

MyMedicare guide for general practices

Brisbane North PHN have been collaborating closely with community and general practices in our region to enhance their understanding of and preparedness for the MyMedicare introduction. Our commitment remains steadfast in providing support to your practice during its transition to MyMedicare.

Step 1	<p>Learn about MyMedicare</p> <p><i>Why should General Practices or Aboriginal Community Controlled Health Organisations (ACCHOs) register with MyMedicare?</i></p> <p>A well-supported general practice team can deliver sustainable, equitable, high-value health care that benefits patients and providers (RACGP <i>Vision for General Practice and a Sustainable Healthcare System</i>, 2019).</p> <p>MyMedicare:</p> <ul style="list-style-type: none"> • strengthens the role of general practice in the Australian health system • improves access to care via telehealth, supports GP services to aged care and supports patients who are frequent hospital users • encourages continuity of care for patients. <p>Practices will have better information about which patients see them as their usual practice, making it easier to tailor services to fit their needs. If you don't register your practice, your patients may register with another practice.</p> <p><i>Why should a GP register at a MyMedicare Practice?</i></p> <p>MyMedicare:</p> <ul style="list-style-type: none"> • is a mechanism to enhance services to patients whose needs may not be met though a solely fee-for-service system, including older people, First Nations people, those who are homeless or have chronic and complex conditions • formalises the long-term doctor-patient relationship • supports a shift from episodic care to longitudinal, preventive, multidisciplinary-based models of care • recognises GPs as best placed to provide care that is patient and community centred. <p>Department of Health and Aged Care MyMedicare website</p> <p>RACGP introductory MyMedicare webinar</p>
---------------	---

Contact Practice Support

<p>Step 2</p>	<p>Check the practices MyMedicare eligibility</p> <p>To be eligible for MyMedicare, general practices must:</p> <ul style="list-style-type: none"> • provide Medicare-funded services • be registered in the following Services Australia systems: • Provider Digital Access (PRODA) • Health Professional Online Services (HPOS) • the Organisation Register • have at least one eligible GP linked to the practice in the Organisation Register. Eligible GPs can be a vocationally registered GP, non-vocationally registered GP or a GP registrar. • be accredited against the National General Practice Accreditation Scheme – non-accredited practices will have 12 months to gain accreditation through a registered accreditation agency from the date they register in MyMedicare as a practice. <p>RACGP MyMedicare webinar - practice registration</p> <p>Department of Health and Aged Care MyMedicare practice registration FAQs</p>
<p>Step 3</p>	<p>Register the practice via the HPOS Organisation Register</p> <p>Link your Organisation in PRODA to the Health Professional Online Services (HPOS).</p> <p>Once linked, you can access the HPOS Organisation Register to register your practice and link eligible providers.</p> <p>Services Australia video - setting up the organisation register</p> <p>Common HPOS MyMedicare organisation register errors/troubleshooting guide</p> <p>Services Australia - PRODA attributes at a glance</p>
<p>Step 4</p>	<p>Patient registration</p> <p>There are three ways patients can register with your practice in MyMedicare:</p> <ol style="list-style-type: none"> 1. Patients can register via their Medicare Online Account or the Express Plus Medicare mobile application. Practice staff will then accept the registration in the MyMedicare system. 2. Your practice may start the registration in MyMedicare. This will trigger a registration in your patients' Medicare Online Account or Express Plus Medicare mobile application, which they can then complete. 3. You may provide patients with the patient registration form to fill out at your practice. By signing the form, patients are giving consent to participate in MyMedicare with your practice. Practice staff will then complete the registration in the MyMedicare system. <p>A registration in MyMedicare is only successful when both the patient and practice have provided consent to formalise their relationship through one of the processes noted above. The practice has one month to accept a patient's request to register.</p>

