



AskMBS advice email service

What you need to know

AskMBS responds to enquiries from providers of services listed on the Medicare Benefits Schedule (MBS) seeking advice on interpretation of MBS items (including those for dental, pathology and diagnostic imaging), explanatory notes and associated legislation. This advice is intended primarily to assist health professionals, practice managers and others to understand and comply with MBS billing requirements.

The email address to seek MBS interpretation advice is:

askmbs@health.gov.au

Advisories

AskMBS issues advisories summarising responses to frequently asked questions on specific subject areas. These can be found in the resources section of the Medicare compliance website and include:

- [General practice services #1](#) – management plans, bulk billing, RACF flag-fall fees
- [General practice services #2](#) – co-claiming scenarios, telehealth, other frequently asked questions
- [Non-GP specialist and consultant physician services](#)
- [Established clinical relationship requirement – Clarification of exemptions](#)
- [Allied health services – Part A – Chronic disease management](#)
- [Allied health services – Part B – Mental health treatment](#)

How we can help you

AskMBS provides policy-based information and has no involvement in the administration of individual Medicare patient claims or provider billings. This is the responsibility of Services Australia. In responding to enquiries, AskMBS does not require, and would prefer not to receive, any identifying information related to the enquiry such as patient details, Medicare provider numbers, or copies of patient invoices. Please do not include such information in your enquiry. However, if you feel you need to provide patient information to inform your enquiry, please ensure it is completely de-identified.

Privacy and your personal information

The Australian Government Department of Health and Aged Care (department) is bound by the *Privacy Act 1988* and the Australian Privacy Principles (APPs). The AskMBS email advice service (AskMBS) is located within the department.

In the context of AskMBS enquiries the department is collecting the personal information about you for the purpose of responding to your enquiry, linking enquiries from the same client to inform a response, and providing authoritative advice on issues related to Medicare Benefits Schedule (MBS) items, explanatory notes and associated legislation to assist with the correct billing of MBS services. AskMBS is an entirely separate function from the department's direct Medicare compliance functions.

Personal information is not shared with compliance areas.

AskMBS requires only the enquirer's email address and preferred form of address. If you do not provide your email address or preferred form of address, the department will not be able to respond to your enquiry.

The department may disclose certain information to other government agencies (such as Services Australia or the Department of Veterans' Affairs) when input from those agencies is required to inform responses to enquiries received by AskMBS.

The Department has an APP privacy policy which you can read at Privacy policy. You can obtain a copy of the APP privacy policy by contacting the Department using the contact details set out at the end of this notice. The APP privacy policy contains information about:

- how you may access the personal information the Department holds about you and how you can seek correction of it; and
- how you may complain about a breach of
 - the APPs; or
 - a registered APP code that binds the Department; and
 - how the Department will deal with such a complaint.

You can contact the Department by telephone on (02) 6289 1555 or free-call 1800 020 103 or by using the online enquiries form at www.health.gov.au.

Contact map

Are you seeking advice on the interpretation of an MBS Item?	If yes →	Please email AskMBS@health.gov.au
No ↓		
Are you seeking advice on the interpretation of information in the <i>Health Insurance Act 1973</i> , the <i>Dental Benefits Act 2008</i> and the <i>National Health Act 1953</i> as it relates to Medicare billing?	If yes →	Please email AskMBS@health.gov.au
No ↓		
Are you seeking advice related to Medicare payments?	If yes →	Contact Services Australia on 132 150.
No ↓		
Are you seeking advice related to obtaining a provider number?	If yes →	Contact Services Australia on 132 150.
No ↓		
Are you seeking advice related to a patient's claim?	If yes →	Contact Services Australia on 132 150.
No ↓		
Are you seeking advice related to the Pharmaceutical Benefits Scheme?	If yes →	Please email pbs@health.gov.au or call 1800 020 613