

medicare

Mental Health Check In

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Medicare Mental Health Check In eReferral User Guide

This guide explains how to submit a Medicare Mental Health Check In referral through HealthLink SmartForms and track referral progress.

Step 1: Access HealthLink SmartForms

Best Practice

Select the **HealthLink** icon from the patient record toolbar.

The screenshot shows the HealthLink SmartForms interface for a patient named Miss Testing Apple. The top toolbar includes icons for File, Open, Request, Clinical, View, Utilities, My Health Record, Bp Comms, and Help. The patient's details are displayed, including Name, Address, Medicare No., and various medical history sections. A green box highlights the HealthLink icon in the toolbar. Below the patient details, there is a table of notifications with columns for Type, Due, and Reason. The table lists several notifications, including NCSR (Error), Outstanding requests, Action, Reminder due, Preventive health, and Preventive health. A green box also highlights the HealthLink icon in the bottom right corner of the interface.

Type	Due	Reason
NCSR (Error)		An error occurred performing the NCSR background check, open the NCSR Hub for more information.
Outstanding requests	20/04/2026	There is 1 outstanding request for this patient!
Action	20/04/2026	Follow up request, test
Reminder due	22/09/2026	Review
Preventive health	02/10/2026	A smoking history should be recorded!
Preventive health	02/10/2026	Influenza vaccination should be considered!

MedicalDirector

Select the **HealthLink** icon from the patient record toolbar.

The screenshot shows the MedicalDirector interface for a patient named MS ALPHABET TEST. The top toolbar includes icons for various medical functions. The patient's details are displayed, including Name, DOB, Sex at Birth, Gender Identity, and various medical history sections. A green box highlights the HealthLink icon in the bottom right corner of the interface.

Step 2: Open the Check In form

Select Medicare Mental Health

Referral Services

ACT Public Outpatient and Community

Austin Health eReferrals

ccChiP - Cardiometabolic Health in Psychosis

DPV Community Health

EMR API Test App

Head to Health

Medicare Mental Health **For referrals to Medicare Mental Health**

Northern Health

Northern Sydney Local Health District Services

NSW Health Outpatient Referrals

NSW Health Outpatient referrals - Far West LHD

NSW Health Outpatient referrals - Western Sydney LHD

NSW Health Outpatient referrals – South Eastern Sydney LHD

SA Health

Sydney LHD Aged Care, Allied Health and Community services

Tasmanian Health Service

Transport for NSW (PROD + ELS)

Vendor Validation Tool

Werribee Mercy Hospital

From the list of referral services, select **Medicare Mental Health**.

medicare Mental Health
1800 595 212

Western Sydney PHN

Facility* **Medicare Mental Health Check In**

What is Medicare Mental Health Check In

Medicare Mental Health Check In is a free national digital mental health service providing early intervention mental health care. The service provides low-intensity cognitive behavioural therapy (LICBT) based mental health support to help-seekers who are experiencing mild mental health challenges or transient distress.

Eligibility

Medicare Mental Health Check In is for people:

- aged 15 and above
- living in Australia (a Medicare Card is not required), and
- assessed at IAR level 1 or 2 (this includes recommended level of care 3 where clinician-rated level of care is 2)

Suitability

Suitability Considerations:

- Willingness to participate in a digital therapeutic program
- Ability and resources to engage in a structured 6 week LICBT Program
- Can answer questions about their mental health and how it impacts them
- Has a device to access and use online materials

Medicare Mental Health services provide two different pathways depending on patient need

Intake (assessment & referral service) Use when you need assessment, or help identifying the most appropriate service

Check In (digital therapy – LICBT) Use when the patient is suitable for structured low-intensity CBT (mild needs)

Do not refer if the patient requires urgent or emergency care. Medicare Mental Health is not a crisis service – follow existing emergency healthcare pathways or call 000.

- ### Step 3: Complete the referral

Complete all mandatory fields

Pay particular attention to:

Clinical Risk Assessment

- Suicidality
- Self-harm
- Risk of harm to others

Reason for referral

- Please provide a detailed reason for referral.
- Include information that supports the patient's suitability for low-intensity CBT.

