



REVISED FEE SCHEDULE FAQ'S

April 2022 Update

In December 2021, Concept advised all our patients that we were reviewing our fee schedule for 2022. On the 23rd February we communicated our decision to delay the introduction of the new fee schedule until the 4th April 2022. This date is has now arrived and I wish to provide you with some more information.

As many of you have noticed, we have removed bulk bill cycles from the fee structure. The overall aim of the new structure is to be more consumer friendly and to be able to encompass a broader range of services available to a wider range of patients. Unfortunately, the bulk bill program did not allow for this and after careful consideration, it was decided to remove it.

It is important to Concept, a preeminent provider of fertility services here in Western Australia for 40 years, that we continuously pursue every opportunity to improve and keep abreast of modern technologies. This allows us to continue delivering an exemplary standard of care to our patients that exceeds their expectations. It is also vital that we deliver this standard at competitive, realistic and affordable cost. Concept, believes the new fee structure delivers these 3 important factors. The new fee schedule, including the Donor Program Fee supplement will be live on our website as of Monday 4th April 2022. We encourage you to read it thoroughly and ask any questions you may have. We are happy to assist in anyway and help you understand the reason behind our approach.

Any bulk bill treatments (to be termed Alternative Arrangement cycles) written by your Fertility Specialist, prior to the changeover to the new schedule on the 4th April 2022, will be honoured for a 12 month period. This includes only the upfront Cycle Coordination Fee of \$1280. All other services are as per the new Alternative Arrangement schedule. After this 12 months the orders will be voided.

When Will I Be Required To Pay?

An important change is with the way we will collect payment for services and we request that you review this in the fee schedule. We will not be requesting any upfront (prior to Day 1)

payments. However payment for the initial or subsequent IVF, Oocyte (Egg) Freeze, Frozen Embryo Transfer (FET) or Frozen Oocyte Transfer (FOT) cycle payment, for example, will be required when the patient is lined up for their egg collection or frozen embryo transfer procedure respectively. For insemination cycles, this payment will be requested on the day of the insemination. Bulk bill cycles (to be termed Alternative Arrangement cycles) require payment after the online nurse coordinator meeting, in accordance with previous arrangements.

Will I Receive An Invoice To Make This Payment?

Upon completion of your nurse meeting you will receive a number of consent documents via DocuSign for signing. These are Artificial Reproduction Treatment (ART) consents not procedural consents. When your cycle is activated (Day 1) we will send you a Standard Pre-Payment Request (SPR). With IVF, the day for collection or transfer is not able to be predicted from Day 1 due to the varying lengths of a patient cycle hence once you are lined up for theatre we will send you an SMS reminder and a Bpoint Payment Request as your payment will be due prior to going to theatre. This payment can be paid through EFT for which details are available on your Standard Pre-Payment Request. We do also utilise Bpoint services. If you arrive for your procedure and payment has not been paid we reserve the right to request the payment prior to you proceeding to the theatre complex.

Can Concept Claim A Medicare Rebate On Our Behalf?

Yes as payments are now requested upfront. This new method will allow us, with your consent, to make a claim to Medicare on your behalf for the Medicare rebate within 3 days of your egg collection or once we can confirm status of fertilisation. The onus will be on you to let us know if you don't wish for this to occur. If your bank details are registered with Medicare you will receive your refund directly into your account with 48-72 hours. Concept will email you a Medicare Statement of Benefit as an indication we have claimed on your behalf. Charges for ICSI (if not ordered on treatment orders) will be requested prior to the Medicare claim. All other services, freezing, theatre and accommodation and other services, will be invoiced and payment will be due as per our 30 day invoice terms. Please ensure you are aware of the services charged independent of Concept, as you may receive separate invoices. Information regarding external providers is outlined in our fee schedule.

I Have Private Health Insurance That Includes IVF Or Assisted Reproductive Technology (Art) Services, What Happens Then?

If you have health insurance that covers IVF treatment we will make that claim to your fund directly. We will invoice you only in circumstances where your fund does not cover all involved costs or you have an excess due. We do encourage you to check with your private health insurer before commencing IVF treatment to ensure you are covered.

As Part Of My IVF Journey I Have To Undergo A Minor Gynaecological Procedure. Will My Private Health Insurer Cover This?

It is important to remember that IVF and gynaecological procedures are separate items under private health insurance. Some patients may not have cover for IVF but will be covered for any gynaecological treatment that maybe undertaken. This depends on your level of cover and we again strongly encourage you to discuss with your health fund. Our accounts department are happy to provide you with item codes, information that the health fund may require from you. They can be contacted at accountsdepartment@conceptfertility.com.au.

Other Services

Some other services require payment to be made on the day and if you are attending the clinic then we are happy to facilitate contactless payments. If your service is delivered via online means, you will receive a Bpoint Payment Request, via email, after the service is completed. We kindly request you make this payment as soon as possible.

Our Responsibility

Concept understands that IVF and associated treatments are costly for all patients and we also recognise that once your fertility journey starts you don't want to stop. Concept has a responsibility as a service provider to work with our patients to ensure that their IVF treatment does not lead to financial distress and therefore we reserve the right to put a temporary pause on IVF treatment or cancel treatment if payments are not made at the requested time.

Concept can assist with quotes to draw on superannuation through SuperCare if this is an option you are considering. Handy-Pay offer low interest loans for our IVF patients and we are happy to direct you to them as requested. Concept, in exceptional circumstances and only through a written request to the General Manager, will offer a payment plan. Details on application only.

We are proud to be able to offer Perth's most comprehensive, cost effective IVF services and we look forward to being able to support you on this journey.

Best Wishes

The Concept Team