



Sensational Kids

Telehealth Payments

Telehealth payment options will vary slightly to the way your sessions are processed currently. Please see information below relevant to your own payment option. Please speak with one of our admin team should you have any questions.

The NDIS has announced new measures to support participants and providers including a 10% 'COVID loading' on current rates and an increase in the acceptable cancellation period and chargeable rate (100% of the fee).

These measures have been put in place to ensure the long-term viability of health services so we can continue to provide support to participants into the future and we anticipate further information will be released in relation to how this will be reflected on participant plans.

Please call the NDIS on 1800 800 110 for further information if required or see here:

<https://www.ndis.gov.au/news/4659-new-measures-support-ndis-participants-and-providers-through-covid-19>

Our new process for confirming appointments will be:

- You will have an SMS reminder sent 24 hours or more prior to your session requesting a 'yes' response if you intend to attend the session. We request that you reply "yes" if you are able to attend the telehealth session or call us to cancel the session.
- If we do not have confirmation or a cancellation 24 hours prior to the session a cancellation fee will be charged in line with current private rates or the new NDIS cancellation fee rate (equivalent to 100% of the service fee).



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Payment option	How payment will be collected	Is telehealth approved?
Private Health	Payment in full collected via credit card over the phone or Stripe (if details saved). Families send receipt to Private Health Fund for rebate.	Some private health funds approve some services for telehealth. Please call your fund for details.
Medicare (Mental Health Plans/ CDM)	No rebates currently available for clients accessing services under these plans	No, only for bulk billed clients.
NDIS Self Managed	Payment in full collected via credit card over the phone or Stripe (if details saved). Families submit receipt to NDIS for refund.	Yes - all services
NDIS 3rd Party Managed**	3rd Party invoiced directly.	Yes - all services
NDIS Agency (NDIS) Managed**	NDIS payment claimed through portal	Yes - all services
Private full fee paying	Payment in full collected via credit card over the phone or Stripe (if details saved).	Yes

Payments for NDIS Clients

In order to manage collection of payments and approvals for invoicing and claiming through the NDIS portal, we have implemented the following measures in the interim:

- All sessions booked in our system will be invoiced on the day and a receipt will be emailed to you once payment is received if you are a self managed client.
- You will have an SMS reminder sent 24 hours or more prior to your session requesting a 'yes' response if you intend to attend the session. We request that you reply "yes" if you are able to attend the telehealth session or call us to cancel the session.
- If we do not have confirmation or a cancellation 24 hours prior to the session a cancellation fee will be charged in line with current private rates or the new NDIS cancellation fee rate (equivalent to 100% of the service fee).



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- If you are a NDIS 3rd Party managed or Agency managed, we will send an invoice/ claim for you once the telehealth service has been conducted.
- A service delivery record detailing all services provided will be forwarded to families on completion of 11 sessions (or sooner if therapy is completed/ terminated earlier than this). Carers will sign for sessions and send the completed service delivery record back for our records.

Please let us know if you have any questions in relation to payments and we thank you for your flexibility.