

# PATIENT INFORMATION

## Billing information for hospital and day procedure inpatients

Australian Clinical Labs is committed to minimising “out of pocket” expenses to hospital and day procedure inpatients. Clinical Labs has “no gap” agreements in place with most major health funds, however for those patients who belong to a fund where agreements are not in place, or when any part of the claim is not accepted by the fund, a pathology account will be issued.



### Non-participating funds

For patients who belong to one of the following funds, there may be an “out of pocket” charge for pathology tests.

- Australian Health Management (AHM)
- NIB & GU Health
- Westfund



### Fees

Clinical Labs’ fees are based on AMA recommended rates for pathology services. While there will be an ‘out of pocket’ cost for members of **non-participating funds**, Clinical Labs has set a ‘cap’ to help minimise this expense and the fees will not exceed the ‘cap’. This “gap” fee will not exceed \$600 for the whole hospital stay.



### Participating funds with “no gap” agreements

For patients who belong to one of the following funds, there will be NO “out of pocket” expenses for all pathology tests which attract a Medicare rebate. The fund will be billed directly and patients will not receive a pathology account.

- ACA Health Benefits Fund
- AIA Health Insurance
- Australian Unity Health Limited
- Budget Direct
- BUPA
- CBHS Health Fund Limited
- CUA Health Limited
- Defence Health
- Emergency Services Health
- Frank Health Insurance
- GMHBA
- HBF
- HCF
- Health Care Insurance Limited
- Health Insurance Fund of Australia Limited
- Health Partners
- Latrobe
- Medibank Private
- Mildura District Health Fund
- Navy Health Ltd
- Nurses and Midwives Health
- Onemedifund
- Peoplecare Health Insurance
- Phoenix Health
- Police Health
- Queensland Country Health Fund Limited
- Reserve Bank Health Society Limited
- RT Health Fund
- Teachers Health Fund
- TUH
- The Doctors Health Fund
- Transport Health
- UniHealth Insurance

**NOTE:** Type of hospital cover and conditions governing waiting periods should be checked with the fund to ensure no “out of pocket” charges.



### Account enquiries

The Clinical Labs Accounts Department can be contacted for any queries in relation to fees or patient pathology accounts.

#### VIC NSW QLD SA NT ACT

**Website:** [clinicallabs.com.au](http://clinicallabs.com.au)  
**Email:** [AccountsReceivable.Pathology@clinicallabs.com.au](mailto:AccountsReceivable.Pathology@clinicallabs.com.au)  
**Phone:** 1300 369 762  
**Time:** Monday to Friday 9.00am to 5.00pm

#### Western Australia

**Website:** [clinicallabs.com.au](http://clinicallabs.com.au)  
**Email:** [accounts.wa@clinicallabs.com.au](mailto:accounts.wa@clinicallabs.com.au)  
**Phone:** 08 9442 7646  
**Time:** Monday to Friday 8.00am to 5.00pm

This information was correct as of October 2025. For most up-to-date information on our billing please visit <http://www.clinicallabs.com.au/billing-payments/billing-policy/>