
2022 Changes for Physiotherapy through Medicare

Due to rising costs and changing requirements, particularly with COVID-19, Firstline Physiotherapy is no longer able to offer bulk billing of EPC consultations as of 10th January 2022. This decision allows us to sustainably maintain and improve our quality of services to patients.

What is changing?

We are still happily accepting Medicare EPC referrals. However, all consultations will now be payable in full at our standard consultation rates. These EPC consultations are eligible for rebates/refunds from Medicare, which fortunately covers most of the cost. These rebates/refunds are processed on the spot via our online software.

We have written up an information sheet which details the new processes and costs involved. This may be found on the following page. Please do not hesitate to contact us should you have any further questions about the new process.

Sincerely,

Firstline Physiotherapy

Information Sheet: Physiotherapy through Medicare

(Also known as *EPC / CDM / Care Plan*)

WHO IS ELIGIBLE TO ACCESS PHYSIOTHERAPY VIA THE EPC PLAN?

You must have a **chronic medical illness/condition** i.e. conditions that have existed for a long time (eg. musculoskeletal, cardiovascular disease, diabetes, arthritis etc).

Your GP will determine whether you are eligible and whether you will benefit from allied health services. This decision is at their clinical discretion, and you may have to return to your GP for regular reviews.

HOW MANY VISITS WILL IT COVER?

EPC Plans allow for a **total of up to 5 rebated consultations** per calendar year. These consults may be spread over multiple allied health providers, including physiotherapy, exercise physiology, podiatry, dietetics, etc. Your visits **renew every calendar year**, and you will require a new referral each year to access them.

HOW CAN I ACCESS PHYSIOTHERAPY THROUGH THE EPC?

Steps to take:

1. Visit your GP to **determine your eligibility**.
2. If eligible, a care plan and **referral form** will be completed. A copy may be given to you or emailed directly to us.
3. If you would like to choose us as your allied health provider, contact Firstline Physiotherapy to **make a booking** (phone or online) and let us know that you have an EPC Referral.

HOW MUCH WILL IT COST UNDER THE EPC PLAN?

All consultations are charged upfront at our standard consultation rate. If you have an eligible EPC referral, Medicare will refund you a rebate of \$55.10 per consult back into the bank account that you have nominated with Medicare. We can process your rebate/refund on the spot with our online system with the payments appearing in your bank account within 1-2 days. **Example scenario:**

- **John:** attends a physiotherapy clinic with a Medicare EPC referral.
- **John:** pays \$75 via cash or card for his physiotherapy visit at the clinic
- **Clinic:** helps John process his Medicare rebate claim of \$55.10 on the spot
- **John:** receives a refund of \$55.10 back into his bank account within 1-2 days.
- **Total cost:** John paid \$75, was refunded \$55.10, which = \$19.90 out of pocket

****Note**:** Please ensure that you have nominated a valid bank account with Medicare. Otherwise, Medicare will not be able to process your rebates and will hold onto the refunds until you provide them with the necessary information. You can update your details online (myGov – Medicare) or in person at Centrelink – Service Centre.