

MYMEDICARE IMPLEMENTATION CHECKLIST FOR GENERAL PRACTICE 2023

Now that you have completed MyMedicare registration, use the following checklist to assist your practice team with MyMedicare readiness and implementation.

Practice team settings in PRODA							
Identify team members that will be completing MyMedicare patient registration process	<input type="checkbox"/>						
Ensure these team members have an individual PRODA account: <ul style="list-style-type: none"> • PRODA Registration 	<input type="checkbox"/>						
Once a team member is registered with PRODA, add members and delegate authority in PRODA organisation account. <ul style="list-style-type: none"> • PRODA Delegations Note: For MyMedicare, the following two attributes need to be delegated for each staff member who will be performing patient registrations. <div style="border: 1px solid #0070c0; padding: 5px; margin-top: 10px;"> <p style="background-color: #0070c0; color: white; padding: 2px;">Attribute Delegations</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Name</th> <th style="width: 50%;">Service Provider</th> </tr> </thead> <tbody> <tr> <td style="border: 2px solid red;">HPOS-Access</td> <td>Health Professional Online Services (HPOS)</td> </tr> <tr> <td style="border: 2px solid red;">HPOS-MyMedicare-Program-Staff</td> <td>Health Professional Online Services (HPOS)</td> </tr> </tbody> </table> </div>	Name	Service Provider	HPOS-Access	Health Professional Online Services (HPOS)	HPOS-MyMedicare-Program-Staff	Health Professional Online Services (HPOS)	<input type="checkbox"/>
Name	Service Provider						
HPOS-Access	Health Professional Online Services (HPOS)						
HPOS-MyMedicare-Program-Staff	Health Professional Online Services (HPOS)						
For further PRODA support or training: PRODA online training Phone: 1800 700 199 Email: proda@servicesaustralia.gov.au	<input type="checkbox"/>						

MyMedicare update for your practice team	
MyMedicare information to support your practice team: <ul style="list-style-type: none"> • DoHAC Website • FAQs • Murray PHN Website 	<input type="checkbox"/>
Provide your GPs with MyMedicare information to support them with patient enquiries. <ul style="list-style-type: none"> • GP Toolkit 	<input type="checkbox"/>

Provide your reception and clinical teams with key messaging scripts to assist with patient enquiries. <ul style="list-style-type: none"> • Key Messaging 	<input type="checkbox"/>
Provide a summary of the MyMedicare Incentives and relevant MBS items. <ul style="list-style-type: none"> • Subscribe to receive MBS online email updates • MBS Item update - 1st November 2023: Triple Bulk Billing 	<input type="checkbox"/>
Keep up-to-date with the latest MyMedicare news by subscribing to the Department of Health and Aged Care's MyMedicare newsletter - Subscribe here	<input type="checkbox"/>

Data cleansing	
Review current data quality/cleansing activities prior to undertaking practice-led patient registration processes to support accurate identification of eligible patients for the MyMedicare program. <ul style="list-style-type: none"> • <i>Are you asking all patients if they hold a Commonwealth concession card?</i> 	<input type="checkbox"/>
Murray PHN has created a Data Cleansing Guide which can be used to help you clean up your patient data.	<input type="checkbox"/>
Do you need to undertake bulk inactivation of patients who have not been seen for a number of years? Do you need to clean-up uncoded and free text data? <ul style="list-style-type: none"> • Best Practice Data Cleansing Guide • Medical Director Data Cleansing Guide 	<input type="checkbox"/>
Do you need to review setting up user preferences so every reason for visit or medication does not appear in your past history list? <ul style="list-style-type: none"> • Configuring user options in Best Practice to help maintain data quality: <ul style="list-style-type: none"> ○ Best Practice Guide • Configuring user options in Medical Director to help maintain data quality: <ul style="list-style-type: none"> ○ Medical Director Guide 	<input type="checkbox"/>

