

Health Fund Network Availability

| Fund | Health Fund 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 |
| Australian Unity | AU | 7.00am – 10.00pm | 7.00am – 10.00pm | 7.00am – 10.00pm |
| BUPA | BUPA | 24 hours | 24 hours | 24 hours |
| CBHS Health Fund Limited | CBHS | 24 hours | 24 hours | 24 hours |
| CBHS Corporate | CBHCRP | 24 hours | 24 hours | 24 hours |
| CUA Health | CHF | 24 hours | 24 hours | 24 hours |
| Defence Health | DEF | 24 hours | 24 hours | 24 hours |
| Doctors Health Fund | DHF | 24 hours | 24 hours | – |
| 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.com.au | NIA | 24 hours | 24 hours | 24 hours |
| Health Care Insurance | 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 |
| 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 |
| My Own Health Insurance | AIA | 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 | 24 hours | 24 hours | – |
| 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 |
| Reserve Bank Health Society | RBHS | 24 hours | 24 hours | – |
| rtHealth Fund | RNT | 24 hours | 24 hours | – |
| St. LukesHealth | STL | 24 hours | 24 hours | 24 hours |
| Teachers Federation Health Ltd | TFH | 24 hours | 24 hours | 24 hours |
| Teachers' Union Health | TUH | 8.00am – 10.00pm | 7.00am – 10.00pm | 24 hours |
| Territory Health Fund | THF | 24 hours | 24 hours | 24 hours |
| Transport Health | TFS | 24 hours | 24 hours | 24 hours |
| Westfund | WDH | 24 hours | 24 hours | 24 hours |

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

Note: The times listed are those that the Health Fund 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 to confirm these hours.