

Are you an overseas visitor and ineligible for Medicare?

Your guide to patient fees at Monash Health from 1 July 2023

Who is a Medicare Ineligible Person? Any visitor to Australia who does not hold a valid Medicare card, or does not fall under one of the classifications below.

Reciprocal Rights: The Australian Government has Reciprocal Health Care Agreements (RHCA) with the governments of the United Kingdom, New Zealand, Republic of Ireland, Sweden, The Netherlands, Finland, Belgium, Norway, Slovenia, Malta* and Italy*.

These agreements may entitle you to limited subsidised health services for medically essential treatments whilst visiting Australia.

*Covered for Medicare for a period of six months from the date of arrival in Australia.

Asylum Seekers/Refugees: Are provided with free medical care (including emergency and elective care), pathology, diagnostic and pharmaceutical services in Victorian Hospitals (with the exception of some non-admitted services).

Asylum Seekers/Refugees will need to produce supporting documentation confirming their status as an asylum seeker from the Department of Immigration and Citizenship, or support agency such as the Red Cross, Hotham Mission, McKillop Family Services or International Health and Medical Services and/or Evidence by Visa class (bridging Visa E).

If documentation is not provided, there will be a requirement to pay for all associated medical costs. When documents are presented to the Overseas Liaison Officer, associated fee(s) can be waived.

Need help or assistance?

If you need assistance or have any questions, please contact the Overseas Liaison or Patient Liaison Officers:

Casey Hospital

Overseas Liaison: 03 8768 1588
Patient Liaison: 03 8768 1589

Dandenong Hospital

Overseas Liaison: 03 9554 8556
Patient Liaison: 03 9554 8130

Monash Medical Centre (Clayton)

Overseas Liaison: 03 9594 2450
Patient Liaison: 03 9594 2809

Moorabbin Hospital

Overseas Liaison: 03 9594 2450

or email:

OSV.Accounts@monashhealth.org

Key Points

- Medicare Ineligible Patients (i.e. patients without an Australian Medicare card) will be charged an upfront fee if you attend the Emergency Department or an Outpatient clinic (see exceptions under "Will I need to pay for my health care?").
- All Medicare Ineligible Patients requiring admission to hospital will be subject to further costs (including the Emergency Short Stay Unit).
- Reciprocal Health Care Agreements only exist for selected countries and conditions apply.
- Monash Health Overseas Liaison Officers are available to assist with queries and provide further information.

Information for patients, families and carers

Do I need to pay for my medical treatment at Monash Health?

All overseas visitors to Australia that are not covered under the Reciprocal Health Care Agreement or are not an asylum seeker/refugee will be treated as a Medicare Ineligible Patient and will be required to pay costs for all medical treatment whilst at Monash Health.

This includes all outpatient visits as well as inpatient (admitted) care, theatre fees, prostheses, consumables, pathology, radiology, pharmaceuticals and accommodation.

Monash Health requires upfront payment of these fees prior to your attendance (at outpatient clinics or Emergency). In most instances Monash Health requires upfront payment for your inpatient stay. If you have private health insurance, subject to the terms of your policy, Monash Health may be able to claim these costs from your insurer. Please contact our Overseas Liaison Officers to discuss.

As a Medicare Ineligible Patient it is your responsibility to ensure that you have appropriate health insurance cover or adequate money to cover the full cost of your health care.

Will I have to pay for Diagnostic Charges?

You will be required to pay for all diagnostic charges for radiology and pathology services.

Will I have to pay for Pharmacy Charges?

You will be required to pay for all medication charges for pharmacy services.

What should I bring to hospital?

You will be asked to provide the following:

- your passport and visa status
- contact information during your stay in Australia
- overseas residential address and phone number
- relevant health insurance policy details
- upfront payment for services

What if I do not pay my account or agree to a suitable payment arrangement?

You are responsible for your health costs at Monash Health, please ensure you have adequate health insurance or enough funds to finance your stay.

If you do not pay, Monash Health will instigate legal proceedings to recover all outstanding amounts; this will result in advising relevant Commonwealth authorities of breach of visa terms and requirements.

Refunds for upfront payments?

Medicare Ineligible Patients will only be reimbursed if they were not seen by Emergency hospital staff and chose to leave before any care was provided.

Medicare Ineligible patients who were seen by Emergency hospital staff and chose to leave before care was complete, will not be reimbursed.

How to pay?

Cashier's Office: Cash, EFTPOS and Credit Card (Visa, Mastercard and American Express) facilities are available.

Emergency Department Reception: EFTPOS and Credit Card (Visa, Mastercard and American Express) facilities are available.

There is information about how to pay at the bottom of your invoice.

Medicare Ineligible Patient Fees and Charges

Monash Health fees and charges may change from time to time. The following charges are effective at 1 July 2023.

Emergency Fees (per day \$AUD) <i>Required to be paid upfront</i>	
Emergency < 4 hrs (per visit)	\$600.00
Emergency Short Stay Unit > 4 hrs	\$1,800.00
Emergency Short Stay Unit Overnight	\$2,000.00
Inpatient Fees (per day \$AUD) <i>Wards and Short Stay Units</i>	
Day Only	\$1,800.00
Overnight	\$2,000.00
Special Care Nursery	\$3,000.00
Intensive Care Overnight	\$6,000.00
Neonatal Intensive Care Overnight	\$4,290.00
Coronary Care Overnight	\$3,800.00
Maternity (per episode) *\$14,450 for payment upfront	
Normal Birth	\$16,900*
Caesarean	\$16,900*
Outpatient Fees (per visit \$AUD)	
Outpatient Clinic	\$425.00
Other Services (per visit \$AUD)	
Allied Health	\$250.00
Hospital in the Home service	\$1,200.00
Extended Postnatal Care (EPC)	\$ 320.00
Elective Surgery	To be advised prior to waiting list acceptance and payment in full required to confirm booking
Interpreter Fees for under 2 hours	\$160.00
Interpreter Fees additional fee if over 2 hours	\$575.00
There may be extra costs for prostheses, medication, equipment, diagnostic tests and procedures. You will be billed for these separately and you will be expected to pay these costs upfront and then claim costs from your insurer (if applicable).	

