

CHANGES TO BILLING AT FAMILY PLANNING VICTORIA

FEE ESTIMATES AS AT 1ST JULY 2017

General doctor consultations

A Gap Fee of \$25* applies to each visit in addition to the appropriate Medicare Benefit Schedule fee for each consultation. This means that out of pocket costs (after Medicare rebates have been received by you) for all general doctor consultations will be \$25. Clients returning to the service within 2 weeks of when the gap fee was charged will be bulk billed.

All nurse consultations

Nurse consultations will attract the appropriate Gap Fee out of pocket charge only.

Students

A Gap Fee of \$10* applies to each visit in addition to the appropriate Medicare Benefit Schedule fee for each consultation. This means that out of pocket costs (after Medicare rebates have been received by you) for all general doctor consultations will be \$10. Students must present a valid student identity at every visit.

Concession card holders and people aged 18 years or under

Clients presenting a valid Centrelink/DVA concession card will be bulk billed for general doctor consultations and no Gap Fee will be charged for nurse consultations. The same applies to clients aged 18 years or under.

Non Medicare card holders

Clients who do not have a Medicare account will be charged the appropriate Medicare Benefit Schedule fee for each consultation plus the appropriate Gap Fee. Some of these fees may be recoverable from private health insurance arrangements you have in place. FPV does not process these claims.

SPECIALISED SERVICES							
Consultation Type	Total payable on day			Medicare rebate Standard/Student patients only	Your out of pocket cost after rebate will be (approx.)		
	Standard fee	Student fee	Concession Card/18 and under		Standard fee	Student fee	Concession Card/18 and under
Medication abortion **	\$380.55	\$365.55	\$6.20 HCC or \$38.80 non HCC	Up to \$140*	\$240.55	\$225.55	\$6.20 HCC or \$38.80 non HCC
Copper IUD insertion **	\$365.00	\$350.00	\$270	Up to \$160*	\$205.00	\$190.00	\$110
Mirena IUD insertion **	\$255.00	\$240.00	n/a	Up to \$160*	\$95.00 plus cost of IUD from pharmacy (approx. \$40)	\$80.00 plus cost of IUD from pharmacy (approx. \$40)	Cost of IUD from pharmacy of your choice (\$6.20 HCC and up to \$40 non HCC)
Implanon insertion	Up to \$135.20	Up to \$120.20	n/a	Up to \$110.20*	\$25 plus cost of Implanon from pharmacy (approx. \$40)	\$10 plus cost of Implanon from pharmacy (approx. \$40)	Cost of Implanon from pharmacy of your choice (\$6.20 HCC and up to \$40 non HCC)
Implanon removal only	Up to \$157.45	Up to \$142.45	n/a	Up to \$132.45*	\$25	\$10	Cost of Implanon from pharmacy of your choice (\$6.20 HCC and up to \$40 non HCC)
Implanon removal and re-insertion	Up to \$195.95	Up to \$180.95	n/a	Up to \$170.95*	\$25 plus cost of Implanon from pharmacy (approx. \$40)	\$10 plus cost of Implanon from pharmacy (approx. \$40)	Cost of Implanon from pharmacy of your choice (\$6.20 HCC and up to \$40 non HCC)

*Please note that the rebate may be higher or lower depending on the specific items billed by the provider and your Medicare safety net status. ** FPV medication abortion and IUD insertion services are available only via **pre-booked appointments** on set days following phone based assessment with a nurse.

Medicare claims can be submitted electronically at the end of your visit to clinic and rebates will be paid by Medicare into your registered bank account. If you have not registered your bank details with Medicare, or do not wish to claim electronically, please advise our reception staff when making payment. We can provide paperwork to register or update your Medicare details if you require this or can provide copies of receipts to submit manual claims on request.

Please note that the fees are a guide only and will be reviewed from time to time.

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FREQUENTLY ASKED QUESTIONS

Q: I have paid an annual membership fee at FPV – do I have to pay the up-front/Gap Fees?

