

Accounts Payable

At **Northside Physiotherapy**, we strive to make the payment process as easy and transparent as possible. We offer several convenient payment options, ensuring a smooth experience for our patients.

Payment Methods

We accept the following payment methods:

- **Credit Cards**
 - **Debit Cards**
 - **Cash**
 - **EFTPOS** (available in-clinic)
 - **Bank Transfer** (Please contact us for details)
 - **HICAPS** (for on-the-spot claims for eligible private health insurance)
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Health Insurance

If you have private health insurance, we offer **HICAPS** claims processing in-clinic, allowing you to claim your rebate instantly. Please bring your health fund card with you to your appointment for easy processing.

Payment Policy

- **Payment is required on the day, at the time of service.**
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Invoices and Receipts

Invoices are provided at the time of payment, and receipts can be sent via email or physical copy, depending on your preference. If you need a detailed invoice for insurance or other purposes, please let us know.

Outstanding Payments

It is important to settle your outstanding balance promptly to avoid disruption to your treatment. If you are experiencing financial difficulty, please don't hesitate to contact our accounts team to discuss alternative payment arrangements.

For any queries regarding billing or payments, please feel free to contact our friendly administration team at **03 6278 1920** or reception@physionorthside.com.au.

3rd Party Payers

We aim to make your payment process quick and seamless, especially when dealing with Workers Compensation, MAIB, and DVA claims. Below is an overview of how these programs work with our services:

Workers Compensation

If you've been injured at work and are covered by **Workers Compensation**, we are here to help you through your rehabilitation. We work directly with your insurer or employer and provide the necessary treatment and documentation for your claim.

- **How it works:** Ensure you have your **Workers Compensation Claim Number** (if applicable) and details of your injury before your appointment.
- **Treatment costs:** Your treatment may be fully covered by your Workers Compensation insurer or employer, depending on the details of your claim.
- **Referral required:** A current and valid referral from your GP/treating physician or case manager is required.
- **No upfront payment:** In most cases, you won't need to pay upfront for your physiotherapy services. Any co-payments or excess fees will be discussed in advance.

For more details, please contact our clinic or your Workers Compensation insurer or employer to confirm the specifics of your claim.

MAIB (Motor Accident Insurance Board)

If you've been injured in a motor vehicle accident, you may be eligible for treatment under the **MAIB** (Motor Accident Insurance Board). We can assist with your rehabilitation and recovery under MAIB coverage.

- **How it works:** You'll need to provide us with your **MAIB claim number**, details of the accident, and any treatment plans provided by your doctor.
- **Treatment costs:** In most cases, MAIB will cover the cost of your treatment. However, it is important to confirm your coverage with MAIB prior to your visit.
- **Referral required:** A current and valid referral from your GP/treating physician is required for treatment under MAIB.
- **No upfront payment:** Depending on the specifics of your claim, your treatment may be covered directly by MAIB.

Please contact your MAIB representative to ensure coverage details and requirements are in place.

DVA (Department of Veterans' Affairs)

We are proud to provide physiotherapy services for eligible **DVA** patients. If you are a veteran, war widow, or widower, you may be entitled to fully funded physiotherapy services under the **DVA Health Program**.

- **How it works:** If you are eligible for DVA services, you will need to bring your **DVA Gold or White Card** to your appointment. We will work directly with the DVA to bill for the treatment provided.
- **Treatment costs:** If you are eligible, treatment is typically fully covered by DVA. Please ensure you have the necessary approval for the treatment you require.
- **Referral required:** A current and valid referral from your GP or specialist is required. Your accepted treatment condition with DVA must be on the referral (**please note:** that pain is **NOT** classified as an accepted condition – but a symptom and will not be accepted by DVA as a condition on your referral).

If you have any questions or are unsure about your eligibility, please contact our clinic or DVA for further assistance.

General Billing Information

- **Payment at time of service:** For any services not covered by Workers Compensation, MAIB, or DVA, payment is required at the time of service.
 - **Insurance Claims:** If you are unsure of your eligibility or need help with insurance-related questions, our friendly administrative team is here to assist you.
 - **Invoices & Receipts:** We provide detailed invoices and receipts, which can be submitted to your insurer for reimbursement if necessary.
 - **Liability:** You will be liable for ANY accounts that are rejected by relevant insurance companies.
 - **DNA (Did Not Attend) Liability Policy:** You will be liable for any appointments missed without reasonable notice at a rate of \$157.00 (please see our DNA policy for more information).
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