

DHDA Information Sheets – GPACI

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GPACI From registration to service delivery - MYMEDINFO14

General Practice in Aged Care Incentive (GPACI)

From registration to service delivery

These instructions are for practices, and sole providers with an Australian Business Number (ABN) operating as a practice. They list the steps to register correctly, to make sure you don't miss anything. If you need more detailed instructions on how to complete a step, refer to the links provided. You can skip any steps you have previously completed.

System: Provider Digital Access (PRODA)

For help, contact **PRODA**.

1

PRODA account requirements

You need to:

1. have an **Individual** PRODA account to create or access an **Organisation** PRODA account
2. be an **Associate** or **Authorised Contact** for the Organisation on the Australian Business Register (ABR)
3. be able to answer **proof of record ownership** questions about the Organisation.

Refer to [How to register for an individual PRODA account](#) for detailed instructions.

“ Make sure your individual PRODA account name matches the Associate or Authorised Contact name for the Organisation on the ABR. ”

2

Create & Manage an Organisation PRODA account

For help, contact **eBusiness Service Centre (Medicare)**.

1. Register a **new** Organisation, or join an **existing** Organisation as a Director, using the Organisation's ABN.
 - Record the PRODA Organisation Registration Authority (RA) number.
2. Add **Members** to the PRODA Organisation using their individual RA number and surname.

Refer to [How to register a new organisation or join an organisation in PRODA using ABR verification](#) for detailed instructions and a list of available service providers.

“ Make sure the name of the Organisation matches the name used on the ABR. ”

3

Link to Health Professional Online Services (HPOS)

For help, contact **HPOS**.

1. Link your **Organisation's PRODA account** to **HPOS** using the Organisation's ABN.
2. Delegate relevant **PRODA attributes** (authority) to members for the Organisation Register and/or MyMedicare to perform functions on behalf of the Organisation.
 - * You will receive HPOS notifications when delegated attributes are due to expire.

Refer to [Linking an Organisation in PRODA to HPOS](#) for more information.

“ This step can only be done by a Director or by members with relevant attributes. ”

System: Organisation Register

For help, contact **Medicare provider enquiries (Medicare Program)**.

4

Create an Organisation Record

The Organisation Record only becomes active after entering all information required under each tab.

1. Add the Organisation's **contact details**.
2. Add at least 2 **Key Individuals** - one Associate listed on the ABR & one Authorised Contact (they can be the same person).

Refer to [Creating an Organisation Record](#) for detailed instructions.

“ Once the Organisation Record is active, you can add Organisation Site/s in the Associated Sites tab. ”

5

Create an Organisation Site Record

For help, contact **PRODA**.

1. Complete a **separate** Organisation Site Record for each site/location (practice/clinic) that shares the **same ABN** as the parent Organisation created in Step 4.
2. When adding Accreditation details, add a **separate record** for each accreditation period, making sure there are **no gaps** between the dates.
3. Add providers to the Organisation Site to allow them to be selected as the **Responsible provider** for their patient (an eligibility requirement).

Optional: Link your **Subsidiary PRODA Organisation/s** to your Organisation Site Record. This provides restricted access for staff between multiple sites.

Refer to [Creating an Organisation Site Record](#) for detailed instructions.

“ You need to have the relevant attributes to perform these functions. ”

General Practice in Aged Care Incentive (GPACI)

From registration to service delivery

6

Add the MyMedicare program

1. Add the **MyMedicare program** including **banking details**.
* **Patients** must also be registered with your Organisation Site for MyMedicare (an eligibility requirement).

Refer to [How to add the MyMedicare General Practice in Aged Care Incentive as a new program in the Organisation Register](#) for detailed instructions.

For help, contact **Medicare provider enquiries (Medicare Program)**.

“Accreditation details must be up to date on the Organisation Register.”

7

Add the MyMedicare General Practice in Aged Care Incentive

1. Add the MyMedicare **General Practice in Aged Care Incentive**.

Refer to [Adding a program in the Organisation Register in 5 easy steps](#) for detailed instructions.

8

Manage GPACI patients

On each eligible patient's MyMedicare profile:

1. Select the GPACI Indicator and enter the start date. Leave the end date **blank**.
 - If there's **not enough time** left in the patient's first quarter to deliver 2 regular services, each in a separate calendar month, enter the start date as the **first day of the next quarter**.
2. Nominate a **Responsible provider**, preferably the patient's Preferred General Practitioner (Preferred GP). Enter the start date and leave the end date blank.