Patient registration process and workflows	
Review the three methods of MyMedicare patient registration: <ul style="list-style-type: none"> • eLearning 	<input type="checkbox"/>
For each method of patient registration, discuss with your practice team the workflows that are needed to implement the MyMedicare program.	<input type="checkbox"/>
Registration method 1: Patient-led registration	
Provide your practice team with information on how patients can complete patient-led registration using Medicare online services - Medicare Online Account (MOA) or the Express Plus Medicare mobile application. <ul style="list-style-type: none"> • Services Australia Guide 	<input type="checkbox"/>
Update MyMedicare Preference settings in MyMedicare Programs in PRODA to enable 'Auto Accept' of any new patient led registrations. <ul style="list-style-type: none"> • MyMedicare Preferences for auto accept registrations 	<input type="checkbox"/>

Registration method 2: Practice-led registration	
Offer training for your practice team on how to use PRODA for registering patients in the MyMedicare program. <ul style="list-style-type: none"> Accessing MyMedicare Program in PRODA and Patient Registration steps 	<input type="checkbox"/>
Discuss as a team how you will identify eligible patients. Confirm what cohort of patients you will target first. Consider a staggered approach so patients are not all registering at once. Refer to CAT 4 Recipes below to identify target cohorts: <ul style="list-style-type: none"> CSIRO Risk of Hospitalisation Report Medications per patient COVID-19 Vaccine 1b: Identify patients with specific chronic diseases COVID-19 Vaccine Priority Patients Find all patients currently residing in a RACF who are likely to benefit from a palliative care approach Assigned Provider Ethnicity 	<input type="checkbox"/>
Consider how you will be contacting patients to invite into the program e.g. text message, email, opportunistically when attending this practice.	<input type="checkbox"/>
Confirm the team members who will be responsible for adding/inviting identified patients to the MyMedicare Program using PRODA.	<input type="checkbox"/>
Registration method 3: Patient fills out registration form at the practice	
Print MyMedicare patient registration forms and make available to reception and clinical staff: <ul style="list-style-type: none"> MyMedicare Registration Form 	<input type="checkbox"/>
Confirm the process and who is responsible for scanning completed consent forms into patient records and completing registration in MyMedicare Program in PRODA.	<input type="checkbox"/>
For patients in residential aged care homes: <ul style="list-style-type: none"> Provide the visiting GP with a supply of MyMedicare registration forms and any relevant patient information e.g. patient brochures. On returning from completed visits, confirm who at the practice will be responsible for processing the consent forms and completing registration. 	<input type="checkbox"/>

Patient promotion	
Decide the My Medicare patient promotional activities that will be undertaken at your practice. <ul style="list-style-type: none"> My Medicare - Community Stakeholder Information Kit 	<input type="checkbox"/>

Telehealth readiness	
In readiness for MyMedicare program telehealth items for eligible patients from 1 November 2023, consider reviewing your current video telehealth arrangements.	<input type="checkbox"/>
For GPs wanting to use the service, register your practice for a 'video call' account. <ul style="list-style-type: none"> Webform 	<input type="checkbox"/>

Provide your clinical team access to Healthdirect resources to support introducing telehealth video visits: <ul style="list-style-type: none"> • Healthdirect video call resource centre • Video Call Training - RACGP CPD accredited training for GPs • Introducing video call in your General Practice 	<input type="checkbox"/>
Healthdirect support: Phone: 1800 580 771 (Monday to Friday, 8am – 6pm) Email: videocallsupport@healthdirect.org.au	<input type="checkbox"/>

Please note that this checklist is intended as a starting point for implementing activities for MyMedicare Program. Customisation based on your general practice requirements should be incorporated as required.

Murray PHN is committed to providing updates as soon as new details emerge and will help you embed and develop the initiative within your practice.

Should you require further information please do not hesitate to contact your Quality Improvement Coordinator or email gpsupport@murrayphn.org.au