# Bulk billing

Bulk Billing- Changes to Telehealth consults

**23 October 2023**

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| * When the doctor bulk bills you after a consultation, Medicare requires that you **sign** a form giving your consent for your Medicare rebate to be assigned to the doctor directly as payment for their health services. The doctor then sends this claim to Medicare to receive payment.

What is changing - the way we must collect Patient consent During the COVID pandemic, as a temporary measure, Medicare allowed bulk billed consultations to be recorded as **verbally consented by the Patient.** * From October 2023, Medicare again requires that patients provide their **written consent** via an approved form to assign your benefit for a bulk billed telehealth consultation.

Face to Face bulk billed consultations remain as per normal consenting processes.What does it mean for Me?If your doctor bulk bills a telehealth consult such when a brief telephone consult is done for the giving of simple results – you will either: **Completed in four simple steps:**  |  |

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1. Be asked to respond to a simple link requesting your consent which when actioned by you, will be sent back to your doctor for claiming to Medicare to receive your rebate directly as payment for services.

1. **Alternatively** if you cannot access this link or respond to it **within 24 hours** we will call you for upfront payment of the Medicare rebate amount which we will submit to Medicare on your behalf for full refund to your nominated bank account.

If we are not able to contact you we will finalise the telephone rebate consult at your next visit. Thankyou for your understanding whilst we work through these changes. Lindfield Family Medicine 😊  |