



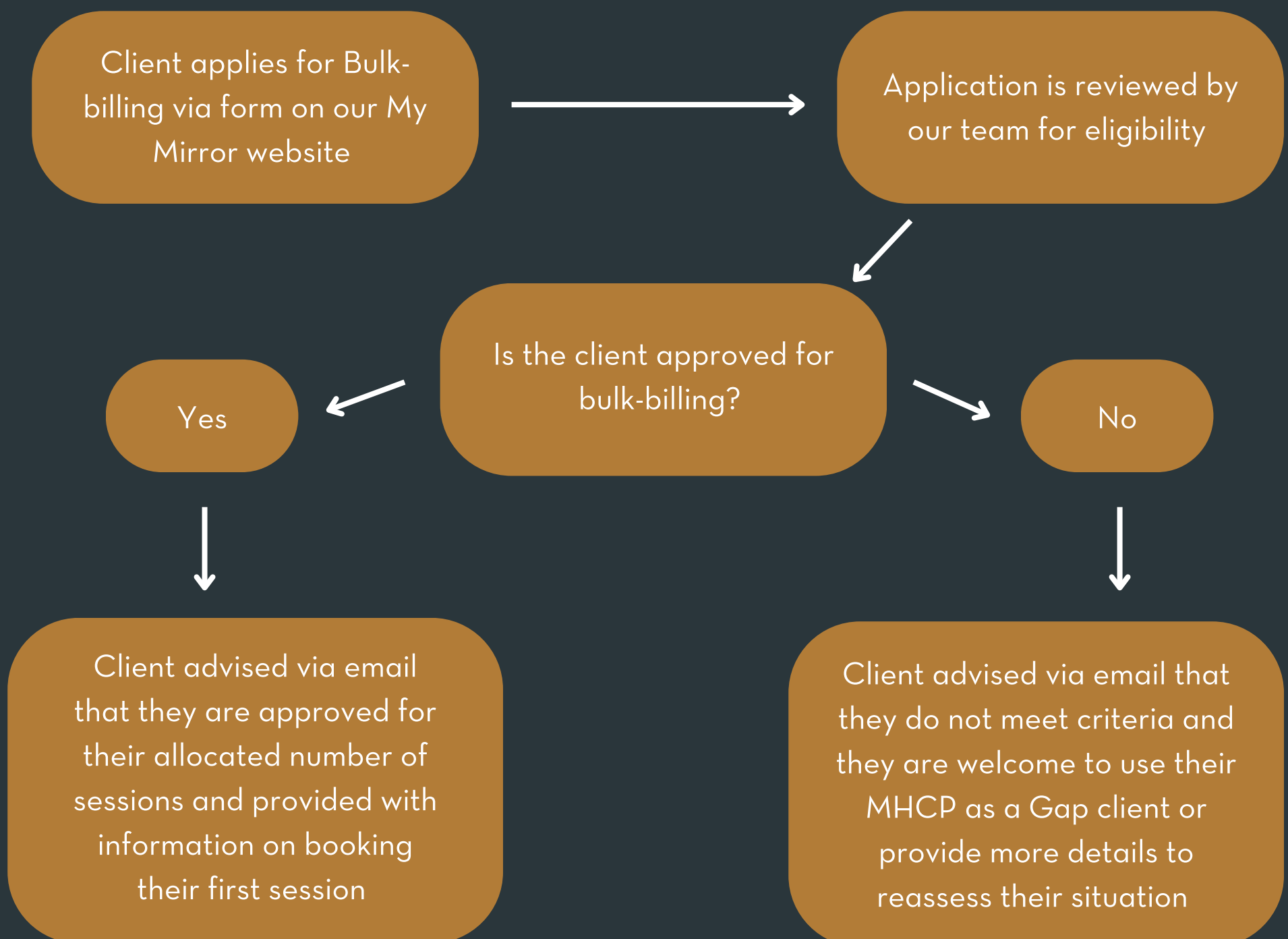
BULK-BILLING CLIENT PROCESS

We support greater access to mental health services by providing bulk-billing sessions to those who need it most. Our team reviews on a case by case basis against a few criteria.

Clients are reviewed after each set of 10 to ensure they remain eligible for bulk-billing.

<https://www.mymirror.com.au/medicare/bulk-billing-psychologists/>

Psychologists on the My Mirror platform rotate their availability for bulk-billing dependent upon whether they have reached their bulk-billing quota.





BULK-BILLING CLIENT BOOKING

Bulk-billing clients can book in for their session in the same way a private or an MHCP client would. Their discount code is automatically applied to their booking on the payment page and the client will not be charged.

This also applies when you offer the client a custom booking. The discount code is automatically applied to the session.

*Please note, any cancellations/reschedules within 48 hours or non attendance fees, will be charged in full. These fees are not exempt for bulk-billed clients.

My client has finished their allocated number of sessions.
What are the next steps?

Completed session 6



Please ask your client to obtain their 7-10 sessions MHCP review from their GP and upload this to their My Mirror account. Once they have uploaded this to their profile, the client needs to email hello@mymirror.com.au to receive further bulk-billing discount codes

Completed session 10



Please let your client know they have reached their 10 sessions limit for the year. Our custom success team will also notify the client of this and provide them with information on obtaining a new referral and re-applying for bulk-billing in the new year

When your existing clients re-apply for bulk-billing, we would be confirming with you first via email to ensure you are happy to continue seeing the client under bulk-billing. Please do look out in your emails for this enquiry as it can result in a delay in our response to the client regarding their application.



FAQs

How much do I get paid for a bulk-billing session?



Please refer to your contract for payment rates of your sessions as this is dependent on whether you are a clinical or general psychologist

How do I know how many bulk-billed clients I currently have?



You are able to see your current active client list and count via the 'Clients' tab on the platform. Here you are able to filter by status & client type. In this case, set status to active & type to 'Bulk-billed'. This will provide a list of your current bulk-billing client load on the top right 'X active', and their details within the table.

I have a questions about a bulk-billed invoice, who do I speak to?



Please email our accounts department with as much detail as possible of your enquiry so that they are able to investigate this for you.

I want to discontinue care for a bulk-billed client, what do I do?



Please follow our regular client handover process by filling out the client handover form and emailing to Rachel Thomlinson



ANY FURTHER QUESTIONS?

Please reach out to our team

Clinical team

clinical@mymirror.com.au

Rachel Tomlinson - Clinical Manager : rachelt@mymirror.com.au

Customer service team

hello@mymirror.com.au

[02 9090 4730](tel:0290904730)

Accounts team

accounts@mymirror.com.au