nib First Choice network FAQs

What is the First Choice dental, optical and physiotherapy network?

The First Choice dental, optical and physiotherapy network is a community of healthcare providers who have agreed to provide health services at a set reduced cost or agreed discount to nib members to help lower their out of pocket costs.

What is the First Choice GP, pathology and radiology network?

The First Choice GP, pathology and radiology network offers our international student, and worker members access to healthcare providers. First Choice GPs, pathology clinics and radiology clinics agree to low or no out of pocket expenses, helping to minimise out of pocket costs for members.

How do I apply to join the First Choice network?

Please complete our online **application form** and we will be in touch.

Can I get a copy of the First Choice rate schedule?

If you are an existing First Choice provider, please contact Honeysuckle Health by phone 1800 411 633 or by email **providers@honeysucklehealth.com.au**. If you are interested in joining the First Choice network, please complete our online **application form** and we will be in touch.

I am a First Choice provider, how do I add or remove a practitioner from my clinic?

Please contact Honeysuckle Health at **providers@honeysucklehealth.com.au** with the provider's full name, Medicare provider number, AHPRA registration number, and the date they will commence/cease practising at your clinic.

I am a First Choice provider and have moved locations, need to add a new clinic to my agreement, or need to make other changes to my agreement. Who do I contact?

Please contact Honeysuckle Health by phone 1800 411 633 or by email **providers@honeysucklehealth.com.au**

I am a First Choice provider, and I have a question related to a claim or claims remittance, who do I contact?

Please contact nib on 1300 853 530 or email **providers@nib.com.au** for claims enquiries including remittance advice.

I am a First Choice GP, radiology clinic or pathology clinic, and I can't log in to the claims portal, who do I contact?

The claims portal was decommissioned in January 2023, as per your agreement all claims must be submitted electronically. For more information on what electronic claiming is available, please contact nib on 1300 853 530.

Which members are entitled to nib First Choice rates?

If you are a First Choice dentist, optical dispenser or physiotherapist, First Choice rates should be charged to all nib members.

nib Member means a person who is insured by nib under a health insurance policy including policyholders who are Australian residents, international students or international workers, and policyholders of **health insurance brands underwritten by nib**.

If you are a First Choice GP, radiology clinic or pathology clinic, First Choice rates should be charged to all nib OSHC, IMAN, United Healthcare Global, CignaLinks and GU Health members.

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