

HOW TO REGISTER FOR MYMEDICARE

MyMedicare is a new model aimed at strengthening the relationship between patients, their general practice, GP and primary care teams. MyMedicare is voluntary for patients, practices and providers.

MyMedicare practices will have access to:

- more information about regular patients, making it easier to tailor services to fit the patient's needs
- the new longer telehealth items linked to MyMedicare outlined above
- the General Practice in Aged Care Incentive from 1 August 2024, which will support regular health assessments, care plans and regular GP visits for people in residential aged care homes
- new blended funding payments to support better care for people with complex, chronic disease who frequently attend hospital. These will roll-out progressively over three years from FY2024–25
- Chronic Disease Management items linked to a patient's registration in MyMedicare from November 2024, to support continuity of care for people with chronic and complex conditions. *(Patients who are not registered in MyMedicare will still be able to receive Chronic Disease Management items from their usual GP).*

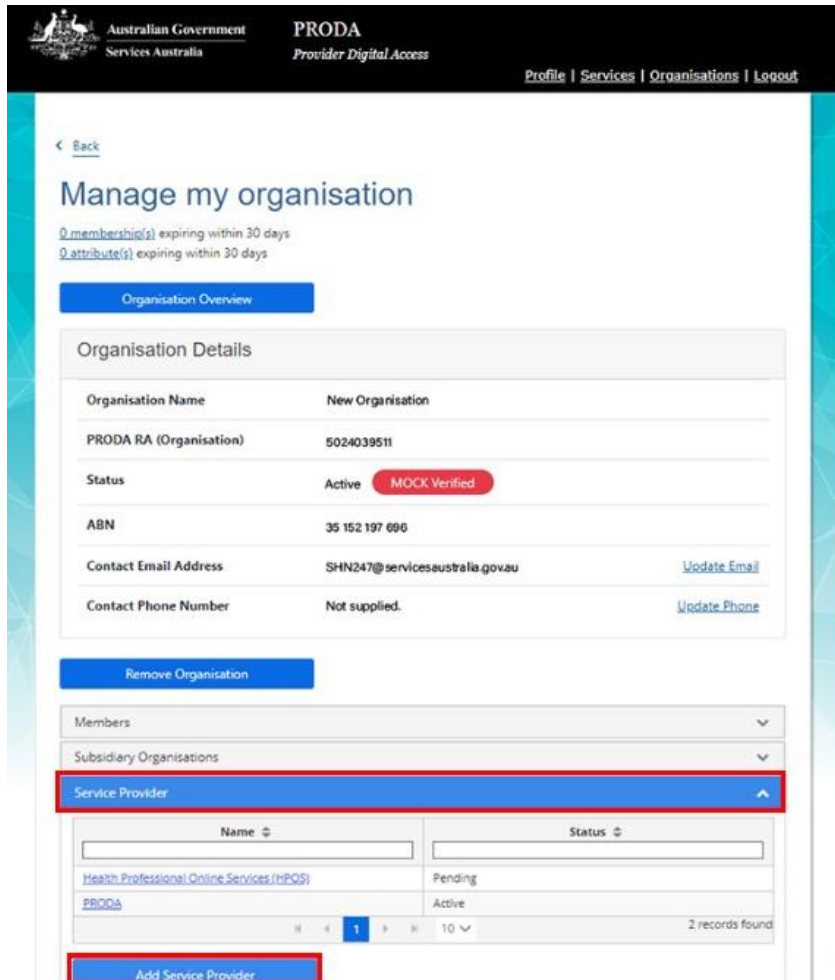
When registering for MyMedicare, general practices must ensure that they:

