

Billing Awareness

Paul attended an appointment at the podiatrist for some orthotics to be made. The consultation and cost of the orthotics left him \$350 out of pocket. When Paul was notified that they were ready, he was required to book yet another appointment costing him a further \$60.

Paul contacted HCSCC and advised that he was unaware of the additional costs and the requirement of having to make an appointment as he believed he should be able to just pick them up. He simply could not afford the additional consultation.

The SIO contacted the podiatrist and was advised that the appointment was necessary to have the orthotics fitted and to ensure there were no issues. Paul would also be able to receive Medicare assistance.

Paul was thankful that the matter was resolved and suggested that customers should be made aware of all costs.