Refer to [MyMedicare - Managing patient registrations](#) for detailed instructions.

“CAUTION: Changing start dates, adding end dates, deleting patients or removing Responsible providers may impact past & future payments.”

System: HPOS

9

GPACI - Plan and monitor

1. Schedule at least 2 **eligible regular services** for each GPACI-eligible patient during each quarter (each service in a **separate calendar month** and at least one delivered by the **Responsible provider**).
2. Don't forget to schedule the **2 care planning services** during the 12-month care period.
3. Monitor the Organisation site's eligibility throughout each quarter by requesting an **Eligibility Forecast** in HPOS.
4. For ineligible patients, **schedule the remaining required services** so the patient, the provider and the practice are eligible by the end of each quarter.

10

Tips for Organisations

- There is a list of specific **GPACI-eligible MBS and DVA service items**. All legislative requirements associated with the delivery of these items must be met.
- Make sure your patients **always** have a nominated Responsible provider, especially if your practice provides GPACI services to patients in a remote/rural area and the visiting GP changes regularly.
- Submit Medicare claims **promptly** and **correctly** to avoid delays or missing out on payments. Use the Medicare provider number (MPN) linked to the **same** practice as the patient who received the services.
- Be careful when changing details (e.g. start date) as this may impact past & future payments. Make sure the patient and Responsible Provider/s are linked during all periods where GPACI services were delivered.

Quarterly servicing requirements:

- 2 regular services per quarter, each in a separate calendar month.
At least one regular service delivered by the Responsible provider.
- Services are delivered face-to-face in the patient's aged care home, unless the practice qualifies for telehealth.
- If providers don't deliver the required services for a patient in a quarter, don't forget to still deliver those missed services during the 12-month care period so the patient can be counted for payment for Quarter 4.

Annual servicing requirements:

- 8 regular services
- 2 care planning services.

“Going through a sale, merger, or relocation? Contact us to discuss potential impacts. Refer to [Change of business circumstances in the Organisation Register](#).”

Refer to the Department of Health, Disability and Ageing - [General Practice in Aged Care Incentive program guidelines](#) for more information.

Eligible MBS/DVA service items for the GPACI - MYMEDINFO13

Eligible MBS/DVA service items for the MyMedicare General Practice in Aged Care Incentive

MBS - Medicare Benefits Schedule

DVA - Department of Veterans' Affairs

MM - Modified Monash category

Practices and responsible providers are required to meet the General Practice in Aged Care Incentive servicing requirements to be eligible for incentive payments.

Eligible services include a range of MBS and DVA items as outlined in the **General Practice in Aged Care Incentive program guidelines** on the Department of Health, Disability and Ageing website.

Please note: Eligible services are subject to change. Servicing requirements will be assessed against the eligible services at the time of the assessment period.

Links

[Department of Health, Disability and Ageing - Supporting Bulk Billing in General Practice](#)

[Department of Health, Disability and Ageing - Bulk Billing Incentives - Scenarios](#)

[Department of Health, Disability and Ageing - Modified Monash Model](#)

[MBS Online](#)

MBS/DVA items for care planning services	
Care Category	MBS Item Number
Comprehensive medical assessment	224
	225
	226
	227
	701
	703
	705
	707
Contribution to, or review of, multidisciplinary care plan	232
	731
Residential Medication Management Review	249
	903
Multidisciplinary care conference	235
	236
	237
	238
	239
	240
	735
	739
	743
	747
	750
	758
Care Category	DVA Item Number
Veteran Health Check	MT701
	MT703
	MT705
	MT707

MBS items for regular services	
Care Category	MBS Item Number
Attendance at a residential aged care home (MBS Levels B, C, D and E Consultation)	90035
	90043
	90051
	90054
	90093
	90095
	90096
	90098
	90188
	90202
	90212
	90215
Practice nurse and Aboriginal and Torres Strait Islander health practitioner Services	10987
	10997
Non-Urgent After Hours Attendance	776
	788
	789
	2200
	5028
	5049
	5067
	5077
	5262
	5263
	5265
	5267
Nurse Practitioner Services	82205
	82210
	82215

MBS items for regular telehealth services	
Care Category	MBS Item Number
Telehealth Services (for practices located in MM 4-MM 7)	91800
	91801
	91802
	91803
	91804
	91805
	91806
	91807
	91808
	91891
	91893
	91900
	91903
	91906
	91910
	91913
	91916
	91920
	91923
	91926



Adding the MyMedicare GPACI Indicator - MYMEDINFO4

Adding the MyMedicare General Practice in Aged Care Incentive Indicator

You can add the MyMedicare Incentive to patients from the **Completed Patient Registration List**.

