

## OUR BILLING POLICY EXPLAINED

RFDS Goldfields Health Centre aims to deliver the highest level of patient medical care, which includes longer consultations and minimal waiting times with the doctor of your choice. Unfortunately, some services are not covered by Medicare, and therefore a mixed billing policy applies.

Patients are required to pay for their consultation, in full on the day. Your Medicare rebate will be processed, so that your rebate is deposited back into your bank account. To provide the utmost convenience to patients, we use Medicare Online and Tyro.

Fees are structured to reflect the time you spend with the Doctor as well as the complexity of matters discussed during your consultation. Patients with a valid Medicare card are eligible for a Medicare rebate when using a Medicare item number.

Some services, however, are not eligible for a Medicare rebate and you are responsible for the account and out of pocket fees.

### Some examples are:

New Workcover injuries/claims	Insurance report / examinations
Employment health assessments	Commercial driver's licences
Medical reports & procedures	Any patient without an eligible Medicare card
Private certifications	Occupational Health

All weekend consultations are privately billed with no bulk billing services available (not currently available).

### Claiming Medicare Rebate

Medicare claiming is easy and on-the-spot, saving time. Both TYRO and Medicare On-Line facilities are available which allows for direct lodgements to Medicare for eligible rebates (refunds).

Rebates will be reimbursed (if you have an EFTPOS card) or deposited into your nominated bank account by Medicare within 48 hours (provided your Medicare card is linked with a bank account).

Just let our friendly reception team know which option is most convenient for you. If you have not registered your bank account with Medicare, you can do so online at <https://www.servicessaustralia.gov.au/medicare> or call Medicare on 132 011

## **New Patients**

Initial consultations are booked as a (long) consultation (Item 36). These are billed privately unless they are eligible to be bulk billed:

- Aged Pension Card Holders
- DVA Card Holders
- Children under 14 years old
- Health Care Card Holders

## **Bulk Billing Policy**

There may be times in life when health and expenses become a challenge. It is important that patients are still able to access quality health care at those times, therefore Medicare bulk billing is available, in some circumstances, to a range of patients with presentation of a valid card from Monday to Friday.

Bulk billing is only available Monday – Friday, for people who have a valid Medicare card and are:

- Pension Card Holders
- DVA Card Holders – for eligible/approved conditions only
- Children under 14 years
- Health Care Card Holders

## **Minor Surgery and Treatment room procedures**

Procedures including skin cancer management, removal of skin lesions, biopsies, suturing of cuts and lacerations, iron infusions, IUD/Mirena removal and insertion and dressings do attract a private fee. Please confirm these with your doctor at the time of your consultation.

## **New Workcover Claims**

Given there is no guarantee that new Workcover claims will be accepted by the insurance company. Payment is required on the day for any consultation relating to a Workcover claim/injury. Patients will be provided with a receipt for claiming a reimbursement from Workcover, or your employer.

Once your Workcover claim is accepted, you will need to provide a letter from your insurer with your acceptance and claim details and we can then bill directly to your insurer.



## **Missed Appointments and Cancellation Fees**

All patients who miss their appointment and do not cancel at least 1 hour before their appointment will be charged a missed appointment fee of \$50.00 (GST inclusive) and this is payable upon requesting another appointment. This fee is not claimable through Medicare.

## **Payment On the Day**

Payment required by all patients on the day of your appointment by EFTPOS, credit card and cash.

## **Referred services.**

Please note referred services may incur an out-of-pocket expense. Please enquire directly with the service, regarding the fees.

## **We are here to help.**

If you want to talk to someone about our billing policy or fees, please speak with our friendly reception team or visit our website [www.rfdswahealth.com.au](http://www.rfdswahealth.com.au).

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