



Therapeutic Sessions Payment Policy - Terms & Conditions

Dear Client,

Thank you for choosing Elevate Well-being as your mental health care provider. We are committed to providing you with quality care.

This policy has been developed to answer questions regarding financial responsibility for services rendered, i.e. who is responsible for the payments: client, Medicare, private health fund or a third party, how much is payable and when.

Please read the following information carefully, ask us any questions you may have, and sign the consent included. **Please note, by using our services, you are acknowledging your acceptance of these terms and conditions.** A copy of your signed consent will be provided to you upon request.

If a third party undertakes to pay for your sessions, they also will need to read and sign this policy before your first session taking place. The third party can download these terms & conditions from our website, sign it and email it to us BEFORE your sessions begin.

Thank you.

The Team at Elevate Well-being

1. **TRIAGE**

When Elevate Well-being receive a referral letter or are contacted by a client, a triage appointment is booked. Triage is a half an hour assessment via a phone call. After triage the client is either put on a waitlist or, referred elsewhere if Elevate Well-being services are considered as unsuitable for the client's needs. When an appointment becomes available, the client is assigned to one of Elevate Well-being therapists for individual therapy.

Triage is conducted free of charge.

2. **MENTAL HEALTH CARE PLAN (MHCP)**

After triage the client is referred to a GP to obtain a Mental Health Care Plan (MHCP) if the client will access therapeutic with a Medicare rebate through the Medicare Better Access Scheme. (If they have not done so already) MHCP scheme is only available to valid Medicare card holders.

The client will need to obtain a MHCP from a GP, they need to check their payment policy.

The need for MHCP is determined during the triage. The client may opt out of getting MHCP.

SIGNED CONSENT CAN BE EMAILED TO info@elevatewellbeing.org.au OR FAXED TO 08 9490 1365

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3. **MEDICARE REBATES**

If a client has a MHCP, the client is entitled to attend:

- 10 x individual counselling sessions under Medicare rebate scheme. There are 2 payment options available under this scheme (please see Appendix 1 below “**Medicare fee changes and what this means for you**”)

***From 9 October 2020 until 30 June 2022, 10 additional individual psychological therapy sessions, previously available only to people whose movement was restricted by a state or territory public health order, are now available each calendar year to all eligible patients under the existing Better Access initiative.*

or

- group therapeutic sessions (2 hours weekly x 6 or 8 weeks depending on the course. **Elevate Well-being do Medicare bulk billing for each session with a one off out of pocket payment from the client to secure their place in the group.**

4. **PRIVATE HEALTH INSURANCE**

If a client has a private health cover that includes counselling sessions, the client may check the item number and provider number with Elevate Well-being reception staff to obtain an accurate amount of the applicable rebate payable by their private health fund (PHF).

Generally, if Medicare rebates are payable, there are no rebates available from PHFs, but the clients should check it with their own private health insurance providers.

5. **PAYMENT BY A THIRD PARTY**

A third party undertaking full or partial payment (gap) on behalf of a client MUST read and sign this policy BEFORE the client attends their first session. A block of 5 or 10 sessions then will be scheduled for the client and a tax invoice for the entire block is issued in the name of the third party. **The invoice is payable in full no later than 3 working days BEFORE the client attends the first session.** It is a responsibility of the client to ensure that their nominated third party honours the payment terms. If payment is not received within this timeframe, the allocated appointment times will be given to other clients and the client will be returned to the waitlist until payment is received.

The client will be notified by their preferred method of communication (text, email, phone call) before their appointments is cancelled.

If the client wishes to keep their appointment times, they may choose to pay the applicable fees for individual appointments themselves and either get reimbursed by the third party or by WHWS when (and if) the third party pays the invoice.



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If the client confirms their intention to switch to this arrangement (including verbal confirmations) and attends the first session; it is deemed, that the client has agreed to proceed on “pay as you go” basis, i.e. to pay personally for each session at the time of the appointment.

If a third party has prepaid a number of sessions for one client and the client attended only a portion of the bookings, the credit for the remaining sessions may be transferred to pay for another client referred by the same third party. This does NOT apply to DNA appointments.

6. CANCELLATIONS AND NON-ATTENDANCE

We require 48 hours’ notice if you are unable to attend a scheduled appointment, which allows us enough time to offer your appointment to other clients. For Monday appointments the latest acceptable notice is by 12.30pm on previous Friday.

Therapy sessions cancelled with less than 24 hours’ notice will attract a late notice fee equivalent to the full session fee.

And sessions cancelled with 24-48 hours’ notice will attract a late notice fee of 50% of the full session fee. If we can fill the appointment with another booking, you will not be charged. Please note that consecutive cancellation within the 24-48 hours’ notice period may attract a late notice fee equivalent to the full session fee.

7. PAYMENT METHOD

Elevate Well-being accepts the following methods of payment:

- Cash
- Visa & Mastercard
- Direct funds transfer into our bank account***

BSB: 036-039 Account No: 246870

Account name: Gosnells Women’s Health Service Inc.

*** This option is only available for PREPAID accounts. An invoice number as well as client’s name need to be stated in the reference line to avoid misallocation of funds.

Elevate Well-being reserves the right to charge interest on all outstanding amounts. Elevate Well-being reserves the right to refuse future services until all outstanding monies including interest are paid in full.

8. NDIS CLIENTS

Clients are advised that Elevate Well-being is NOT registered as NDIS provider. While we can support NDIS clients and to meet their needs, Elevate Well-being requires a written undertaking from client’s Agency.

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FEES AND CHANGES –

Payment Options

The full fee is paid by the client at the time of the appointment to Elevate Well-being.

- \$185.00 for individuals
- \$215.00 for couples

Additional Information for MHCP -

- The 'gap' amount goes towards clients Medicare safety net (**see below for more information)
- Clients will need to pay in full at the start of each session.
- \$88.25 gets automatically rebated into the clients nominated account by Medicare (can take 24- 48hours to go into account)
- The client will need to make sure they have bank account details registered with Medicare

*** Medicare provides additional financial support to cover any out-of-pocket expenses for medical services after you have reached the safety net. It is advisable to contact Medicare and make sure all members of your family are registered. The Medicare Safety Net for 2021 is \$2184.30 for a family and \$697 for concession or family tax benefit A eligible families. There are some changes proposed and it is recommended that the Medicare website is visited to review this. Information on Medicare can be found at;
<https://www.servicesaustralia.gov.au/individuals/services/medicare/medicare-safety-nets>*

For more information about Elevate Well-being and our fee's structure please check our website.
<https://elevatewellbeing.org.au/>



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INFORMED FINANCIAL CONSENT

Name of client: _____

Attending Individual / Group therapeutic sessions (*please circle the applicable*)

Agreed fee (gap) payable by the client per session: \$ _____

Is there a third party responsible for the payments? Yes / No (*please circle the applicable*)

Name of third party: _____

Contact name: _____

Contact email: _____

Contact phone number: _____

Total agreed fee payable by the third party: \$ _____

I / We agree to be bound by these terms & conditions. I acknowledge that I have been informed that Elevate Well-being is NOT registered as NDIS provider.

Signature of the client: _____ Date: _____

Signature of the third-party contact: _____ Date: _____