CONNECTcare Private Billing Policy

Purpose

CONNECTcare Private is committed to supporting the right of all clients to make informed financial decisions about their health. This is achieved through ensuring that clients are given clear and timely information regarding the fees that they may be required to pay when accessing the Service. The purpose of this policy is to outline the approach that will be taken when billing clients.

Definitions

CONNECTcare Private – for the purpose of this policy, CONNECTcare Private includes all allied health and wellbeing services, programs and initiatives offered by Summit Health, where the client, or a third-party connected to the client, is generally expected to pay for the service that is being provided, unless specifically stated or inferred otherwise.

Did Not Attend (DNA) – refers to any failure to attend a scheduled appointment, or cancelling an appointment with less than 48 hours' notice.

Third-party – for the purpose of this policy, a reference to third-party is an organisation that is reasonably expected to make payment in full, on behalf of a client. This may include Return to Work SA and associated claims agents, private health and other insurers, Department of Veteran Affairs. It does not include Medicare.

Policy

- Payment is due on the day the service is provided to the client.
- Standard fees charged by each clinician will be available on the website.
- Client fees may vary depending on the profession and experience of each clinician, appointment length, type of appointment, and any special requirements prior to or following the appointment such as provision of formal reports.
- If there will be any variation from the advertised fees, the client will be notified immediately. The client maintains full control of their financial commitments and can request that an appointment ceases at any time if continuing the appointment is likely to cause financial harm or distress.
- Client fees will be reviewed annually, with consideration given to operational costs, changes to Medicare and other rebates, rates charged by other providers in the area, and any changes to the qualifications or demand for the service.
- Changes to client fees, other than ad-hoc individual situations, must be authorised by the CONNECTcare Manager.
- Clients will be provided with at least 30 days' notice of any permanent changes to fees.
- All new clients will be asked to provide details of a debit card or credit card when booking their first appointment. Payment details will be stored securely in our practice management software, Zanda.
- Returning clients who have not yet provided payment details, will be asked to provide payment details prior to booking their next appointment.
- Payment details will be stored securely in Zanda. Client payment details must not be saved, recorded or otherwise stored in any way.
- Clients who are unable or elect to not provide details of a debit card or credit card upon booking an appointment, will be required to provide an $80 deposit at time of booking. Payment for this can be

made in-person via EFTPOS or cash, or via a direct deposit. This deposit will be applied to any fees that arise, including cancellation fees or consultation fees.

- Cancellation fees will be charged if a client fails to attend an appointment or fails to provide a minimum of 48 hours' notice of cancellation. Cancellation fees will be $80 per consultation for individuals and $100 for couples.
- The client is responsible for payment of cancellation fees, regardless of whether a third-party normally makes payment on the clients behalf.
- Upon notice of cancellation, or after failure to attend an appointment within 30 minutes of the commencement time, payment of the cancellation fee will be attempted using Stripe, which is integrated with Zanda.
- If attempts to take payment of the cancellation fee via Stripe are unsuccessful, the client should be contacted via phone and/or email to recover payment.
- Any client with an outstanding cancellation fee will not be able to book any further appointments until payment for the cancellation fee is received.
- The Administrative Lead may, at their discretion, void a cancellation fee in exceptional circumstances.

Client payments:

- Upon arrival for each appointment, clients will be offered the choice of making payment in-person using our EFTPOS facilities or by providing verbal consent for payment to be processed online using the details saved in Zanda.
- Payment via cash may be accepted from time-to-time, at the discretion of the Administration Lead. When cash is accepted, no change will be available. If the client does not have the correct amount, a credit may be applied to the clients account to be used for a future appointment.
- If the client is eligible for Medicare rebates and has provided all required Medicare details, the administration team will lodge the Medicare claim within 48 hours of the appointment, and Medicare will process payment of the rebate back into the client's account.

Third-party payments:

- If a client expects that a third-party will be covering all, or part, of their appointment fees, the client must advise this when booking the appointment.
- If the client has not provided all required documentation to substantiate the third-party payment before the appointment commences, the client will be required to pay for the appointment in full and seek reimbursement from the third-party.
- Payments from third parties are due within 7 days of the appointment date, unless otherwise agreed.
- Third-party payments can be made via EFT. Banking details will be available on all invoices.