



Care Centre – Billing Policy

At the Care Centre, we are committed to integrity and transparency, especially regarding the cost of your medical care. Our fee structure aligns with medical scheme guidelines and follows a balanced-billing approach, as outlined below:

Section 1: Practice rules and guidelines

Operating hours

- Monday to Friday: 07:00 – 11:00 and 14:00 – 18:00 (subject to seasonal changes)
- Saturdays 08:00 – 11:00
- After-hours: Please call us on 021 201 1304 for more information

Booking appointments

- Online: <https://carepaarl.co.za>
- Phone: 021 201 1304

Section 2: Fee structure

- Our fees are based on the Practice Rate Tariff (PRT), which applies to all patients.
- As a courtesy, we compare this with your Medical Scheme Rate (MSR) at the maximum insured benefit.
- Any difference between the PRT and MSR will be your responsibility as an out-of-pocket payment.
- You (or your parent/guardian) remain liable for all charges related to services rendered, even if you have medical aid or third-party coverage.

We have a dedicated in-house billing and administration team that uses GoodX Software to manage claims efficiently. Care Centre is also a designated service provider (DSP) for major medical schemes, including: Discovery Health, Bestmed, Medihelp, Momentum Health, Polmed, GEMS, Fedhealth, and others. Please check with our practice to confirm if we have a contract with your specific medical scheme.

Consultation fees:

- New Patient Consultation (30 min): **R720**
- Emergency/Urgent Consultation (priority-based at provider's discretion): **R1180**
- Follow-up Consultation (within 3 days, for the same medical problem, at provider's discretion, 15 min): **No charge**
- Prescription Renewal (at provider's discretion): **R200**
- Telemed (Telephonic, Video, Email, or WhatsApp Consultation): **R480**

We understand that financial circumstances vary, and we are open to discussing fee adjustments for exceptional cases, pensioners or those in financial need. For any questions regarding fees or billing, please feel free to contact us at accounts@carepaarl.co.za. We appreciate your trust in our care.

Procedures and consumables

- Fees for elective and emergency procedures, as well as consumables, will be charged according to medical scheme tariffs and are billed separately from consultation fees.
- These fees will be incorporated into your final consultation invoice.

Additional information

- The Practice Rate Tariff applies to all patients. Please request a quote for added services but note that quotations are only estimates.
- If we have a payment arrangement with your medical scheme, you will not need to make an upfront cash payment for consultations or follow-ups, as long as you have available benefits at the time of service. However, you remain responsible for settling any outstanding balance between the Practice Rate Tariff (PRT) and the Medical Scheme Rate (MSR) immediately.
- Patients are responsible for monitoring their available benefits and limits. A full list of medical schemes under



Designated Service Provider payment arrangements is available upon request.

- While our staff are knowledgeable about medical scheme benefits and rules, it remains your responsibility to ensure compliance with medical scheme requirements, such as referral letters, exclusions, and authorisations for specialist visits or procedures.
- We communicate account updates via SMS, email, payment links and phone calls.
- Follow-up consultations and test result inquiries are the patient's responsibility. Please contact the practice to schedule follow-ups and check on test results.

We appreciate your cooperation in ensuring a smooth billing process and quality medical care. Please feel free to contact our team if you have any questions or require clarification.

Section 3: Legal considerations

- Accounts will not be rendered for services not delivered, nor will accounts be issued to anyone other than the recipient of the service or a person legally entitled to receive such an account.
- If we do not have a direct payment arrangement with your medical scheme, you may be responsible for short payments and co-payments, depending on your scheme's benefits and coverage.
- The practice is not liable for any short payments or co-payments applied by your medical scheme.
- Authorisation for procedures does not guarantee payment. Patients must obtain authorisation numbers for specialist visits and hospital admissions.
- All outstanding accounts must be settled within 30 days from the service date. Accounts older than 30 days may incur interest and service fees.
- If payment is not made on time, you will be liable for debt recovery costs.
- If your medical scheme deposits funds into your account instead of paying the practice directly, you must settle your bill within three days of receiving the funds.

GENERAL PRACTITIONER

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☎ 021 201 1304

✉ info@carepaarl.co.za