



Absolute Care Therapy

Dementia Therapy Consultancy

Payment Policy for Absolute Care Therapy

At Absolute Care Therapy, we strive to provide the best possible care and service. To ensure smooth and efficient operations, please review our payment policy outlined below:

General Payment Information

- **Payment Methods:** We accept cash, credit cards, and bank transfers. Full payment can be made at time of service or an invoice can be sent with a 7-day payment term.
- **Invoices:** For specific services, an invoice can be issued with a 7-day payment term. Payment must be completed within this period to avoid any late fees.

Home Care Package (HCP) Clients

- **Billing:** We can bill your package coordinator directly or send invoices to you.
- **Costs:** There is usually no out-of-pocket cost.

National Disability Insurance Scheme (NDIS) Clients

- **Billing:** We provide therapy for NDIS plan-managed and self-managed participants. We can bill your plan manager directly or send invoices to you.
- **Costs:** There is usually no out-of-pocket expense, however NDIS participants are responsible for their account if their funding is rejected or exceeded. It is important to monitor your NDIS plan and ensure that services remain within budgeted amounts.

Private Clients

- **Payment:** Full payment is required upfront, or an invoice can be issued with a 7-day payment term.

National Disability Insurance Scheme (NDIS) Clients

- **Billing:** We provide therapy for NDIS plan-managed and self-managed participants. We can bill your plan manager directly or send invoices to you.
- **Costs:** There is usually no out-of-pocket expense, however NDIS participants are responsible for their account in the event that their funding is rejected or exceeded. It is important to monitor your NDIS plan and ensure that services remain within budgeted amounts.

Medicare Chronic Disease Management (CDM) Clients

- Payment: Full payment is required upfront, or an invoice can be issued with a 7-day payment term.
- Receipts: A receipt will be provided for you to claim your rebate.

Health Insurance Clients

- Payment: Full payment is required upfront, or an invoice can be issued with a 7-day payment term.
- Receipts: A receipt will be provided for you to claim your rebate.

Cancellation and No-Show Policy

- 24-Hour Notice: If you need to cancel an appointment, please provide at least 24-hours' notice to avoid a cancellation fee. Monday appointments must be cancelled before 3 pm on the preceding Friday.
- Cancellation Fee: Cancellations not meeting the above criteria and that cannot be replaced with another client appointment will incur a fee of 50% of the appt cost.
- No-Show Fee: If you do not attend an appointment, the full fee will be charged.
- Home Visit Policy: If a home visit is completed and you are not at home or available, the full fee plus travel time will be charged.

Outstanding Payments

- Late Fees: Payments not received within the designated period may incur late fees.
- Collections: Persistent non-payment may result in your account being referred to a collection agency.

Insurance Claims and Rebates

- Responsibility: It is the client's responsibility to understand their insurance coverage and claim process.
- Assistance: We will provide the necessary documentation to help you claim rebates from your insurance provider or Medicare.

Communication Policy

We may use your details to reach out for appointment reminders, email or letter updates, or informative pieces. Feel free to contact us at any point to be taken off the contact list.

Questions and Concerns

- If you have any questions or concerns regarding our payment policy, please contact our office at Absolute Care Therapy. We are here to help and ensure your experience with us is positive. Phone 0491 048 871.