



## BILLING POLICY

1. This practice charges the fees it regards as appropriate in terms of the experience, services and training of the professionals working in the practice, as well as the cost-base and locations of the practice. Competition law dictates that practices may not agree to charge the same or similar fees.
2. A general fee list, as well as the most commonly used groups of codes, is available from [FeetMatter@mmaddocksinc.co.za](mailto:FeetMatter@mmaddocksinc.co.za). Fees may vary depending on the nature of the appointment, and a cost estimate will be provided.
3. Telehealth services are billed at the standard consultation rates, as set out in this policy, and medical schemes may, or may not cover all or some of the costs of this care. Patients are fully liable for the cost regardless of their medical scheme coverage.
  - a. There is no subscription required when using electronic platforms, such as costs for the apps used, but I understand that I will carry my own costs of any infrastructure and/or running costs associated with such service being rendered e.g. the data used, the phone and/or computer, etc.
4. Fees are increased on an annual basis, at the beginning of each year.
5. The practice will provide patients with an up-to-date price of services and/or goods, and where it is unable to do so, it will provide a cost estimate to the patient. It should be noted that healthcare is not an exact numerical science, and the duration of services, or the number of items used cannot always be exactly estimated. In some cases, the amount of medicine needed are calculated on the specific patient's needs and factors such as, for example, weight.
6. In many cases, other health facilities, such as hospitals, theatre's, clinics, other doctors (such as anaesthetists, pathologists, etc.), or other healthcare professionals (occupational therapists, physiotherapists, etc.) will be involved in the patient's healthcare. Such facilities and professionals will charge their own fees in addition to the fees of this practice, if they also render healthcare services to you.
7. This practice is not contracted to any medical aid schemes and charges different rates to those that may be covered by your medical scheme. **The fees that we charge and the benefits awarded by your scheme may not overlap.** It is the patient's responsibility to know what their medical scheme does and does not cover, whether it is from their main benefit or savings, and to cover the shortfall or full bill. Should you feel aggrieved by the decisions of your medical scheme, you can approach the: Council for Medical Schemes (CMS) at: [complaints@medicalschemes.com](mailto:complaints@medicalschemes.com) or fax (086) 673 2466. Note that the CMS would want patients to exhaust internal remedies (appeals at the scheme) first.
8. This practice uses different processes in different situations:
  - a. We will provide the patient with the documentation needed for the patient to claim from their medical aid scheme themselves. Private / non-medical aid / non-medical aid claiming patients are required to settle their bill immediately after each consultation.
  - b. We may claim directly from medical aid schemes, in which case the patient is responsible for the shortfall if there is any, or the full amount if rejected. Invoices and/or shortfall amounts are payable immediately upon presentation of an invoice.
9. Your medical scheme may require pre-authorisation and/or a motivation prior to certain treatments. Pre-authorisation or scheme approval is, according to schemes, no guarantee of payment.
10. This practice may charge up to 300% of medical aid rates for procedures done in hospital/theatre.
11. Motivations and reports will be charged for at an hourly rate of R1500.00
12. Should you (the patient, if you are an adult, or the parent of a child-patient) not pay your account within 30 calendar days from the invoice date, we will give you notice of 20 calendar days, and if you fail to settle the account within another 10 days, we will refer your account to an attorney or a debt collector. This will attract additional collection- and other fees, which will be for the patient's account. We reserve the right to charge interest of 2% per month on overdue accounts, as per the National Credit Act. Failure to settle outstanding debts may lead to the person responsible for the account being placed on a list portraying their credit record.
13. **Appointments not kept, or cancelled with less than 24 hours' notice, will be charged for.** Your medical scheme will not reimburse you for this.
14. Please ensure that we always have your latest contact details to prevent you from missing any important communication from us. We may contact the alternate person(s) as indicated and consented to by you on your personal information form if we cannot get hold of you and/or if your account remains unpaid.
15. Patients are encouraged to approach us early on if they experience problems with the payment of the account.
16. In deserving cases, we may reduce our fees to accommodate such patients, upon request.
17. This practice does not do medical-legal cases, such as employment, insurance, Road Accident Fund and Compensation Fund (workplace injuries/disease).
18. Information regarding accounts will be sent via email (primary method) phone calls, text messages and WhatsApp.