

PAYMENT AND CANCELLATION POLICY

Medicare rebates

Medicare currently provides a rebate for telehealth specialist consultations if you:

- live in a 'telehealth-eligible area' - see www.mbsonline.gov.au ; or
- are a resident in a Residential Aged Care Facility; or
- are referred by an Aboriginal Medical Service.

Patients who do not meet the above criteria will need to pay the full cost of the consultation and will not be entitled to a Medicare rebate. There are currently no Medicare rebates available for telehealth consultations with GPs or allied health practitioners, such as psychologists and speech therapists.

Parents/carers please note – if you make an appointment for your child or someone in your care, the Medicare rebate is only payable if your child/person in your care also attends the appointment. If you do not bring them to the appointment, you will be asked to pay the full consult fee.

Out of pocket costs

As in most private practices, you may also need to pay an **out of pocket cost** or “gap”, on top of any Medicare rebate.

For specialist consultations, patients who reside in aged care facilities will be **bulk-billed**, as well as DVA Gold Card holders and DVA White Card holders (if the consultation relates to their accepted disability).

The specialists offer concessional billing (with a lower out of pocket cost) to patients who meet Medicare's 'telehealth-eligibility' criteria and who are Health Care Card holders or Pension Concession Card holders. If you are eligible for bulk-billing or concessional billing, please advise the GP or receptionist at the time of booking.

If you do not satisfy the relevant requirements of Medicare or DVA, or hold a current Health Care Card or Pension Concession Card, you will need to pay the full cost of the consultation.

Payment Arrangements

As a wholly online service, the specialists require that you pay the out of pocket cost prior to your consultation in order to secure your booking. We have set up an online payment gateway which enables you to pay us securely and easily via credit card. Please call **1300 885 175** Biller Code: **191486** or log in to www.payway.com.au/core/MakePaymentView to pay, using your Anywhere Healthcare invoice number as the reference.

If you are entitled to a Medicare or DVA rebate, you are only required to pay the out of pocket cost directly. After your consultation, we will claim the rebate on your behalf from Medicare/DVA.

How to cancel an appointment

You can cancel an appointment by:

- telephoning 1800 822 940
- emailing clinic@anywherehealthcare.com.au

Note: Your consultation is not cancelled until you receive a reply from us confirming your cancellation.

You must cancel the appointment **directly with Anywhere Healthcare**, not just your GP clinic. To rebook your appointment, please contact your GP clinic.

If you cancel your appointment less than **2 full business days** prior to the time of the appointment, or if you do not attend your appointment, we will charge a **cancellation** of \$150 (for concessional and bulk-billed patients) or the amount of the out of pocket cost (for non-concessional patients).

Patients who cancel or fail to attend a scheduled appointment on two or more occasions may be discharged and refused any further referrals for their care.