1

- Login to your individual Provider Digital Access (PRODA) account.
- Under linked services, select **Go to service** on the Health Professional Online Services (HPOS) tile.

2

- Select the organisation in PRODA you are acting on behalf of in HPOS, then select **Continue**.

The HPOS home page will display. In the top right-hand corner, your name and organisation you are acting on behalf of will display.

3

- Select the **My programs** tile.
- Select the **MyMedicare** tile.
- Select **Patient List**.
- Select an **Organisation Site** (if more than one), then select **Search** to display the Patient List. If you only have one Organisation Site, select **Search** to display the Patient List.

Add New Incentive

- In the Action column, select **Details**.
- You will be navigated to the Patient Registration Details screen.
- Select **MyMedicare GPACI** from the New Incentive drop-down list.
- Select **Add**.
- You will be navigated to the MyMedicare GPACI details screen.
- Select **Add** under **Incentive Period** to add an incentive **Start Date**. Add an End Date if applicable.
- Select **Confirm**.

Add Responsible Provider

- Select **Add** under **Responsible Provider** to link the patient.
- Select the **Responsible Provider** from the drop-down and add a **Start Date**. Add an End Date if applicable.
- Select **Confirm**.
- Select the **tick-box** in the Declaration section.
- Select **Save**.

The Patient Registration Details screen will display the current MyMedicare incentive.

Note: The Responsible Provider that is nominated will need to register banking details as an individual in HPOS to receive provider based incentive payments.

Steps required to add the MyMedicare GPACI - MYMEDINFO7

Steps required to add the MyMedicare General Practice in Aged Care Incentive

Note: The steps below follow on from the [Checklist and steps to register for MyMedicare on the Organisation Register](#) infographic. This infographic will follow the steps required to participate in MyMedicare Incentives such as General Practice in Aged Care Incentive.

- ▶ **To start**, log in to your Individual Provider Digital Access (PRODA) account and select **Go to service** on the Health Professional Online Services (HPOS) tile. Select the Organisation you are acting on behalf of (if applicable), then select the **Organisation Register** tile.

1. Add banking details for MyMedicare

To receive payments for MyMedicare Incentives such as the General Practice in Aged Care Incentive, you will need to add banking details in the Organisation Site Record (practice) for MyMedicare under the Program Registration tab in the Organisation Register.

Note: If you registered for MyMedicare prior to 1 July 2024, you'll need to add your banking details and then wait until the next day before adding the MyMedicare General Practice in Aged Care Incentive.

For information on how to do this, refer to the eLearning:
[Creating an Organisation Site Record](#)

2. Add the MyMedicare General Practice in Aged Care Incentive

Once you have added banking details for MyMedicare, you will need to add the incentive you wish to participate in such as the MyMedicare General Practice in Aged Care Incentive.

For information on how to do this, refer to the eLearning:
[Amend your Organisation Site Record through HPOS](#)

3. Add Incentive Indicators to your patients' registrations

Once you have added the MyMedicare General Practice in Aged Care Incentive in the Organisation Register, you will need to add the incentive indicators for your aged care patients under their MyMedicare Registration.

This can be done through the MyMedicare program tile in HPOS.

For information on how to do this, refer to the eLearning:
[MyMedicare - Managing patient registrations](#)

4. Add banking details for Responsible Providers

Responsible Providers will need to update their banking details as individuals in HPOS. This will be updated for MyMedicare Incentives for each provider number location they are nominated as a Responsible Provider.

For information on how to do this, refer to the infographic:
[Managing your banking details using HPOS](#)

GPACI Eligibility forecasts and
assessments - Organisation Sites -
MYMEDINFO5

Eligibility forecasts and assessments for Organisation Sites

MyMedicare Incentives



You can forecast your payment eligibility in Health Professional Online Services (HPOS) to track whether your Organisation Site and Providers have met the Incentive requirements for the current assessment period for each patient. You can also view previous forecasts and eligibility assessments that were used to calculate previous Incentive payments.

