

IMPORTANT BILLING INFORMATION

We are transitioning to Mixed Billing

Dear Valued Patients,

Epping Family Medical & Specialist Centre is transitioning from Bulk Billing to Mixed billing commencing from Tuesday 2nd January 2024. From this day, our practice fees will be changing and patients who have been routinely bulk billed may be charged an **out-of-pocket fee of \$30.00**

Why are we changing our fees?

Over the year the operating costs for running a general practice such as rent, medical supplies, wages, digitization, Payroll Tax (New tax on GP practices in VIC) have risen at a far greater rate than paid by Medicare.

We shall however continue to **BULK BILL** eligible patient groups for most of the consultation types like:

- Children under 16 years of age
- Health Care card / Pension Card

If you are genuinely financially disadvantaged, please speak with your doctor.

We thank you for your understanding and continued Support.

We require full payment on the day of your appointment. The fee is to be paid by physical Debit CARD /EFTPOS CARD. NO CASH Payments are accepted.

Your rebate will be processed during payment and will be back in your nominated account from Medicare. **Please ensure that you have notified Medicare of your bank account details.**

There is no change to the current way we bill private patients who have no Medicare Card

Please note that a **cancellation fee of \$30.00** will apply if you fail to turn up to your appointment or cancel your appointment within 24hours of appointment booking time.

The team of EFMSC would like to thank you sincerely for understanding the change in our fee structure. We acknowledge your support and trust for the services we provide. We look forward to providing you and your loved ones the best medical care in coming years.