

Box Hill Superclinic Billing Policy

The Consultation Fees listed below will apply to All Patients from the 1st August 2023

Monday to Fridays up to 8pm, Saturday up to 1pm	Medicare Item Number	Total Payment	Medicare Rebate	Out of Pocket Cost*
Standard Consult	23	\$61.20	\$41.20	\$20
Long Consult	36	\$109.70	\$79.70	\$30
Prolonged Consult	44	\$147.40	\$117.40	\$30
Telehealth Consult**	91891	\$61.20	\$41.20	\$20

Weekdays after 8pm, Saturday after 1pm, Sunday and Public Holidays:	Medicare Item Number	Total Payment	Medicare Rebate	Out of Pocket Cost*
Standard Consult:	5020	\$73.70	\$53.70	\$20
Long Consult:	5040	\$122.00	\$92.00	\$30
Prolonged Consult:	5060	\$159.00	\$129.00	\$30

These are common medicare item numbers used for consultations and may be subject to change. Last updated on 1/7/23.

*Cost that are incurred to patients after the Medicare rebate is applied

**Applies to eligible patients for telehealth consult

To allow for enhanced level to the continuity of care, Bulk Billing may be available to the following groups:

- Pensioner Concession Card holders
- Healthcare Card holders
- Department of Veterans' Affairs (DVA) Health Card holders
- Children under the age of 16 years, including childhood vaccinations

If you hold a current healthcare/pensioner concession/DVA card, kindly register it or ensure these details are up to date at our reception to assist with the above.

Private patients/fees

Patients who do not hold a valid Medicare card or do not have private insurance to claim the rebate will be charged a private consultation (time-based) fee starting from \$80 between Monday to Fridays up to 8pm, and \$85 between weekdays after 8pm, all day Saturday, Sunday and Public Holidays.

Please note that this same fee would apply for consultations that are not covered by Medicare.

Varying Costs

The out of pocket fee or private fee may differ in instances whereby procedures or specialised consultations/treatment is required. You will be advised at the earliest but this may not always be possible to do so. Please check at reception or with your GP if there is any uncertainty.

The pricing and Medicare Rebates listed in this policy are examples of the most commonly used item numbers and may be subject to changes.

Payment

Patients will be required to pay for the full cost of the consultation eg. MBS Item + Out of Pocket fee, the clinic will then process the online Medicare Rebate claim immediately. Medicare will deposit the rebate amount into your nominated bank account within 48 hours.

For your convenience, we accept cash, Mastercard, Visa and EFTPOS payments. International credit cards or American Express are NOT accepted.

Please note that when selecting credit card as payment, a 1.5% surcharge fee applies.

Credit Card surcharge

A credit card surcharge fee of 1.5% applies when using credit card as a form of payment.

Telehealth Consult

When a telehealth appointment is booked, the consultation fee will be charged prior to the appointment. Please contact the clinic prior to ensure that the payment has been made as your appointment will not be confirmed until this has been done.

OVHC or OSHC Health Insurance

Box Hill Superclinic accept direct claims for Bupa, Medibank, AHM, NIB and Allianz insurance members. Patients will have to pay an out of pocket fee of \$20 for standard consult and \$30 for long consult (see above table for reference). In the event a direct claim is not successful on the day of service, patients will have to pay the total payment fees upfront and claim back from their respective insurance providers.

All other private health insurance members will have to pay the total payment fee upfront and claim from their respective insurance providers.

No Show Policy

Please note that a no show policy fee of \$61.20 will be applied if a patient does not show up for his/her doctor's appointment or if the appointment is cancelled with less than 2 hours notice. This fee may differ pending on the type of appointment that you have booked ie if a long consult appointment was booked, a no show policy fee of \$109.70 will be applied.

Refund Policy

Fees are non-refundable once a service has been provided and payments have been finalised.

Vaccines & Procedural Fees

For all vaccinations and procedural costs please ask one of our friendly receptionists. Your doctor will explain any additional costs to you and obtain your consent prior to receiving treatment.

- Any consultations requiring additional procedural services may be charged a procedural fee which generally ranges between \$40 - \$210 (Please note some procedures may attract higher fees) depending on what is required and the complexity of your condition.
- Travel vaccines will incur an additional fee for the purchase of the vaccine as they are not covered by Medicare. You have the choice of purchasing the vaccine yourself at a pharmacy or when the vaccines you require are not available at the clinic. Please consider and allow for additional time when choosing to purchase vaccines from a pharmacy and discuss this with your doctor to arrange for the

administration of the vaccine by your doctor or a nurse. If the time delay is considered unreasonable, you may be charged for a separate consultation so it is imperative that your doctor is aware to plan for the administration of the vaccine.

Workcover and TAC account terms

Please note that all Workcover and TAC-related consultations are privately billed and will attract the same out of pocket fee of \$20 or \$30 (see above) at this clinic and will incur an additional out of pocket charge of \$120 if a certificate of capacity is required. Your GP may require an assessment of your medical history prior to a Workcover or TAC assessment. It is the responsibility of the patient to cover these charges and make payment to the clinic during the time of the consultation and if applicable, to claim reimbursement directly with Workcover or TAC. It is the patient's responsibility to ensure rebates are claimable from Workcover or TAC as any fees incurred are non-refundable. To learn more about the Workcover and TAC-related consultation charges, please speak to one of our friendly receptionists before making an appointment.

Medicals

Pre-employment medical assessments and other medical assessments including Vicroads driving assessment are privately billed. Please provide all details of what is required at the time of consult. The cost will depend on the length and complexity of the medical assessment. Reception are able to give a price guide but cost will be determined by the doctor at time of consult.