Homelessness

- This field is mandatory.
- Housing instability or homelessness may indicate that the person is not suitable for the service.

Step 4: Initial Assessment and Referral Decision Support Tool (not mandatory)

If you choose to complete an IAR-DST, the form will only allow you to submit if the **level of care is 1 or 2**

Medicare Mental Health Check In is designed for consumers assessed at Level of Care 1 or 2.

Western Sydney PHN - Medicare Mental Health Check In Submit

*Support tool (check box) for clinicians:

Please only refer patients to Medicare Mental Health Check In if they have been assessed at IAR level 1 or 2 (this includes recommended level of care 3 where clinician-rated level of care is 2)

Developmental age group* Adult (18-64)

Initial Assessment and Referral - Decision Support Tool

Note: Please refer to the IAR-DST rating guidance for selections.

Primary Domains

Domain 1 - Symptom severity and distress* 1 = Mild

Domain rating guide

Domain 2 - Harm* 0 = No concerns about harm

Domain rating guide

Domain 3 - Functioning* 1 = Mild impact

Domain rating guide

Domain 4 - Impact of co-existing conditions* 1 = Minor impact

Domain rating guide

Contextual Domains

Domain 5 - Service use and response history* 0 = No previous service use

Domain rating guide

Domain 6 - Social and environmental stressors* 4 = Extremely stressful environment

Domain rating guide

Domain 7 - Family and other supports* 1 = Well supported

Domain rating guide

Domain 8 - Engagement and Motivation* 1 = Positive

Domain rating guide

IAR-DST recommended level of care* Calculate

Low intensity services or above (Level 2 or above)

Additional information supporting IAR-DST selection

If the Recommended Level of Care is 3 or above

- Consider whether another service may be more appropriate, including Medicare Mental Health Intake.
- If clinically appropriate, **select a Practitioner Assessed Level of Care of 1 or 2** and provide supporting rationale.
- The referral can then proceed to Check In.

If you agree with the recommended Level of Care of 3 or above, you can refer the consumer to Medicare Mental Health Intake instead. This form is available in the home page (see Step 2)

The screenshot shows a web form with a 'Calculate' button at the top right. Below it, a box displays 'IAR-DST recommended level of care*' with the value 'Moderate intensity services or above (Level 3 or above)'. A large blue information box contains the following text: 'The Medicare Mental Health Check In service is only suitable for IAR-DST recommended level of care 1 or 2. Consider other services that may be more appropriate, including the Medicare Mental Health Intake service. You can select the form for that service from the Facility field in the previous screen. Otherwise, you can still continue with this referral if it is appropriate to set your patient as a level 1 or 2 (using the practitioner assessed level of care field below) and they are suitable for digital low-intensity CBT.' Below this is a text area for 'Additional information supporting IAR-DST selection'. At the bottom, there is a dropdown menu for 'Practitioner assessed level of care*' with the text 'Please select'.

Step 5: Review and submit

The screenshot shows the bottom navigation bar of the form. It contains four buttons: 'Submit' (highlighted in green), 'Preview', 'Park', and 'Help' (with a dropdown arrow). A black arrow points to the 'Submit' button.

1. Select Preview to review the referral.
2. Select Submit to send the referral.

Submission confirmation

A copy of the submitted referral is saved to the patient's record.

Sensitive: Personal

South Western Sydney PHN - Medicare Mental Health HealthLink
Check In Mental Health Check In

Patient: Testing Apple, 26yrs, U, DOB 26/02/2000, PH: 0400000000
 Residential address: 99 Gawler Place, Adelaide, SA 5000
 Postal address: same as residential address
 Referred by: Best Practice, HealthLink Townsville, PH 0744015650, FAX 0744015651
 Referral date: 02/10/2026 14:28 AEST

Clinical Referral Information

Consent

St Vincent's Health Australia Limited (SVHA) and North West Melbourne Primary Health Network (NWMPHN) both require each referrer (including third-party service providers, health professionals, and local PHNs where relevant) to have obtained the consent of the individuals they refer to Medicare Mental Health Check In, particularly consent for the collection, use, and transfer of their personal and health information to third parties.

