed.com/clinic
- To see a full list of our services please visit: www.puresportsmed.com/services

Please be aware that prices differ from self-funding appointments, so to be sure of exactly how many sessions you are covered for, you will need to refer to your health insurance provider.

Excesses and Cost Shares

When setting up your private health insurance, it will have been agreed if there is an excess to pay or if you have opted for cost shares. The details of this will be laid out

within your health insurance documentation. Our Administration teams are not able to access information regarding your private medical insurance, therefore this information must come from you, the patient.

If you have an **excess**, an agreed percentage of the cost of your first appointments with PSM will be sent back to us, and these funds are to be paid to PSM by you, the patient. This will happen until the grouped amount of funds sent back to us from your health insurance provider equals your agreed excess.

If you have opted for a **cost share** option, an agreed percentage of every appointment will be sent back to PSM and these funds are to be paid to PSM by you, the patient.

When to Book

We ask that you book your initial appointment once you have received your pre-approved authorisation code.

Otherwise this can mean delays within your treatment or it runs the risk of your insurer not accepting the charges and returning them to be self-funded.

Which Disciplines Are Covered

Your health insurance provider agrees to cover the following disciplines at PSM:

- Sport, Exercise & Musculoskeletal Medicine
 - Compartment Pressure Test, Shockwave therapy, Ultrasound Guided Injection
- Rheumatology
- Physiotherapy
 - Including Women’s Health Physiotherapy, and Hand & Wrist Physiotherapy
- Osteopathy
- Podiatry
- Dietitian

Which Disciplines Are Not Covered

Your health insurance provider does **not** agree to cover the following disciplines at PSM:

- Massage Therapy
- Strength & Conditioning
- Pilates
- Podiatry

It is only possible for us to bill your insurer for the treatment you have received and any request for us to bill your insurer for a different treatment / discipline will be declined.