Contact Practice Support

www.practicesupport.org.au

practicesupport@brisbanenorthphn.org.au

07 3490 3495

	<p><i>Why should patients register with a MyMedicare practice?</i></p> <p>My Medicare:</p> <ul style="list-style-type: none"> • supports practices to provide preventive care and early treatment allowing patients to stay active and healthier in the community for longer • promotes having an established relationship with a nominated GP/practice for seamless, integrated and continuous care, and where patient needs are understood and prioritised • reduces fragmentation of care caused by multiple service providers • funds longer telehealth appointments that will benefit people with disabilities or mobility issues that find it difficult to get to face-to-face appointments • supports the delivery of quality and continuous care to residents in aged care facilities. <p>Patients deserve to have a GP/practice that knows their history.</p> <p>Services Australia - managing patient registrations</p> <p>PDF MyMedicare patient registration form</p> <p>MS Word MyMedicare patient registration form Instructions: pre-filling and mail merging MyMedicare patient registration forms</p> <p>MyMedicare posters</p>
<p>Step 5</p>	<p>Data cleansing and identifying patients eligible for registration for MyMedicare</p> <p>It is important to data cleanse and archive your practice's inactive patients. How to guides to archive your inactive patients using Best Practice and Medical Director.</p> <p>Please note: RACGP standards for an active patient is three visits within two years. For MyMedicare registration, most patients will need to have two face-to-face visits recorded with the same practice in the previous 24 months to be eligible to register with that practice.</p> <p>Follow the 'how to' guide to use Primary Sense to run reports to identify "at risk" patients who would benefit from MyMedicare enrolment and to identify patients at your practice who are eligible for MyMedicare.</p> <p>Primary Sense - how to identify 'at risk' patients for MyMedicare registration</p>

Contact Practice Support

www.practicesupport.org.au

practicesupport@brisbanenorthphn.org.au

07 3490 3495

Step 6**Register for the General Practice in Aged Care Incentive**

Each quarter, providers and practices registered with MyMedicare, meeting the General Practice in Aged Care Incentive eligibility and servicing requirements, will receive an incentive payment. Eligible providers will receive payments for reviewing their patients in a Residential Aged Care Home, rather than at their practice. Eligible practices will receive funding to manage the care for registered patients living in a Residential Aged Care Home.

Payments are:

- **\$300** per patient, per year, paid to the responsible provider, and
- **\$130** per patient, per year, paid to the practice.

The payments will be quarterly, in addition to existing Medicare Benefits Scheme (MBS) and Department of Veterans' Affairs (DVA) rebates for services delivered. Rural loadings will apply to provider and practice incentive payments for [Modified Monash Model \(MMM\)](#) regions MMM 3 to MMM 7.

Steps to register:

1. Make sure your providers are linked to your practice in PRODA
2. Make sure your Residential Aged Care Facility Patients are registered to their chosen provider. This can be done by patients through the My Medicare tab on Services Australia website or through the Medicare App. Practices can register a patient through [MyMedicare](#) if they signed consent form from the patient.
3. Prepare your practice and team to consider these questions:

Which General Practitioners will be your Responsible Providers and have ongoing responsibility for visiting patients in Residential Aged Care Homes?

Will any other members of your practice team also provide some of the visiting services to your Residential Aged Care home patients?

How will visits be planned and coordinated with your practice team and the residential aged care home?

- Will you schedule regular recurring visits to aged care homes into the calendars of your practice team?

- How will you communicate with the residential aged care home to confirm appointments, or handle enquires from the home if care advice is required in between visits?

Will your practice be accepting new patients from Residential Aged Care Homes?

- If so, consider contacting the aged care home to let them know and provide them with information they can share with patients about how to register with MyMedicare with your practice.

For more information, including practice, provider and patient eligibility and the cessation of the General Practitioner Aged Care Access Incentive, please visit the [practice support website](#).

[SAMPLE cover letter to residential aged care homes about patient registration](#)

Contact Practice Support

www.practicesupport.org.au

practicesupport@brisbanenorthphn.org.au

07 3490 3495

Need assistance?

Please contact our Practice Support team to request assistance via phone: 07 3490 3495 or by email at practicesupport@brisbanenorthphn.org.au

Educational and training resources are available on our [practice support website](#)

For assistance with PRODA/HPOS MyMedicare registration, call 132 150 health provider line, option 6.

The Australian Association of Practice Managers (AAPM) have partnered with the Department of Health and Aged Care and can also assist with the implementation of MyMedicare.

Practices can contact AAPM National Office on 1800 196 000 or via email nationaloffice@aapm.org.au for support.

Contact Practice Support

www.practicesupport.org.au

practicesupport@brisbanenorthphn.org.au

07 3490 3495