

Participating Health Funds/Partners Operating Hours

| Health Fund or Partner | Health Fund/Partner Name Abbreviations | Monday – Friday | Saturday | Sunday |
|--|--|----------------------|----------------------|----------------------|
| ACA Health Benefits Fund | ACA | 24 hours | 24 hours | 24 hours |
| ADF Family Health | ADF | 8.30am – 5.00pm | 8.30am – 5.00pm | – |
| ahm Health Insurance | AHM | 6.00am – 11.00pm | 6.00am – 8.00pm | 6.00am – 8.00pm |
| AIA Health Insurance | AIA | 24 hours | 7.00am – 9.00pm | 7.00am – 9.00pm |
| Australian Unity | AU | 7.00am – 10.00pm | 7.00am – 10.00pm | 7.00am – 10.00pm |
| Bupa | BUPA | 24 hours | 24 hours | 24 hours |
| CBHS Friendly Society | CBHS | 24 hours | 24 hours | 24 hours |
| CBHS Corporate | CBHCRP | 24 hours | 24 hours | 24 hours |
| Credicare Health Fund | CHF | 24 hours | 24 hours | 24 hours |
| Defence Health | DEF | 24 hours | 24 hours | 24 hours |
| Doctors Health Fund | DHF | 6.00am – 10.00pm | 6.00am – 10.00pm | – |
| Emergency Services Health | ESH | 24 hours | 24 hours | 24 hours |
| GMHBA | GMHBA | 24 hours | 24 hours | 24 hours |
| Grand United | GUH | 6.00am – 10.00pm | 6.00am – 10.00pm | 6.00am – 10.00pm |
| HBF (WA time) | HBF | 24 hours | 24 hours | 24 hours |
| HCF | HCF | 24 hours | 24 hours | 24 hours |
| Health Care Insurance (Tas time) | HCI | 24 hours | 24 hours | 24 hours |
| Health Partners (SA time) | HPI | 24 hours | 24 hours | 24 hours |
| HIF of WA (WA time) | HIFWA | 24 hours | 24 hours | 24 hours |
| Hunter Health Insurance | CDH | 24 hours | 24 hours | 24 hours |
| Insurance Commission Western Australia (WA time) Note: Operating 24/7. Support will only be available during published operating hours. | ICWA | 24 hours | 7.00am – 9.00pm | 7.00am – 9.00pm |
| Latrobe Health Services | LHS | 24 hours | 24 hours | 24 hours |
| Medibank Private Limited | MBP | 5.00am – 11:59pm EST | 5.00am – 11:59pm EST | 5.00am – 11:59pm EST |
| Mildura Health Fund | MDH | 24 hours | 24 hours | 24 hours |
| Navy Health | NAVY | 24 hours | 24 hours | 24 hours |
| NIB Health Funds Ltd | NIB | 6.00am – 9.00pm | 6.00am – 9.00pm | 6.00am – 9.00pm |
| Nurses & Midwives Health | NMH | 24 hours | 24 hours | 24 hours |
| Onemedifund | OMF | 6.00am – 10.00pm | 6.00am – 10.00pm | – |
| Peoplecare | LHM | 24 hours | 24 hours | 24 hours |
| Police Health (SA time) | PHF | 24 hours | 24 hours | 24 hours |
| Phoenix Health Fund | PHNX | 24 hours | 24 hours | 24 hours |
| Queensland Country Health (Qld time) | QCH | 24 hours | 24 hours | 24 hours |
| RB Health Society | RBHS | 6.00am – 10.00pm | 6.00am – 10.00pm | – |
| rtHealth Fund | RNT | 6.00am – 10.00pm | 6.00am – 10.00pm | – |
| St Lukes Health (Tas time) | STL | 24 hours | 24 hours | 24 hours |
| Teachers Federation Health Ltd | TFH | 24 hours | 24 hours | 24 hours |
| Teachers' Union Health | TUH | 7.00am – 10.00pm | 7.00am – 10.00pm | 24 hours |
| Transport Health | TFS | 24 hours | 24 hours | 24 hours |
| Westfund | WDH | 6.00am – 10.00pm | 6.00am – 10.00pm | – |

HICAPS Network Operating Hours

24 hours 7 days

Help Desk Hours:

Monday to Saturday 8am – 9pm
(Eastern Standard Time)

Phone:

Help Desk 1300 65 08 52

EFTPOS Network Operating Hours

24 hours, 7 days

All other times listed are Melbourne/Sydney time.

Note: The times listed are those that the Health Fund/partners are generally available to process claims through your HICAPS terminal. However, the hours of operation may change at any time without notice. Please refer directly to the health fund/partner to confirm these hours.