Forecast and Search for Eligibility Assessments

1. Login to your **individual Provider Digital Access (PRODA)** account.
2. Under **My linked services**, select **Go to service** on the HPOS tile.
3. Select the **Organisation site** you are acting on behalf of, then select **Continue**.
4. The HPOS home page will display with your name and the Organisation site you selected in the top-right corner of the screen.
5. Select the **My programs** tile.
6. Select the **MyMedicare** tile.
7. Select the **View Payment Eligibility** tile.

Forecast payment eligibility

The **Forecast assessment** tab is selected by default. To forecast the Organisation Site's eligibility for the current Incentive quarter:

1. If required, select the **Forecast assessment** tab.
2. From the **Organisation site** drop-down list, select the **Organisation site** you are acting on behalf of.
3. Select the **Incentive** from the **Incentive type** drop-down list.
4. Select the **Forecast** button, the previous forecast will display on the screen.
5. To run a new forecast, select **Request new forecast**.
6. A pop-up box will display. Select **Yes** to continue.
7. A new information message will display at the top of the screen advising that a new forecast is in progress.
8. Once the new forecast is complete, you can view it by going to the **Search assessments** tab.

The screenshot shows the 'Forecast or search incentive assessments' page with the 'Forecast assessment' tab selected. It features two dropdown menus: 'Organisation site (required)' with the value '1111111111 - Organisation site' and 'Incentive type (required)' with the value 'General Practice in Aged Care'. A red box highlights the 'Forecast' button at the bottom.

Search for eligibility assessments

To view a previous eligibility forecast, or to view an eligibility assessment used to calculate a previous Incentive payment:

1. Select the **Search assessments** tab.
2. From the **Organisation site** drop-down list, select the **Organisation site** you are acting on behalf of.
3. Select the **Incentive** from the **Incentive type** drop-down list.
4. Enter the required **date range** or leave this blank to see all eligibility assessments.
5. Select the **Search** button.
6. Select **View assessment** on the relevant search result line to display the assessment data.

The screenshot shows the 'Forecast or search incentive assessments' page with the 'Search assessments' tab selected. It features two dropdown menus: 'Organisation site (required)' with the value '1111111111 - Organisation site' and 'Incentive type (required)' with the value 'General Practice in Aged Care'. Below these are date range inputs: 'Assessment date from' (01/04/2024) and 'Assessment date to' (30/06/2024). A red box highlights the 'Search' button, and a 'Clear' button is also visible.

Note: A forecast can only be requested **once per day** per Organisation site and must be run separately for each site.

An eligibility forecast is a **point-in-time assessment** based on available data at the time and is **subject to change** based on updated data. A forecast is not a confirmation of actual payment amounts.

Depending on the number of patients, generating the forecast may take up to one hour. Once completed, the new forecast, along with any existing ones, will be available via **Search assessments**.



For more guidance on accessing and interpreting your MyMedicare Incentive information, refer to the [MyMedicare - General Practice in Aged Care Incentive - Requirements and Eligibility Forecasts eLearning](#).

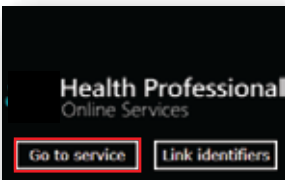


GPACI Eligibility forecasts and assessments – Providers - MYMEDINFO8

Finding my Organisation Site Record and it's ID number*

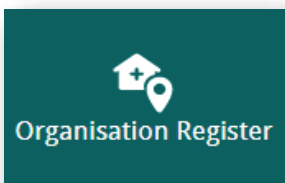
The Organisation Site ID is an identifier in the Organisation Register used for programs such as:

- General Practice Training Payments (GPTP)
- Medicare Urgent Care Clinics (Medicare UCC)
- Assisted Reproductive Technology (ART)
- MyMedicare.



- Log in to Provider Digital Access (PRODA) and select 'Go to service' on the Health Professional Online Services (HPOS) tile.

- From HPOS Organisation screen select the Organisation you are acting on behalf of.



- Then select the Organisation Register tile from the HPOS home page.

- The Organisation Record displays. Select the Associated Sites tab. The associated sites page displays the current Organisation Sites.



- Search the list for the organisation you wish to view. The ID number will be the Organisation Site Record ID.

*In the HPOS Provider Number application process, the Organisation Site ID is only mandatory for General Practitioners applying for a provider number for an Australian Government funded Medicare Urgent Care Clinic.

All other providers can continue the process without entering an Organisation Site ID.