A: Your annual membership fee (entitling you to bulk billed consultations for 12 months) will be honoured up until its' expiry date. You will not be able to renew the membership fee after 30/06/2017 and any visits after your membership fee has expired will be billed under our new Gap Fee billing model.

Q: I do not have any concessions and would usually pay the standard membership fee – what will the Gap Fee be for me?

A: \$25 per visit will be the non concession Gap Fee to be paid in addition to the relevant Medicare Benefit Schedule (MBS) fee associated with the doctor consultation. For instance, you attend FPV for a general doctor consultation lasting 30 minutes, an MBS Level C/Item number 36 currently equivalent to \$71.70 is charged plus the Gap Fee of \$25. The total fee we will charge you is \$96.70. We will process the rebate to your Medicare registered bank account of the doctors consultation fee of \$71.70 and you will only be left out of pocket by \$25.

Q: Do I have to pay on the day of my appointment?

A: Yes, we do require payment on the day of your visit. Please return to reception following your appointment to settle your account and our reception staff can assist with submitting your Medicare claim at that time.

Q: I have a Centrelink (healthcare/pension) concession card – do I receive a concession rate?

A: Yes. Centrelink concession card holders will be bulk billed for consultations. Some services or items may attract a fee (such as a copper IUD), however general consultations will be at no cost.

Q: I am a student – do I receive a concession rate?

A: Yes. On presentation of a valid student card for an Australian educational institution you will be eligible for a reduced Gap Fee of \$10. \$10 per visit will be the student concession Gap Fee to be paid in addition to the relevant Medicare Benefit Schedule (MBS) fee associated with the doctor consultation. For instance, you attend FPV for a general doctor consultation lasting 30 minutes, an MBS Level C/Item number 36 currently equivalent to \$71.70 is charged plus the Gap Fee of \$10. The total fee we will charge you is \$81.70. We will process the rebate to your Medicare registered bank account of the doctors consultation fee of \$71.70 and you will only be left out of pocket by \$10.

Q: I am under 18 years of age and concerned about costs – how will this affect me?

A: If you are aged 18 years or under you will be bulk billed for general doctor consultations and not charged a Gap Fee for general nurse consultations. Some services or items may attract a fee (such as a copper IUD). You will be able to receive bulk billed services up until you reach 19 years of age. Our staff are able to confidentially obtain your Medicare card number if necessary, parental permission and notification are not required.

Q: How do I claim my Medicare rebate?

A: We are able to transmit an electronic claim to Medicare after processing your payment. Medicare will then pay your rebate directly in to your nominated bank account usually within 48 hours. If you have not registered your banking details with Medicare our reception staff can assist with registration forms (including forms to apply for your own Medicare card if required) and help you to submit them. Alternatively we can provide a printed receipt so that you can claim from Medicare directly at a later time.

Q: I have been coming to FPV for many years – do I have to pay the up-front/Gap Fees.

A: We appreciate our loyal patients ongoing support of FPV. We have updated our fees in line with similar service providers and to assist us in being able to maintain and expand our services to you and to the community. All patients will be required to pay on the day of their appointment unless exempt under one of the exclusion criteria as noted above.

Q: I do not have a Medicare card – how am I billed?

A: People such as international visitors (including students, temporary residents or tourists) who do not have a Medicare card will be billed the appropriate MBS rate and Gap Fee for medical consultations. Procedural services will be billed per FPVs fee estimate schedule. All fees due on the day must be paid on the day. Holders of international health insurance such as 'OSHC' may be eligible to claim a rebate from the insurer. FPV can provide copies of receipts to assist you in this process when requested. FPV does not process health insurance claims.

Q: I am just seeing a Nurse, not a Doctor, will I need to pay anything?

A: Yes. Nurse consultations will be charged at the appropriate Gap Fee of \$25 or \$10 per visit. For general consultations with either a nurse or a doctor the total out of pocket cost after any applicable Medicare rebates* will only be the appropriate Gap Fee amount.

**For those eligible to receive Medicare benefits and where a consultation with a doctor has taken place and an MBS item number has been billed by the doctor.*

If you have any further enquiries regarding the changes to our fees please speak to our reception staff.