



## Practice Billing Policy Out-of-hospital Consultations

July 1, 2020

### **Medical aid patients**

#### **1. Medical aid patients belonging to a contracted medical aid and without the need for a GP referral or authorization number to have the consultation covered by the medical aid.**

A standard consultation is billed at the option-specific medical aid tariff, which differs between medical aids and between medical aid options.

Payment options :

- (a) The practice claims directly and in real-time from the medical aid on the day of the consultation.
- (b) The full consultation fee is settled on the day of the consultation. A discount of 10% is offered to parents choosing this option. The parent claims back the full amount from the medical aid.
- (c) If funds are depleted, a minimum fee of R400 needs to be paid on the day of the consultation. The balance of the full consultation fee is payable 30 days after the consultation.

#### **2. Medical aid patients belonging to a contracted medical aid, but which requires a GP referral or authorization number to have the consultation covered by the medical aid**

A standard consultation is billed at the option-specific medical aid tariff, which differs between medical aids and between medical aid options.

- A. If a referral letter/ authorization number has been acquired according to medical aid rules, payment options include :
  - (a) The practice claims directly and in real-time from the medical aid on the day of the consultation.
  - (b) The full consultation fee is settled on the day of the consultation. A discount of 10% is offered to parents choosing this option. The parent claims back the full amount from the medical aid.
  - (c) If funds are depleted, a minimum fee of R400 needs to be paid on the day of the consultation. The balance of the full consultation fee is payable 30 days after the consultation.
- B. If a referral letter/ authorization number has not been acquired according to medical aid rules, the account is handled independently of the medical aid :
  - (a) The full consultation may be settled on the day of the consultation. A discount of 10% is offered to parents choosing this option.
  - (d) A minimum fee of R400 must be paid on the day of the consultation. The balance of the full consultation fee is payable 30 days after the consultation.

**3. Medical aid patients not belonging to a contracted medical aid and without the need for a GP referral or authorization number to have the consultation covered by the medical aid.**

A standard consultation is billed as for non-medical aid patients.

Payment options :

(a) The practice claims directly and in real-time from the medical aid on the day of the consultation.

(b) The full consultation fee is settled on the day of the consultation. A discount of 10% is offered to parents choosing this option. The parent claims back the full amount from the medical aid.

(c) If funds are depleted, a minimum fee of R400 needs to be paid on the day of the consultation. The balance of the full consultation fee is payable 30 days after the consultation.

**4. Medical aid patients not belonging to a contracted medical aid and the medical aid requires a GP referral or authorization number to have the consultation covered by the medical aid**

A standard consultation is billed as for non-medical aid patients.

A. If a referral letter/ authorization number has been acquired according to medical aid rules, payment options include :

(e) The practice claims directly and in real-time from the medical aid on the day of the consultation.

(f) The full consultation fee is settled on the day of the consultation. A discount of 10% is offered to parents choosing this option. The parent claims back the full amount from the medical aid.

(g) If funds are depleted, a minimum fee of R400 needs to be paid on the day of the consultation. The balance of the full consultation fee is payable 30 days after the consultation.

B. If a referral letter/ authorization number has not been acquired according to medical aid rules, the account is handled independently of the medical aid :

(b) The full consultation may be settled on the day of the consultation. A discount of 10% is offered to parents choosing this option.

(h) A minimum fee of R400 must be paid on the day of the consultation. The balance of the full consultation fee is payable 30 days after the consultation.

**Prolonged consultations and complex problems requiring extra attention and care :**

Prolonged consultations (>60 minutes) and consultations for complex problems bear additional cost (at medical aid tariffs for contracted medical aids). For patients on medical aids the practice is not contracted with, these consultations are billed as for non-medical aid patients.

