

# COVID-19 Coronavirus

## Your counselling options

These are stressful times for everyone. We understand that the Coronavirus pandemic is an added stress for our clients.

APPN psychologists are closely following the Department of Health guidelines for keeping our clinics as hygienic and safe as possible.

In order to ensure that services are still available to our clients, here are your options for telehealth counselling:

### **With a GP Medicare Mental Health Care Plan in place:**

- If you or your psychologist has received a **diagnosis of COVID-19** or has been advised to **isolate** in accordance with home isolation guidance issued by the Australian Health Protection Principal Committee
  - If you are **pregnant** or have a **child under 12 months**
  - If you are under treatment for chronic health conditions or are **immune compromised**
- you are eligible for bulk-billed 50 minute telehealth sessions with your psychologist. This option is available until 30th September 2020.

If you or your psychologist **chooses** to use Telehealth as an option for counselling (in the interests of social distancing for the broader community) and you do not meet the above criteria, your Medicare Mental Health Care Plan **cannot** be used for rebates. This means that you will be required to pay the **full fee** for your Telehealth session, or an **amended fee** determined by your psychologist.

If you have **private health insurance**, you will need to check with your insurer as to your eligibility for rebates for Telehealth sessions. Health insurance rebates cannot concurrently be claimed for sessions that are rebated by Medicare.

If you are considering cancelling or not making further appointments for financial reasons (due to the impact of Coronavirus), please contact your psychologist to discuss this. We will endeavour to accommodate **financial hardship** where possible.

Wishing you and your families good health and calm.

Dr Renée Miller

Principal Clinical Psychologist