- provide Medicare-funded services
- are registered in the following Services Australia systems:
 - Provider Digital Access (PRODA) – the responsible person needs an individual PRODA account, and the organisation needs an organisation PRODA account
 - Health Professional Online Services (HPOS)
 - the Organisation Register (steps on how to register below)
- have at least one eligible provider linked to the practice in the Organisation Register. Eligible providers can be a vocationally registered GP, non-vocationally registered GP or a GP registrar
- are accredited against the National General Practice Accreditation Scheme – non-accredited practices have 12 months to register with an accreditation agency and gain accreditation
- have all providers who wish to participate in MyMedicare linked to the practice in the Organisation Register
- locate the details of an associate and authorised contact in the Australian Business Register (ABR) and the Registered Authority (RA) numbers of the providers to be added to the Organisation Register. RA numbers are found in the profile tab in PRODA
- have valid provider numbers for all providers and ensure eligibility to deliver MBS or DVA equivalent services.

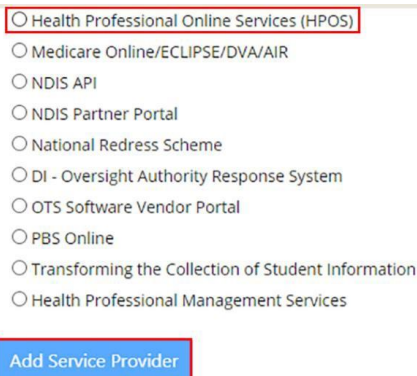
NOTE: When registering for the Organisation Register, the practice may have previously linked HPOS for other programs or services but the organisation in PRODA needs to be linked again for the Organisation Register – using the ABN as the linking identifier.

Creating an Organisation Register tile in HPOS

1. Login to PRODA and select your Organisation
2. Click on the **Service Provider** menu and select **Add Service Provider**



3. Select **Health Professional Online Services (HPOS)** from the list and select **Add Service Provider**.



4. The status will be **pending** until linking is complete. The status will change to **active** once complete.
5. The Terms and Conditions screen will only appear the first time a user links an organisation to HPOS. Click **Accept**.

6. Once the HPOS Service has been added, the **Organisation Linking – Create Relationships** screen will appear. Ensure that you select **ABN** as the Identifier.

Organisation Linking

Organisation Linking - Create Relationships

Identifying your organisation

*Please provide an identifier that has been issued for the organisation

Identifier type: Please select identifier type

Identifier: Please enter identifier

Next

7. A confirmation message will display. Click **Next**.

Organisation Linking - Create Relationships

Verification of relationship

We have established your organisation's relationship with the following:
Health Professional Online Services (HPOS) for ABN 35152197696

Next

8. A screen will display confirming that the Organisation in PRODA can access HPOS services. Select **Finish**.

Organisation Linking - Next Steps

You can now access HPOS services based on the identifiers you have used to link.

Select **Go to service** on the **Health Professional Online Services** tile in **PRODA - My services**.

Select the organisation you have linked

First time access:

- The HPOS terms and conditions will display, you must read them and select **I agree**
- Provide an email address and select **submit**

The **HPOS home page** opens.

To return to your PRODA account from HPOS select **Manage logon account** from the main menu.

Go to My services page in PRODA by clicking [Here](#).

Finish

Once the linking has been done, exit out of PRODA and then log back in. Select **Go to service**.

Privacy Notice

By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services



9. A new screen will display where you can select the organisation you are acting on behalf of in HPOS.



Health Professional Online Services (HPOS)

