

Police Health Guidelines for Counselling Services

Service codes & descriptors

4401	Std Individual consult 50-70 min - Relationship
4402	Std Individual consult 50-70 min - Addictions
4403	Std Individual consult 50-70 min - Other
4411	Long Individual consult 71 - 90 min - Relationship
4412	Long Individual consult 71 - 90 min - Addictions
4413	Long Individual consult 71 - 90 min - Other
4421	Std couple/fam consult 50-70 min – relationship (Names of the participants are to be noted on the invoice)
4431	Long couple/fam consult 71 - 90 min – relationship (Names of the participants are to be noted on the invoice)
4441	Group consult

The item description of “Relationship, Addictions or Other” should not be shown on the account. Police Health will use aggregated data to better understand their member needs for future benefits.

Definitions

Individual	One person in attendance. Where a person other than the patient is also present, such as a parent of a child patient or a support person, this does not in itself constitute a Couple/Family Consultation.
Couple/Family	2 or more members of relationship/family
Group	Help or guidance session provided to multiple persons (un-associated) at the same time. A group session should be preceded by at least individual or couple consultation.
Std Consult	Contact time 50 to 70 minutes
Long consult	Contact time 71 to 90 minutes
Relationships	Counselling relating to relationships with partner or family member(s)
Addictions	Counselling relating to addictions or substance dependence
Other	Counselling relating to stress, anxiety, loss/grief, phobias and other matters covered by the PACFA Scope of Practice for Registered Counsellors 2018

Account information to be provided:

- Name of counsellor conducting the consultation
- Provider number – (issued by PACFA for use with Police Health customers)
- Practice address
- Date of invoice
- Date the service was provided
- Item code for service provided
- Name of person(s) attending as client
- Fee being charged and payable for the service

Services not accepted for benefits

Consultation provided without the patient being physically present. (Special Items are accepted during the COVID-19 response.)

Invoicing for services not yet provided is not permitted

Approved item codes are not to be billed for services that are outside the PACFA Scope of Practice for Registered Counsellors 2018.

Approved item codes are excluded from use for the following:

- Managing the relationships between clients and pets,
- Sports performance,
- Meditation,
- Vocational guidance,
- Financial or property mediation,
- Religious guidance.

Registration process

Applications to be accepted by Police Health and Emergency Services Health for benefit purposes should be made to PACFA.

Questions? Please email enquiries@policehealth.com.au