

MAXIMUM ITEM NUMBER GUIDE

The **HICAPS** terminal has the ability to process up to 24 item numbers in one transaction. The actual number of items per transaction will vary from health fund to health fund and other partners.

Once the patient's health fund card is swiped or tapped (for digital card) through the terminal, the screen will display the maximum number of items available for the health fund.

The list below details the maximum number of items accepted in one transaction for each participating partner/health fund.

Health Fund/Partner	Card Prefix	Number of Items Accepted	Contact Phone Monday–Friday	Contact Hours Monday–Friday
ACA Health Benefits Fund	90360012	21	1300 368 390	9.00am – 5.00pm
ADF Family Health	90360109	23	1300 561 454	8.30am – 5.00pm
ahm Health Insurance	90360041	24	134 246	8.30am – 5.00pm
AIA Health Insurance	90360138	23	1300 300 338	9.00am – 5.00pm
APIA	90360002	24	1800 175 377	9.00am – 5.00pm
Australian Unity	90360008	24	13 29 39	8.30am – 8.00pm
Bupa	90360006	16	134 135	8.00am – 8.00pm
CBHS Health Fund Limited	90360009	24	02 9843 7624	8.15am – 5.00pm
CBHS Corporate	90360139	24	02 9843 7624	8.15am – 5.00pm
CUA Health (Qld time)	90360045	16	1300 499 260	8.00am – 5.00pm
Defence Health	90360020	23	1800 335 425	8.30am – 5.00pm
Doctors Health Fund	90360005	23	1800 226 126	8.30am – 6.00pm
Emergency Services Health	90360140	23	08 8212 2770	9.00am – 5.00pm
Frank Health Insurance	90360042	24	1300 437 265	8.00am – 6.00pm
GMHBA	90360042	14	1300 446 422	8.00am – 6.00pm
Grand United Health	90360043	15	02 9370 6787	8.30am – 5.00pm
HBF (WA time)	90360025	22	1800 620 133	8.30am – 5.00pm
HCF	90360015	16	02 9290 0152	8.30am – 4.30pm
Health Care Insurance	90360013	23	03 6432 1199	8.45am – 5.00pm
Health Partners (SA time)	90360024	24	08 8223 7588	8.00am – 5.30pm
HIF of WA (WA time)	90360026	16	1300 134 060	8.30am – 5.30pm
Hunter Health Insurance	90360058	23	02 4990 1385	8.30am – 5.00pm
Insurance Commission Western Australia	90360155	1	1800 632 242	8.00am – 5.00pm
Latrobe Health Services	90360038	16	1300 362 144	9.00am – 5.00pm
Medibank Private Limited	90360004	16	1300 654 887	8.00am – 4.30pm
Mildura Health Fund	90360048	9	03 5023 0269	8.30am – 5.00pm

MAXIMUM ITEM NUMBER GUIDE (CONT'D)

Health Fund/Partner	Card Prefix	Number of Items Accepted	Contact Phone Monday–Friday	Contact Hours Monday–Friday
Navy Health	90360010	23	03 9896 9300	8.30am – 7.00pm
NIB Health Funds Ltd	90360002	22	1800 175 377	9.00am – 5.00pm
Nurses & Midwives Health	90360142	23	1300 344 000	9.00am – 5.00pm
OneMedifund	90360088	23	1800 148 626	8.30am – 5.00pm
Peoplecare	90360016	23	1800 808 690	8.30am – 5.00pm
Police Health	90360021	23	08 8212 2770	8.30am – 5.00pm
Qantas Assure Health Insurance	90360002	22	1800 175 377	9.00am – 5.00pm
Phoenix Health Fund	90360019	23	02 4935 5738	7.45am – 4.30pm
Queensland Country Health (Qld time)	90360022	23	1800 813 415	8.30am – 5.30pm
Reserve Bank Health Society	90360089	23	1800 027 299	8.30am – 5.00pm
RT Health Fund Ltd	90360084	23	1300 886 123	8.30am – 5.00pm
St. Lukes Health	90360044	23	1300 651 988	9.00am – 5.00pm
Suncorp	90360002	22	1800 175 377	9.00am – 5.00pm
Teachers Health Fund	90360011	16	1300 727 538	8.00am – 5.00pm
Teachers' Union Health	90360018	23	1300 806 808	7.30am – 5.30pm
Territory Health Fund	90360022	23	1800 623 893	7.30am – 5.00pm
Transport Health	90360056	23	03 8420 1880	8.30am – 5.00pm
Uni Health	9036001	24	1300 727 538	8.00am – 5.00pm
Westfund	90360096	23	1300 937 838	8.00am – 5.00pm

Note: The number of items accepted by the above health funds/partners may change at any time without notice. Please refer directly to the participating health fund/partner to confirm these details.

HICAPS Help Desk Number 1300 650 852
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