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GPACI Hints and tips to ensure you get
paid correctly - MYMEDINFO15

General Practice in Aged Care Incentive (GPACI)

Hints and tips to ensure you get paid correctly

For GPACI, the relationship between practice, patient and Responsible Provider (RP) is critical

Practices must ensure that all practice, patient and provider details are added and amended correctly in the Organisation Register. Failure to do so may result in:

- missed payments to practices and providers
- impacts to past payments, causing overpayments to practices and providers.



Follow the hints and tips below -

Incentive Set period

- Only** add the **Set period Start date** when a patient is **initially** set up for GPACI.
- Only** change the **Set period Start date** if it is incorrect. Do **not** change it at the beginning of a new quarter, as this may result in missed payments.
- Do **not** add a **Set period End date** unless the patient is no longer in a Residential Aged Care Home or has requested to withdraw from GPACI. Adding an **End date** ends eligibility and may result in missed payments.
- Do **not** add a **Set period End date** when a quarter has ended.

Responsible Provider (RP)

- Ensure the initial **RP Start date** matches the **Set Period Start date**.
- Only** amend the **RP Start date** if the date was entered incorrectly. Do **not** change it when a new quarter starts.
- Do **not** add a **RP End date**, including at the end of a quarter.
- Do **not** add a **RP End date** when a quarter has ended.
- Only** Remove the **RP details** if they were added in error.

Change in RP

- Always **Add** a **new** RP to the patient's profile if the current RP leaves the practice or the patient asks for their RP to be changed.
- Do **not** remove the previous RP details, as this may result in overpayment.

Responsible Provider	Start Date	End Date	Action
1111111A	03/07/2023		
1111111B	01/07/2023	02/07/2023	Remove

Withdrawing a patient from MyMedicare (including deceased patients)

- Only** withdraw a patient from MyMedicare if they are deceased or have requested to be removed from the MyMedicare program.
- Do **not** delete the GPACI incentive or amend GPACI details for patients that have been withdrawn from MyMedicare, as this will impact past payments.
- No** updates are required if the patient is already withdrawn from MyMedicare.
- Withdrawing a patient from MyMedicare will **automatically end their GPACI registration** and any other MyMedicare incentive registrations.

Moving patients from one Organisation site to another

Do **not** move a patient from one Organisation Site to another without understanding the impact. Moving a patient will:

- break** all relationships between practice, the patient and the RP
- reset** the patient's MyMedicare registration date, which cannot be undone. MyMedicare registration can only be backdated by 28 days
- reset** the patient's GPACI Start date, reverting them to quarter one. This will impact payments if services requirements have already been met.

For more information

If you have incorrectly deleted details or you are unsure how to manage changes to patient GPACI details, please contact MyMedicare via the messaging feature in the Health Professional Online Services (HPOS).



How to opt out or opt in for the GPACI - ORGREGINFO19

How to Opt out or Opt in to the MyMedicare General Practice in Aged Care Incentive (GPACI)

When a practice has registered for MyMedicare GPACI, they can Opt out or Opt in at any time.

There may be instances where a practice is no longer delivering services associated with MyMedicare GPACI. This is when a practice can Opt out of the incentive.

To Opt out of the incentive

- Access the Organisation Register, select the required Organisation Site and select the Program Registration tab.
- In the MyMedicare GPACI row, select Details.
The MyMedicare GPACI Program Registration Details screen will display.
- Select Opt out.
- Read and agree to the Opt out declaration and select OK.
The MyMedicare GPACI Program Registration Details screen will have a new section to display Opt out Periods.
- Agree to the declaration on MyMedicare GPACI Program Registration Details screen, then select Save.
Note: The Opt out will be effective from the date this process is completed.

There may be instances where a practice wants to recommence delivering services associated with MyMedicare GPACI, after previously Opting out. This is when a practice can Opt in to the incentive.

To Opt in to the incentive

- Access the Organisation Register, select the required Organisation Site and select the Program Registration tab.
- In the MyMedicare GPACI row, select Details.
The MyMedicare GPACI Program Registration Details screen will display.
- Select Opt in.
- Read and agree to the Opt in declaration and select OK.
The MyMedicare GPACI Program Registration Details screen will display an end date under the Opt out Periods.
- Agree to the declaration on MyMedicare GPACI Program Registration Details screen, then select Save.
Note: The Opt out end date will display as yesterday's date. This is to allow the practice to commence delivering incentive services from the day they choose to Opt in.



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