The patient, or guardian, has consented to share their de-identified data with the Commonwealth Department of Health, Disability and Ageing, state and territory health departments and evaluators. This de-identified data includes personal information like date of birth, gender, postcode and health outcomes. The patient, or guardian is aware that this de-identified data can also be linked to other available de-identified data about them to facilitate research. The service does not share the patient's name, address or other personally identifiable details that can be linked back to the patient.

Not stated

Referral Details

Referral Date:

02/10/2026

Clinical Risk Assessment

Suicidality:

1 = Not apparent

Self harm:

1 = Not apparent

Risk of harm to others:

1 = Not apparent

Reason for referral:

test

Additional Referrer Details

Referrer profession:

General practitioner

Referrer organisation type:

General practice

Homelessness:

Not homeless

Assessment

Do you want to use the Initial Assessment and Referral Decision Support Tool (IAR-DST) for this patient?

No

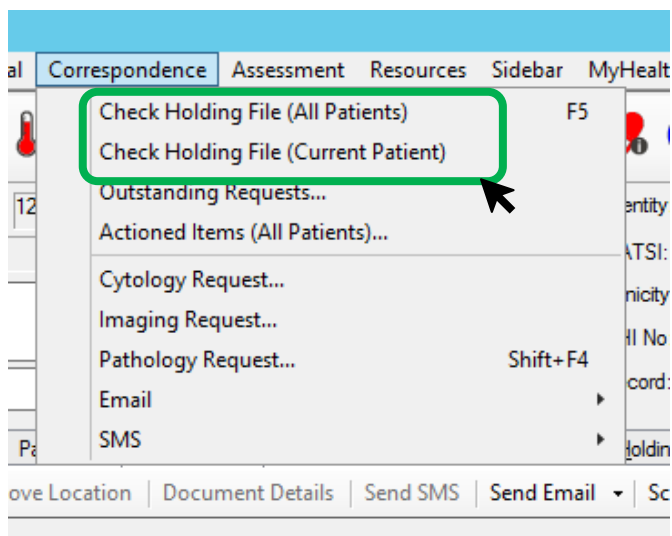
Step 6: Track referral progress

Best Practice

Open the **Inbox** to view HealthLink status messages

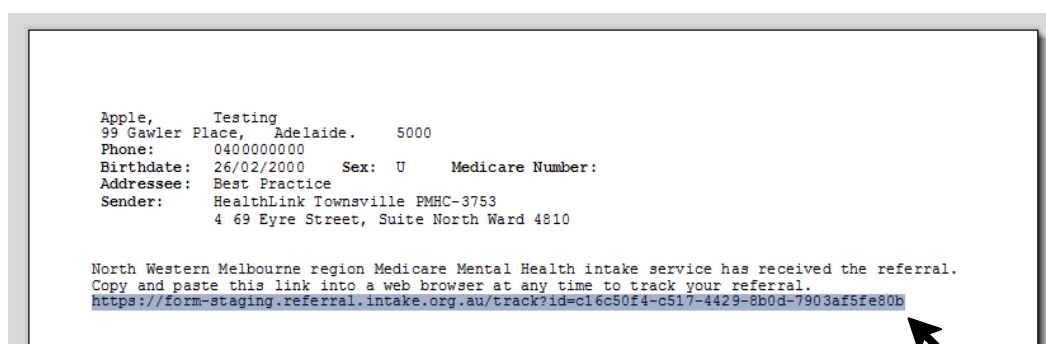


MedicalDirector
Open **Correspondence** → **Check Holding File** to view HealthLink status messages.



Open the tracking link

Open the status message and select the referral tracking link.



Referral tracking page

The tracking page provides real-time referral updates, including:

- Received
- In progress
- Accepted