**Follow-up visits**

Newborn (known) baby 1-week follow-up :

- R550 (without breastfeeding support package)
- R850/ standard medical aid tariff for contracted medical aids (includes breastfeeding support package worth R300)

6-Week follow-up visit R850/ standard medical aid tariff for contracted medical aids

Other follow-up visits R550 (immunization fee is waived)

**Contracted medical aids**

Bankmed  
Bonitas

Discovery Health  
(Includes the following Discovery Health- administered funds : AngloVaal Group Medical Scheme, BMW Employees Medical Scheme, Engen Medical Benefit Fund, LA Health Medical Scheme, Naspers Medical Scheme, Quantum Medical Scheme, Remedi Medical Aid Scheme, Retail Medical Scheme, The Foschini Group Scheme, Tsogo Sun Group Medical Scheme, UKZN Medical Scheme, Wits Medical Scheme)

Fedhealth

GEMS

Momentum Health

Polmed

Profmed

**GP referral or authorization required**

Bankmed PMB & Basic  
Bonitas Primary, Standard, Standard Select & Boncap  
Discovery Keycare

LA Health Keyplus

Fedhealth all options

GEMS Beryl, Ruby & Sapphire

MBMed

Medihelp Necesses

Medipos

Pick n Pay

SA Breweries

Samwumed

Sasolmed

Please note that this list changes on a yearly basis. Please enquire at reception before the consultation regarding the necessity for a GP referral or authorization number with your specific medical aid option.

## **Patients not on medical aid**

The full consultation fee needs to be settled on the day of the consultation.

### **2020 tariffs**

Standard/ first consultation R850

Prolonged consultations (>45 minutes) and consultations for complex problems bear additional cost (R400 for each 15 minutes beyond 45 minutes and/or R400 for a complex problem requiring extra attention and care).

Newborn (known) baby 1-week follow-up :

- R550 (without breastfeeding support package)
- R850 (includes breastfeeding support package worth R550)

6-Week follow-up visit R850

Other follow-up visits R550 (immunization fee is waived)

### **2020 Tariffs for other fees and services rendered**

1. Telephonic consultations, medical advice and prescriptions provided via e-mail, SMS or Whatsapp R250-R400\*

\*According to the amount of work generated by the consultation. If Dr Stander is of the opinion that it is in the best interest of the child or if there is significant risk involved, he may refuse to do a telephonic consultation, advising the parent to rather bring the child to the practice rooms or hospital casualty for a proper evaluation. Telephonic consultations are not done during office hours for patients not known to the practice.

2. Unreasonable Cancellation Fee and Failure to Show Fee R400

The practice reserves the right to charge a cancellation fee, if there is failure to cancel an appointment before 10h00 on the day of the appointment or failure to keep to an appointment without any notice whatsoever. We believe it is reasonable, especially when other patients had to be turned away due to the unavailability of appointments.

3. Administration fee for assistance with medical aid authorizations R200

The practice reserves the right to charge a fee for obtaining authorizations for admission, special investigations, treatment and subspecialist referral on behalf of the patient.

4. Other services

Taking of blood samples, administering injections, nebulisation in the practice rooms, writing of medical reports and motivations are billed according to the relevant medical aid tariff for medical aid patients. For patients not on medical aid, these services are billed according to the Discovery Health contracted rate – please enquire at reception.

**Stipulations regarding the time period allowed for settlement of accounts and steps that follow should one fail to do so**

The full account is payable 30 days after the consultation. Final notice for payment is given 90 days after the consultation. Failure to settle the outstanding amount or entering into a payment arrangement in the next 7 days after final notice leads to the account being handed over to a local attorney firm (Nita Brand Attorneys) for debt collection. Debt collecting costs are carried by the parent/legal guardian.

**Acceptance of the terms and stipulations of the Practice billing policy for out-of-hospital services as on July 1, 2020.**

The Practice Billing Policy for Out-of-Hospital Consultations rendered by Dr Ruaan Stander is available at the practice reception at 34 Russell Street, Worcester. You are encouraged to read through the billing policy and, if there is any uncertainty whatsoever regarding the stipulations contained therein, to ask for further explanation, before signing this form.

Full name of parent or guardian or person taking responsibility for the account

Date : ...../...../2020

Signature

By signing this form, you, as parent or legal guardian of the patient or person taking responsibility for the account, declare that you have taken notice of the Practice Billing Policy for Out-of-Hospital consultations and that you take full responsibility for payment of the full account, even despite being insured by a medical aid or other third party.