Organisation

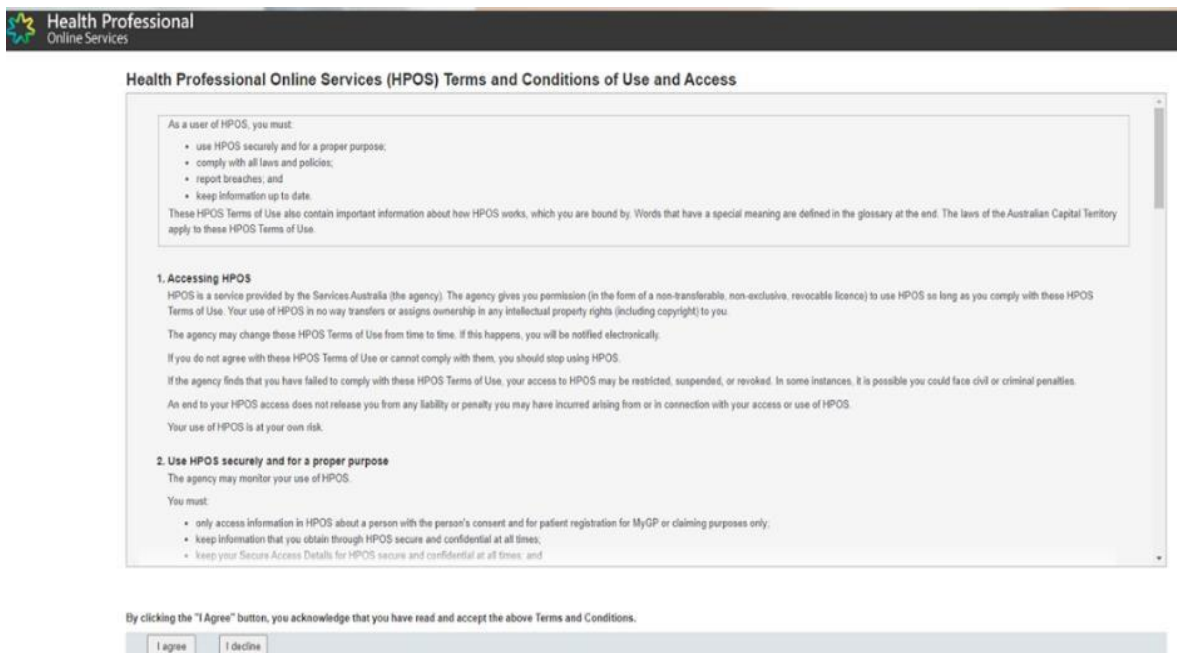
Please choose an organisation to act on behalf of:

- No Organisation - Proceed as an individual only
 New Organisation

[Cancel](#)

[Continue](#)

10. Another screen will then display, and you need to accept the Terms and Conditions.



- HPOS will then request an email address to which notifications can be sent. Select **Yes** to receive notifications and select the frequency of notifications.

Health Professional Online Services

Mail centre notifications

To have access to Health Professional Online Services, an email must be provided.

Should you choose to receive notifications to the email provided below, you would receive notifications for:

- Delegation updates (if applicable)
- New email in your HPOS mailbox
- Updates by HPOS staff to your contact details

All Account activity notifications will be sent to the email provided below, irrespective of your notification preferences.

You can update your email address, frequency of notifications or opt out of receiving notifications at any time, within the Health Professional Online Services 'Mail centre/Settings'

Terms and Conditions

Email Address *

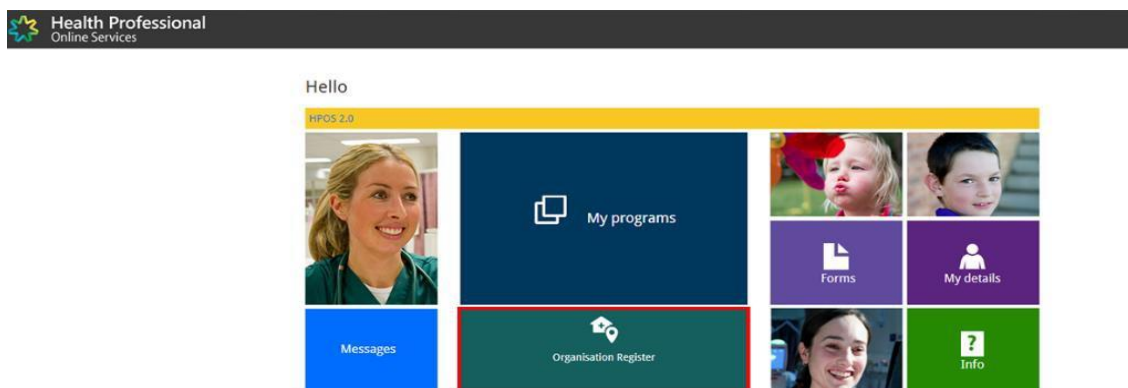
Confirm Email Address *

Mobile number

Do you wish to receive notifications? * Yes No

Frequency of notifications *

- You will know when the linking process is complete as a new tile will appear in HPOS called the **Organisation Register**. You can now start to populate the Organisation Register for your practice.



