

Invoicing information *please read*

Consultations with our Oncologists or Haematologist

The cost of the consultation with the Oncologist or Haematologist is determined by the length of time that you spend with them. The charges also reflect the time spent preparing for the consultation, collation of test results, preparing a treatment plan, and correspondence with other relevant carers.

We will send invoices for consultations directly to your insurer or to you if you are not insured, unless requested otherwise.

Chemotherapy and/or Radiation Treatment

We will send a treatment estimate directly to your insurer or provide to you if you do not have insurance. If you would like a copy of the estimate for your records please let us know.

Approval times vary between Insurance companies, depending on what each individual company requires for treatment approval.

We will send all invoices directly to your insurer unless requested otherwise.

For Radiation Treatment

The estimate will cover the costs for the Pre planning CT, radiation planning, all radiation treatments and treatment review consultations with your Oncologist whilst on treatment.

Please note that this does not include the post treatment follow up – usually 6 weeks after treatment.

For Chemotherapy treatment

The estimate will cover the costs of the drugs, ongoing monitoring by our nursing team and oncologists, and treatment review consultations with your Oncologist whilst on treatment.

Some questions you may have:

What about Radiology (imaging) Services?

If you require additional imaging for your RT treatment planning such as MRI or PET/CT then you will be referred to radiology for this. These charges are additional and are not included in your treatment estimates.

Radiology services are often required to monitor progress throughout treatment. This can be plain x-rays, MRI scans, PET CT and CT scans. Your specialist will determine what imaging is best suited for you. These Radiology services are not included in your treatment estimates.

You may be required to liaise with radiology staff yourself as they will request approval from your insurance provider. If you are not insured they will provide you with the costing at the time of booking your appointment.

Please note: if you are not insured or if your radiology allowance for your policy year has been exceeded you will be required to pay for the imaging yourself. We are not permitted to request radiology services through the public hospital while you are a private patient.

What if I choose to send invoices to my insurer myself?

If you are sending it to your insurer they will accept an invoice with a claim but not a receipt or statement without the invoice.

We are an affiliated provider with Southern Cross and all claims for our consultation/ chemotherapy or radiation treatment services must be managed by us through their online system.

What if I don't have insurance?

You will receive invoices for services as they occur. We normally expect payment within 7 days unless otherwise arranged with our accounts team.

What if I am only having Oral Chemotherapy?

If you are prescribed oral chemotherapy, you will be charged an Oral Chemotherapy fee. This fee covers monitoring and administration by our Medical and Nursing team whilst you are having this form of treatment. This will be included on the estimate.

What about some of the newer drugs/medications?

Many of the newer medications are not PHARMAC funded, or only PHARMAC funded for particular illnesses, even though the drug may be MEDSAFE indicated for an illness. If it is not PHARMAC funded most insurers will not cover the cost of the drug. This can vary between insurers and individual policies. In some instances there may be a cost share program available to assist in covering the cost. Some insurers have an amount set aside in some policies for unfunded medications. This too can vary between insurers and policies. Insurance will usually cover the cost of the administration, care and clinic appointments once a treatment plan has begun. Any radiology events (CT scans, MRIs, PET CTs, plain x-rays, etc.) required throughout the treatment plan must also be undertaken within the private sector. We are not permitted to order investigations through the DHB in this setting. You will have very detailed discussions with your oncologist and a nurse around the cost and any processes attached to initialising treatment with an unfunded medication.

What about all the other services?

Some of our other services may be covered as part of your care. If not you will be informed of the cost prior to any service being provided and we would invoice you for this.

Dietitian consultations are free while you are under our care.

Clinical psychologist consultations are free while you are under our care.

Speech language therapist: you will be provided an estimate ahead of a treatment plan.

Physiotherapist consultations: if you are on a course of chemotherapy or radiation treatment you are entitled to one free session with our physiotherapist. All other sessions charges apply.

Exercise and yoga classes: some of these are subsidized by the PINC & STEEL foundation (if you have applied and been approved for this), and the St George's Cancer Institute, however charges may still apply.

If you have questions about any of this please ask our team - we are here to help.