

# Outpatient Billing Guide

## Everything you need to know

Perth Radiological Clinic (PRC) is a private radiological practice that provides high quality diagnostic imaging services using only the most up-to-date technology and highly trained medical professionals. Our aim is to support the community to access affordable quality diagnostic imaging.

Most of our services are bulk billed for Pension and Health Care Card holders.

We also offer bulk billing (no-gap) on the following Medicare eligible services:

- X-ray (excluding OPG)
- Diagnostic CT (excluding doctor procedures and cone beam CT)
- PET
- Diagnostic MRI (excluding breast MRI)

Bulk billed patients will have no out-of-pocket gap fees to pay on the day of their appointment.

A number of early-access MRI appointments are also available. These appointments require an out-of-pocket gap fee. They are held specifically for patients to enable early access and more personal choice for day and time.

For most other services provided, PRC charge an out-of-pocket gap fee. Our fee structure is based on the investigation or procedure required, the cost to provide the service and the level of contribution (if any) from Medicare.

## Frequently Asked Questions

### Who is an outpatient?

A patient who has not been admitted to hospital. For example, a patient having an Ultrasound in one of PRCs community clinics.

### What is an out-of-pocket gap fee?

An out-of-pocket gap fee is the difference between the fee PRC charge for our private appointments and the Medicare rebate. The gap fee varies based on the type of examination performed. The gap fee will be communicated at the time of booking.

### What if my investigations are not covered by Medicare?

There are a small number of investigations which are not eligible for Medicare. Out-of-pocket gap fees apply for these services, and patients are required to cover the entire fee.

### How do I pay?

No payment is required for bulk billed no-gap services. Payment in full for all other appointments is preferred on the day and we accept EFTPOS, credit card, cash, cheque and BPay payments for your convenience.

If you have any further queries  
please contact our Patient Support Team  
directly on 1300 567 046



### Will my Private Health Fund help to cover my account?

If you are an Australian citizen with Medicare entitlements, there are currently no private health funds that provide payments for outpatient radiological services. Some international students or residents may have health insurance entitlements that cover these services. Please contact your health fund for more information.

### What if I hold a Pension or Health Care Card?

You will be eligible to be bulk billed for most services. However, for complex procedures or investigations not covered by Medicare an out-of-pocket fee applies. A valid Pension or Health Care Card must be presented. Please note that we do not accept the Commonwealth Seniors Health Card as a form of concession.

### Will I receive a private account if I hold a Veteran (DVA) Card?

Gold card holders - Your account will be sent directly to DVA.

White/Orange card holders - Please contact DVA directly to discuss your eligibility requirements prior to any treatment.

Alternatively, please contact our Customer Support Team with any queries you may have. A valid DVA card must be presented for any discount to apply.

Who is responsible for the account if I am a Workers' Compensation or Motor Vehicle Accident patient?

PRC will initially send the account directly to the relevant employer or insurance company. If payment is not received within 60 days of your visit, the account will be forwarded to you for payment. All relevant information must be provided at the time of your appointment.

### Does the Medicare Safety Net apply?

Remember that if you are not in hospital, out-of-pocket radiology expenses may add to your safety net threshold. Once you reach the Medicare Safety Net threshold, visits to your doctor or having tests could cost you less for the rest of the calendar year because you may be eligible for additional Medicare benefits. All families and couples need to register. Individuals are automatically registered. For more information, go to the Medicare Australia website - [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au)

### What if I am experiencing financial difficulty?

Patients who are experiencing financial difficulties are asked to discuss their specific situation with our staff at the time of booking. Pension or Health Care Card holders will be bulk billed where possible, and payment plans can be arranged.

### Hospital stays or day procedure unit radiology expenses

If your radiological examination occurred or is planned to occur during a hospital stay or in a day procedure unit, please refer to our Inpatient Billing Guide.