

BASS COAST HEALTH PATIENT & CLIENT FEES

FEES EFFECTIVE FROM 1 DECEMBER 2024



PRIMARY HEALTH SERVICES—PATIENT/CLIENT FEES SCHEDULE

The BCH patient/client fee schedule is designed to support the financial sustainability of the health service whilst creating fairness and consistency in the way in which both new and existing clients contribute to the cost of their care.

Revenue from patient/client contributions are used to support ongoing service delivery and where appropriate, expand BCH services. Fees outlined in this policy may be subject to change. Pay on the day, or Direct Debit, collection terms must be followed.

Service Type	Low Fee Concessional	Medium Fee	High Fee	Full Cost Recovery (FCR) (Including Home Care Packages and Brokered Arrangements)
Social Support Group	\$10.00 per day	\$10.00 per day	\$16.96 per hour (core) \$19.90 per hour (high)	\$25.00 per hour As per relevant schedule for NDIS
Allied Health Services Dietetics Occupational Therapy Physiotherapy Podiatry Social Work Speech Pathology	\$10.20 per consultation (plus consumables)	\$15.70 per consultation (plus consumables)	\$106.76 per hour (plus consumables)	\$200.00 per hour (plus consumables) As per relevant schedule for: NDIS, WorkCover and TAC
Counselling	No Fee	No Fee	No Fee	\$200.00
District Nursing (CH, CHSP or HACC PYP)	\$3.90 per visit (plus consumables)	\$34.60 per visit (plus consumables)	\$97.85 per hour (plus consumables)	\$125.00 per hour (plus consumables) As per relevant schedule for: Workcover and TAC
Community Health Nursing (CNC) Continence Service Asthma education Diabetes education Stomal therapy Pulmonary rehab Cardiac rehab	\$10.20 per consultation (plus consumables)	\$15.70 per consultation (plus consumables)	\$97.85 per hour (plus consumables)	\$150.00 per hour (plus consumables) As per relevant schedule for: NDIS (Continence Only) WorkCover TAC
Group Programs (no charge for SACS groups)	6-week programs: One session per week \$47.50 per program	6-week programs: One session per week \$47.50 per program	6-week programs: One session per week \$47.50 per program	\$200.00 per hour (Allied Health groups)
2	6-week programs: Two sessions per week \$60.00 per program	6-week programs: Two sessions per week \$60.00 per program	6-week programs: Two sessions per week \$60.00 per program	
	8-week programs: \$63.20 per program	8-week programs: \$63.20 per program	8-week programs: \$63.20 per program	\$150.00 per hour (CNC groups)

Income Assessment			
	Low Fees	Medium Fees	High Fees
Individual	< \$39,089, or concession card holder	> \$39,089 and <\$86,208 or concession card holder	> \$86,208
Couple	< \$59,802, or concession card holder	> \$59,802 and <\$115,245 or concession card holder	> \$115,245
Family (one child)	< \$66,009	>\$66,009 and < \$118,546	> \$118,546
	(plus \$6,206 per additional child)		
Service Type			
Community Transport**	As agreed, per trip**		
Meals on Wheels (MOW) Delivered meal #	\$10.00 per 2 course meal \$11.50 per 3 course meal		

**Community Transport:

Trip commences from the departure base at BCH Wonthaggi Hospital and return to BCH Wonthaggi Hospital.

BCH's transport program is subject to various funding and policy frameworks depending on the nature of the client's care. BCH also reference the Victorian Patient Transport Assistance Scheme (VPTAS) which covers some of the travel and accommodation costs incurred by rural Victorians when they must travel more than 100 kilometres one way for specialist medical treatment. Eligibility for BCH's transport program and client contribution fees are determined based on funded program and distance travelled. **Additional Costs:** City Link Day Pass, Parking fees.

MOW services delivered within a Home Care Package may require fee splitting between the HCP/Brokered Provider and the care recipient to ensure that only fees for meal preparation and meal delivery are included as an eligible HCP service. The raw food component cost (30% of the total fee) is invoiced separately to the care recipient.

Aged care home costs and fees

If you are moving into one of BCH's aged care home for permanent residential or respite care, the types of fees and how much you pay will depend on:

- your income and assets, as assessed in your aged care means assessment
- the level of care you require the home you choose and the home you choose. To find out more about aged care costs and fees, refer to the My Aged Care website:

<https://www.myagedcare.gov.au/aged-care-home-costs-and-fees>

Home Care Package costs and fees

Your contribution towards your Home Care Package could be made up a number of different fees. How much you contribute towards your Home Care Package depends on your financial situation and the services that BCH as a provider offers, such as package management and care management.

To find out more, refer to the My Aged Care website for more information:

<https://www.myagedcare.gov.au/home-care-package-costs-and-fees>

Emergency Department (ED) and Urgent Care Centre (UCC)	
Description	Charge
ED & UCC attendance fee for Overseas Visitors/Medicare Ineligible patients (includes aids/consumables)	\$550
When the ED/UCC provide aids and equipment on discharge, charges apply:	
Crutches	\$35
Zimmer Splints	\$55
CAM Boots	\$50
Slings	\$20
Darco Shoes	\$30

Refer to BCH Website (*Primary Healthcare Services & Overseas Visitors and Charges*) for a full list of fees and conditions.

Dental Fees from 1 October 2022	
Emergency Care	Flat fee of \$31 per course of care
General Care	Fee of \$31 per visit per course of care, to a maximum fee of \$124 per course of care
Denture Care	\$74.50 per denture, capped at \$149 for a full upper and lower denture.
Children 0-12 years not dependents or holders of concession cards	Flat fee of \$37 per child for a general course of care. Fees per family will not exceed \$148.

Please note: If you are the holder of a pension/health care card you are eligible to go on our waitlist.

If you have just completed your treatment you are required to **wait 12 months** until you are eligible to go back on the waiting list. You must call us to request to go back on the waiting list.



Our Emergency Department team provides care 24/7.

Payment

Centre/clinic based clients will be required to settle the balance of their account on the day of their appointment. This assists BCH streamline our processes, reduce our environmental impact and improve the way we deliver services to the community.

Paying on the day is easy. Patients and clients will be requested to present to the front reception following their appointment, where our friendly team will issue the client/patient invoice and process your payment.

Group and Social Support Services are to be paid in arrears via direct debit method.

Telehealth and phone consultations (assessment or interventions) are charged as per normal process for face-to-face consultations. Clinician time for phone calls being made to waitlisted clients to review status and assist with triaging, without clinical assessment or intervention, does not attract a client fee.

SOCS and SACS: clients allocated to these funding programs will not be charged a service fee (with the exception of Medicare ineligible clients who are charged \$330 per service event).

Fee Concessions

The following patients will be billed at the appropriate low/concessional rate:

- Pensioners
- Health Care Card Holders (including Commonwealth Seniors Health Card)

NOTE: Penalty rates apply as per respective Awards for Saturdays, Sundays and Public Holidays

- 150% rate Saturdays and Sundays – Allied Health Professionals and Nursing
- 200% rate Public Holidays – Nursing
- 250% rate Public Holidays – Allied Health Professionals



Our Allied Health Reception team are here to help you.

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