

Eat Love Live PAYMENT POLICY

- Fees for sessions are to be settled on the day of consultation.
- If a client has an outstanding invoice we require that this is paid prior to any subsequent sessions.
- If for any reason you are unable to pay an invoice please inform reception.

Telehealth sessions

For clients attending sessions via telehealth, we request that the appointment be paid for when booking the session, prior to the session, or that permission is provided for Eat Love Live to save payment details to our secure payment system, Tyro and the payment will be applied at the completion of the session.

If a client fails to attend the appointment or cancels within 48 business hours the full cost of the appointment will be charged to the credit card on file.

For Telehealth clients our preference is to have a credit card saved on file in our secure Payment system Tyro. We appreciate that this may not feel comfortable for all consumers and the alternative is to have a link sent to your phone for payment after your session or an invoice sent and bank transfer can be completed. *Please note if clients constantly fails to pay invoices in a timely manner for telehealth we may request that invoices be paid in advance.*

Face to Face sessions

For clients attending Face to Face appointments, sessions can be paid for at the time of booking, credit card can be saved on file or payment can be made at reception before leaving the office.

For clients attending face to face on a Saturday, when reception is not present, credit cards need to be saved to file.

Adolescent clients

For clients whose carers, parents or a third party are paying the invoice it is the client's responsibility to ensure that the correct details are provided to reception for communication regarding payment. Our booking system allows multiple phone numbers to be saved for reminder texts.

Medicare Claiming:

Payment is to be made in full before a claim is made to Medicare for clients who have an Eating Disorder care plan (EDP) or Enhanced Primary Care plan (EPC) in place.

Please note, that we do not bulk bill for services and there is a gap payment.

[More information regarding Medicare care plans.](#)

It is the clients responsibility to ensure that Eat Love Live has a copy of up to date Medicare and NDIS plans. If you would like to confirm how many session you have used under a plan please contact Reception.

NDIS Clients - Plan Managed

When engaging with Eat Love Live as a new NDIS client we require a copy of your NDIS Plan (at a minimum a copy of your goals for your practitioner) and a signed service agreement **PRIOR** to the initial assessment. This will be used to reserve funding with your plan manager and set up invoicing with plan managers.

As an out of pocket fee (OOP) applies to all sessions with our clinicians to bridge the gap between the NDIS scheduled rate for appointments and our private practice fee schedule, Eat Love Live will only be able to work with Plan Managed NDIS participants that have permission from their plan manager (prior to engaging) to accept a provider with an Out of Pocket fee. You can learn more about this in our NDIS Fee Schedule [here](#).

NDIS Clients - Self Managed

Self-managed NDIS clients are to settle the full invoice as per Eat Love Live's scheduled fees – on the day of the appointment. The paid invoice will then be supplied via email for the client to claim independently.