

Benefit rules on some Extras services

Effective 1 July 2018

From 1 July 2018, we're introducing some new benefit rules when processing claims, to ensure benefits are paid for medical or therapeutic reasons only.

We're putting in place limits on how often services can be used and the way some services can be combined. Please refer to the table below for a list of the item numbers being updated.

If you have any concerns or need help understanding these changes, please call us on 1300 499 260 between 8am and 5pm AEST Monday to Friday or, email us cuahealth@cua.com.au

Item No	Description	Current Ruling	From 1 July 2018
11	Comprehensive oral examination	Maximum of one per visit	Maximum of 1 per visit, 2 per calendar year
22	Intraoral periapical or bitewing radiograph	Nil	Up to 4 per visit
117	Bleaching, internal - per tooth	Not payable with 118 (external bleaching) for same tooth	Max of 12 per visit
118	Bleaching, external - per tooth	Not payable with 117 (internal bleaching) for same tooth	Max of 12 per visit
131	Dietary analysis and advice	Benefit Payable	Nil Benefit
141	Oral hygiene instruction	Benefit Payable	Nil Benefit
142	Tobacco counselling	Benefit Payable	Nil Benefit
119	Bleaching, home application - per arch	Benefit Payable	Nil Benefit
122	Topical remineralisation and/or cariostatic agents, home application - per arch	Benefit Payable	Nil Benefit
927	Provision of medication/medicament	Benefit Payable	Nil Benefit
18	Written report (not elsewhere included)	Benefit Payable	Nil Benefit
19	Letter of referral	Benefit Payable	Nil Benefit
944	Relaxation therapy	Benefit Payable	Nil Benefit
916	Travel to provide services	Benefit Payable	Nil Benefit
777	Identification	Benefit Payable	Nil Benefit
915	After hours call out	Benefit Payable	Nil Benefit
730	DVA use only	Benefit Payable	Nil Benefit
611	Full crown - acrylic resin - indirect	Not payable with any crown repair services	Not payable with items 613, 615, 618 for same tooth
613	Full crown - non-metallic - indirect	Not payable with any crown repair services	Not payable with items 611, 615, 618 for same tooth
615	Full crown - veneered - indirect	Not payable with any crown repair services	Not payable with items 611, 613, 618 for same tooth
618	Full crown - metallic - indirect	Not payable with any crown repair services	Not payable with items 611, 613, 615 for same tooth
642	Bridge pontic - direct - per pontic	Not payable with any bridge repair services	Not payable with item 643
643	Bridge pontic - indirect - per pontic	Not payable with any bridge repair services	Not payable with item 642