Once the linking in HPOS is done, you now need to create an Organisation Record to be ready for MyMedicare.

Creating an Organisation Record in HPOS

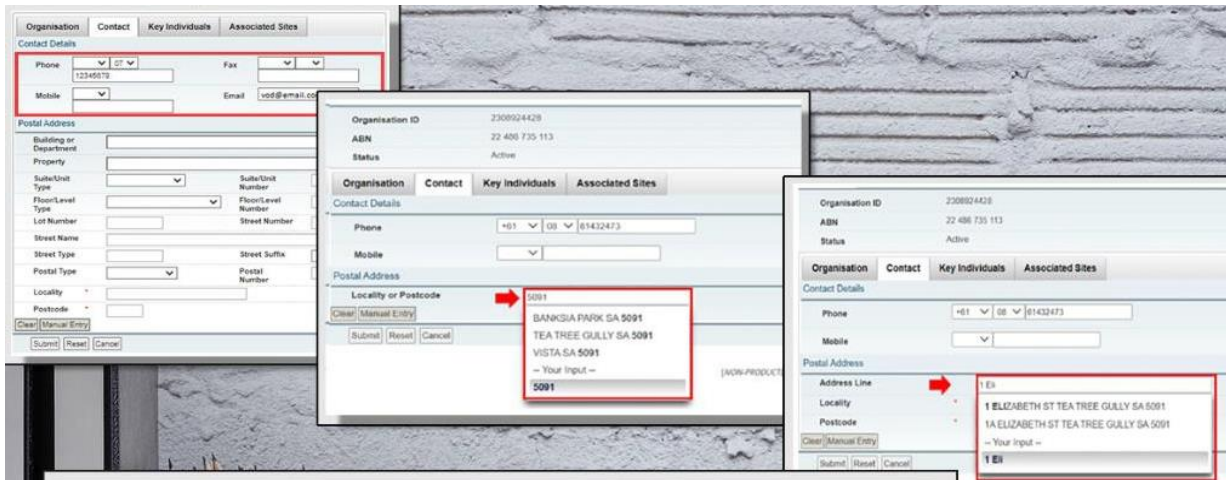
- Click on the Organisation Register tile and start to populate the required details. *Please note, please complete all fields and not just the mandated fields.* The **Associated Sites** tab is where the physical address of the practice must be recorded. Double check the **Organisation** tab as it is pre-populated from the ABR to see if details are correct. If incorrect, please contact the ABR.

Organisation Register - Organisation Record

[Amend](#)

Organisation ID	2308956729	Entity Name	Organisation A
ABN	58 193 517 849	PRODA RA Number	5024039511
Status	Pending (System)	From	01/12/2022 10:10:51
Organisation	Contact	Key Individuals	Associated Sites

