

Internal

AUTOMATED NOTIFICATION WORDING (POST-SERVICE)

The modernised regulations require practices to notify the patient after a bulk-billed service has been processed against their Enduring AoB. Below are compliant templates to add to your PMS communication systems (e.g., HotDoc, Healthengine, Core Practice, or Bp Comms).

SMS Template (Character Count Optimized)

text

[Practice Name]: Hi [Patient First Name], a bulk-billed Medicare claim was processed for your visit on [Service Date]. Item: [MBS Item Number]. Benefit Paid: \$[Benefit Amount]. No payment is required under your Enduring Agreement. To cancel this agreement, contact us on [Practice Phone].

Use code with caution.

Email Template

text

Subject: Medicare Bulk Billing Notification - [Practice Name]

Dear [Patient Full Name],

This is a courtesy notification regarding the medical services provided to you at [Practice Name] on [Service Date] by [Practitioner Name].

In accordance with your active Enduring Assignment of Benefit Agreement, we have processed a bulk-billed claim directly to Medicare on your behalf. There are no out-of-pocket expenses for you.

Claim Details:

- Date of Service: [Service Date]
- Health Professional: [Practitioner Name]
- Services Rendered: [MBS Item Number/Description]
- Medicare Benefit Paid: \$[Benefit Amount]

You do not need to reply to this email. A copy of this notification has been logged to your patient profile for your records. If you wish to vary or terminate your Enduring Assignment of Benefit agreement at any time, please contact our reception team.

Kind regards,

The Team at [Practice Name]

[Practice Phone Number] / [Practice Email]

Use code with caution.