

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	ICWA	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
GMF	GMF	6.00am – 10.00pm	6.00am – 10.00pm	–
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.com.au	NIA	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 – 23.59pm EST	5.00am – 23.59pm EST	5.00am – 23.59pm 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.