

Billing for Clinical Time Policy and Procedure

At Cherished Minds we value the provision of comprehensive services to provide a high standard of support for clients and their families. This often includes additional time spent outside of scheduled appointments engaging in various tasks such as program planning, communicating with other stakeholders via phone and email, communicating with families regarding ongoing support or answering clinical/therapeutic questions and other tasks associated service provision.

As in many other professions, time spent on tasks such as those listed above are considered billable hours as they are employing the time, skill, and expertise of the practitioner in services for the client.

Clinical billable hours will be based on time spent by the practitioner engaging in such tasks listed above regardless of if it is the practitioner who recommends a service or if requested by the client.

Clients will be informed when they request/agree to a service that is included and considered clinical billable time and they may elect to either proceed with the task being aware of the billing, to consult their practitioner at their next scheduled appointment or schedule an additional appointment to address their needs.

Clinical billable hours will be billed in 15minute intervals, rounded to the nearest 15 minutes at the end of the billing cycle (typically weekly). Billing is based on a pro-rata cost of the usual session fee.

Practitioners should also make case notes regarding the content and outcome of the time spent such as an overview of the phone conversation, topic, date and recipient of emails.

Phone calls and emails will be considered clinically billable in line with the policy and procedure and at the practitioner's discretion for brief emails, phone calls and other tasks.

Application examples of this Policy

Phone call example:

- A client asks the practitioner to call their child's school to provide recommendations for behaviours support. The practitioner spends 25minutes on the phone to the teacher discussing goals and behaviours. The practitioner will indicate this phone call on the tracking sheet.



- A practitioner suggests that it may be beneficial to call and speak with the client’s speech pathologist regarding behaviours of concerns and therapeutic goals. The client agrees, and the practitioner calls the speech therapist which takes 15minutes, this time is added to the tracking sheet.
- A client requests that their practitioner attends a phone conference with staff at school. The practitioner attends the case conference which lasts 45minutes. They are then asked to email an overview of the goals and recommendations which takes an additional 15minutes. The practitioner logs this time and the client is billed for a total of 60minutes.

Email and written communication example:

- A client sends an email to their practitioner asking for guidance on a particular behaviour of concern. The practitioner responds giving clinical guidance which takes 10minutes. The practitioner records this on the tracking log sheet.
- A practitioner suggests that they should email the Occupational therapist with an outline of the goals and check in on their goals at OT. This takes 15minutes. This is logged on the tracking sheet.

Below is an example of a tracking sheet. At the end of a billing cycle the total minutes will be calculated and rounded to the nearest 15minutes then invoiced to the client.



Time Billing Tracking Log

Name of Practitioner:	James Harvey
Position Title:	Psychologist

Date	Client service applied to	Service Description	Time spent (Minutes)	Comments	Invoiced Date/Method (Admin to complete)
12-11-2020	Harrison Lam	Phone call to teacher re behaviours of concern	30		
23-11-2020	Sienna Ford	Making visuals for toilet training	20		
24-11-2020	Holly May	Mum called regarding concerns at home	45		
24-11-2020	Harrison Lam	School phone conference	35		
24-11-2020	Harrison Lam	Email to school to summarise meeting goals	10		
27-11-2020	Mary Green	Phone call with Dad regarding visitation concerns	40		

Admin received Date:

Admin Signature:

Tasks that will not be billed for include brief emails by practitioners relating to administrative aspects, paperwork required by Law such as Medicare review letters and Mandatory reporting obligations, in addition to phone calls and management provided by administrative/reception staff. Clients will be informed by the practitioner or administrative staff if the required/requested task is billable as part of informed consent.

Tracking and Invoicing for Clinical Billable hours

Clinical billable hours will be tracked by either practitioner or administration staff on log sheets for each practitioner spanning over the weekly billing cycle. These log sheets will detail the date, task, time spent, practitioner/staff member completing the task and any additional comments. These log sheets will be submitted to administration staff on a weekly basis for processing. As part of the invoicing procedure, clients will be sent an invoice detailing the time and tasks billed for over the course of the week for their reference.

Payment procedure when Billing for Clinical time

Payments will be required in line with the company billing/payment requirements in the company service agreement. Payment must be made in a timely manner with refusal to pay Clinical billable hours potentially resulting in discontinued services.

Payments will be made and processed accordingly based on payment type. Private clients will be billed for time directly, NDIS clients may elect to bill time spent to their NDIS funding or cover the cost privately. Invoices will detail billable time tasks and time spent on individual tasks, with the total invoice amount equalling the total billable hours for the billing cycle.

Additional Notes

It is important to note that Clinical billable time can be managed by clients through allocating their time with their practitioner accordingly. This may include prioritising their time in scheduled appointments based on highest needs, considering if certain Clinical billable time tasks as necessary and scheduling additional appointments as needed if face to face time is preferred over billing for time spent in phone calls/lengthy email communication.

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