



## **Mixed Billing - Q&A for IWC patients / clients**

**Are your Medicare details, including registration of your bank account details, up to date? Please ask our staff for one of the Medicare forms, or call Medicare on 132 011.**

From 1 July 2018, IWC is moving to a mixed billing model for non-Indigenous / private patients. This means that you will be charged a fee when you attend an appointment at IWC Medical Centre unless you continue to be eligible for bulk-billing by meeting one of these categories:

- Aboriginal and Torres Strait Islander; or
- Holder of a pension card; or
- Holder of a concession card; or
- Children under 16 years of age.

### **Why is IWC bringing in mixed billing?**

IWC is a non-government, community-run and charitable organisation, with more than 12,000 clients within our holistic model of care. Our services include GPs, Indigenous Health Practitioners, Specialists, Allied Health Professionals, Dental, and Family & Community programs. Many of IWC's services and initiatives, including those delivered through our Medical Centre, are only partially supported by funding from government. IWC therefore co-funds many services, and we appreciate the support of our community in helping us to help those in need.

### **Does a Seniors Card count as a concession card under this change?**

No, a Seniors Card is issued by the government to gain discounts on goods and services including supermarkets, cafes, etc. It is not a concession card for Medicare purposes. Concession Cards accepted for Bulk Billing are:

- Health Care Card.
- Aged Pension Card.
- Department of Veteran's Affairs Card.

### **I am an existing patient / client. Do I need to present proof of Aboriginality to access bulk-billing under the Aboriginal & Torres Strait Islander eligibility criteria?**

No. Existing IWC patients / clients have their status as Indigenous already noted within the clinical system.



**My concession card is out of date. Can you still bulk-bill me?**

No, your concession card must be valid to be bulk-billed. If it has lapsed, but you are still eligible for the card, you should renew it as a priority. The card will need to be presented at the IWC Medical Centre before you can be bulk-billed.

**What if I'm not eligible for bulk-billing and can't afford to pay a fee?**

IWC has set the fee scale as affordable as possible and below the Australian Medical Association (AMA) rates. If your financial circumstances are causing hardship, we would suggest you investigate whether you may be eligible for a concession card.

If you decide to move to another medical centre that does bulk-bill, we will ensure your records are provided to that General Practice.

**How will I get my Medicare rebate?**

IWC has invested in technology that can provide a rebate within 24 to 48 hours if you have a current Medicare Card.

**What if some of my family is eligible for bulk-billing but others are not?**

Only the members of your family who do not fit into the categories eligible for bulk-billing will be charged a fee.

**If I choose to leave IWC Medical Centre to find another bulk-billing service, can my other family members (ie children) remain a patient / client of IWC?**

Yes.

**Will skin checks be bulk-billed under the new mixed billing model?**

Skin checks will be bulk-billed only if you are eligible (see list above).

**Can I still get the courtesy transport if I am not eligible for bulk billing?**

Yes, the IWC courtesy bus is for all IWC patients / clients within a 7km radius of the Centre.

**Does this affect my Allied Health appointments?**

IWC is not making any changes to the Allied Health billing, which already includes fees for patients / clients not eligible for bulk-billing.

**My child is 15 now. What happens if he/she turns 16 and does not fit the eligibility criteria?**

Once your child turns 16, he / she will be required to pay a fee for medical services at IWC Medical Centre unless they fall within the eligibility criteria (ie he / she is Aboriginal or Torres Strait Islander).