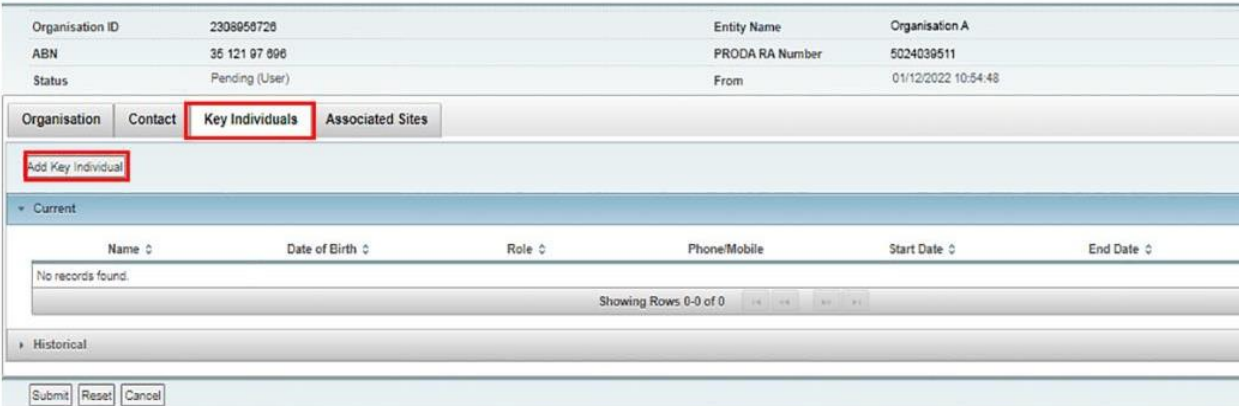
- The **Contact** tab is *not* where the details of the GPs are recorded. In the **Contact** tab after entering the contact phone and email details you must enter a Post Code and select the suburb first. The address fields will auto-fill. Remember to select **Submit** and then **Save**.



- The **Key Individuals** tab is *not* where the details of the GPs are recorded. This tab requires at least two Key Individuals – one Associate and one Authorised Contact. The Associate needs to be listed against the ABN on the ABR.

Organisation Register - Organisation Record

Amend



The Organisation Record will remain Pending until all information in all tabs is completed.

- Once the Organisation Record has been successfully completed it becomes Active and you can then populate the **Associated Sites** tab.



The tab after this is to add an **Ultimate Organisation** but this is not mandatory and is really for an organisation that has hierarchical control of the Organisation in the Organisation Register.

Creating an Organisation Site Record in HPOS

Once you have accessed the Organisation Register and populated the Organisation Record, you now need to create an Organisation Site Record. The Organisation Site Record allows the user to create a separate record for each of the sites that share an ABN with the parent Organisation in the Organisation Record. Information required in each tab depends on the services being accessed. Some programs may require all fields to be filled out.

NOTE: Not all programs will be listed in the 'Program Registration' tab and more will come onboard when new programs are added.

1. When completing the tabs in this section hit **Submit** and then **Save** if prompted as this will ensure the information is retained if you need to log back out. The Organisation Site Record will not become active until all mandatory information has been entered.

Organisation Register - Organisation Site Record

Create

Organisation Site	Physical Address	Services	Contact	Key Individuals
Accreditation	Provider	Program Registration	Banking Details	

The Organisation Site holds details about your practice at a physical location. The Organisation Site will need to be 'Active' to participate in Health programs.
To obtain a status of 'Active' the following fields are required:

- Postal address
- Contact email address
- Contact phone or mobile number
- Key Individual with a role of 'Authorised Contact' with no end date

Organisation ID	2308956727
ABN	35 121 97 696
Entity Name	ORGANISATION A
Organisation Site Name *	Family General Practice
Start Date	01/12/2022

Submit Reset Cancel

2. The system pre-populates the linked My Organisation Record details. The user adds the site name – in the example above it is the Family General Practice. Note: for the General Practice Training Payments program (GTP) **Accreditation** and **Provider Details** do NOT need to be added but they will need to be populated for the MyMedicare program.

Under the **Key Individuals** tab, a minimum of one key person (either Associate or Authorised Contact is required). The **Program Registration** tab is where the practice will register for Programs, including MyMedicare once the program has been added.

The Provider details are added in **Provider** tab. You will need their Provider Numbers and can search on the number to find the Provider.

The Organisation Site Record will remain Pending until all required fields are populated, submitted and saved.

For more information

Call Services Australia on 13 12 50 (option 6) or e: mymedicare@murrayphn.org.au

Thanks to our PHN colleagues at Brisbane South PHN for letting us adapt their resource.

Document last updated August 2023.