

## FAQs

# Medical and Hospital Providers

### 1. What has happened?

The merger between CBHS Health Fund Limited (CBHS Health) and CBHS Corporate Health Pty Ltd (CBHS Corporate) has been approved by the Australian Prudential Regulation Authority (APRA) and took effect on **1 June 2026**.

From 1 June 2026, all CBHS Corporate policyholders became CBHS Health members.

### 2. What does this mean for policyholders?

All CBHS Corporate policies were closed effective 31 May 2026, and these members have been issued a new CBHS Health policy effective 1 June 2026. CBHS Corporate no longer has active memberships and all services provided from 1 June will be claimed under members' CBHS Health policies.

### 3. Has their membership number or membership card changed?

CBHS Corporate members moving to CBHS Health have received a new membership number in their welcome letter. A new digital membership card is available in the CBHS Health app, and members will receive their physical card by post within 2 - 10 business days after 1 June 2026.

### 4. What does this mean for Medical and Hospital Providers?

Eclipse for CBHS Corporate will be deactivated effective at 5pm, 31 July 2026. This means no electronic claims can be processed after this date. To minimise the impact on providers we recommend the following actions:

- Please submit any adjustments or manual claims by 5pm, 14 July 2026 to allow time for processing by Medicare
- Manual claims submitted after 14 July will require CBHS Group to complete a Batch header HW091 form; this could delay processing times pending Medicare assessment timing
- Submit any Eclipse claims prior to 15 June 2026 or as early as possible
- Services provided after 31 May 2026 will need to be submitted under the member's new CBHS Health policy

## **5. Is there anything as a Medical or Hospital provider you need to do?**

From 1 June 2026, HELPER eligibility checks should only be conducted on CBHS Health membership numbers. If you attempt an eligibility check on a CBHS Corporate membership, from 1 June, it will be rejected.

Rest assured, the CBHS Corporate provider portal will remain open to assist with past statement histories.

As CBHS Corporate will cease to operate from 1 June 2026, please remove any references to CBHS Corporate in the form of words or logo from your website and other marketing materials from this date.

## **6. Is there any impact to CBHS International Health?**

There is no change to claiming for CBHS International Health Overseas Student Health Cover or Overseas Visitor Health Cover.

## **7. What does this mean for CBHS Health?**

CBHS Health is not impacted by this change and will continue to provide quality health cover to members.

There is no change to CBHS Health member claims through Eclipse for medical services. They will continue as normal.