

OUR BILLING POLICY EXPLAINED

Maxwell Medical Group 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 fully covered by Medicare, and therefore a private billing policy applies. Patients are required to pay for the consultation in full on the day, your Medicare rebate is processed so that your refund 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 & existing Workcover injuries/claims	Insurance report / examinations
Employment health assessments	Commercial drivers licencing
Medical reports & procedures	Any patient without an eligible Medicare card
Dressings and Consumable items	Private certifications
Occupational Health	Telehealth Consultations if not seen in person for +12 months

All weekend consultations are privately billed with no bulk billing services 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 can be paid on-spot (if you have an EFTPOS card) or deposited into your nominated bank account by Medicare within 48 hours (if 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.servicesaustralia.gov.au/medicare> or call Medicare on 132 011.

New Patients

Initial consultations are booked as a complex (long) consultation (Item 36). These are billed privately unless:

- Pension Card Holders
- DVA Card Holders
- Children under 16 years
- Health Care Card Holders

Bulk Billing – Monday – Friday only

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:

- Pension Card Holders
- DVA Card Holders – for eligible/approved conditions only
- Children under 16 years
- Health Care Card Holders

Minor Surgery is privately billed

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, payment is required on the day for any consultation relating to the Workcover claim/injury.

If your Workcover claim is accepted, full payment is still required on the day of each your consultations. You will be provided with a receipt for claiming reimbursement from Workcover.

Maxwell Medical Group does not invoice Workcover directly.

Missed Appointments and Cancellation Fees

All patients who miss their appointment and do not cancel at least 3 hours before their appointment will be charged a missed appointment fee of \$50.00 (GST inclusive) payable upon requesting another appointment. This fee is not claimable through Medicare.

Payment On the Day

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

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.maxwellmedical.com.au.