**WPS Specialist Service Policy**

**-WPS engagement with DHHS Clients effective July 1st 2018.**

As of 1st July WPS will be invoicing DHHS clients at the APS recommended rate of $251 for a 46-60minute consultation.

The specialist nature of DHHS client counselling includes the psychologist/WPS;

-managing the complexity of the client presentation

-managing the client’s physical ability to attend for scheduled appointments

-responding to increased levels of reporting and communication with multiple key players, in the form of phone consultations, emails, report writing etc

-complying with high prevalence of file subpoena and court appearance being demanded

-experience of the changing DHHS work environment with case management turnover resulting in extreme delay or non-payment of services, or the expectation of free service provision

**Payment Process**

1. **Payment of full fee …..**
2. **Gap Payment …..** Where DHHS is unable to fund the full consultation fee and the client has a Mental Health Care Plan from their GP, WPS will accept a “gap payment” in the form of a block of six invoiced sessions paid in advance.
Case worker provides the DHHS details for invoice requested via email to reception@wpsychology.com and an invoice shall be produced by WPS for payment. Once payment is made the client can be contacted for an appointment.
***NB. An appointment cannot be booked for the client until payment has been received by WPS.***

As per Medicare requirements, an unprocessed account can be forwarded to Medicare and a cheque for the rebate will be posted to the address of the client’s choice. This address (where consent is given by the client) is to be 2 Exford Road, Melton South. Should this not be acceptable to the client, service cannot be provided.
Should counselling continue beyond the 10 sessions rebated by Medicare per calendar year then DHHS will be invoiced for the full fee.

**Attendance Policy**

WPS provides all clients with a “appointment reminder service” x2 days prior to booked appointments allowing clients to reschedule and postpone appointments giving greater than 24hrs notice. This is a courtesy to allow time for other clients to attend cancelled appointments and contributes to the viability of the psychologists practice.

DHHS client attendance Policy;
-1st Non-Attendance
Should the client fail to attend or not provide 24hrs notice of cancellation (where the session time remains unfilled) 1 GAP payment will be allocated to cover costs.

-2nd Non-Attendance
Should the client fail to attend or not provide 24hrs notice of cancellation (where the session time remains unfilled) 1 GAP payment will be allocated to cover costs. Any future sessions are cancelled and the DHHS case worker will be notified to approve continuing care for the client. This approval must be given in writing or subsequent session can not be booked and any remaining unallocated payment will be returned to DHHS.

After the allocated 6 sessions a letter which is the equivalent of or a copy of a 6 session GP review letter can be provided (with the consent of the client) to the case worker. A remittance advice for the 6 sessions will also be provided.

**Further sessions**

Further session will not be booked until agreement for next stage of care approved by case worker.
Length of care and counselling periods can be negotiated with client/psychologist and case worker.