# MYMEDICARE

## Introduction

Based on the recommendations of the [Strengthening Medicare Taskforce](#) and building on [Australia's Primary Health Care 10 Year Plan 2022-2032](#), several significant funding initiatives for primary healthcare were announced in the May 2023 Federal budget. These include changes to MBS funding and additional blended funding payments that will come through the MyMedicare program.

Strengthening the link between a general practice and patient is the key to MyMedicare reform. Practices are encouraged to increase their knowledge and understanding of MyMedicare to be ready to confidently share information with patients about the benefits of registering from 1 October 2023.

## What will practices have access to?

1. Information about regular patients, making it easier to tailor services to fit a patient's needs.
2. The new longer telehealth items linked to MyMedicare.
3. 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.
4. New blended funding payments to support better care for people with complex, chronic disease who frequently attend hospital. These will progressively roll-out over three years from FY2024-25.
5. 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).*

## MyMedicare for practices

General practice registration opened on **1 July 2023.** To be eligible for MyMedicare general practices must:

1. provide Medicare funded services
2. be registered in the following Services Australia Systems:
   a. Provider Digital Access (PRODA)
   b. Health Professional Online Services (HPOS)
   c. The Online Register
3. 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.
4. be accredited against the [National General Practice Accreditation Scheme](#).

## How does a practice register for My Medicare?

**If your practice <u>is</u> already on the Organisation Register:**

- You don't need to register again. The Organisation Register has been set up so it can be re-used for multiple programs. This means you don't need to provide your information every time there's a new program like MyMedicare.
- The MyMedicare program will appear on the system from 1 October 2023, so if you are already set up, you'll need to go back into the Organisation Register to add MyMedicare to complete the practice registration and start registering patients.
- Prior to the 1 October, you can add providers into the Organisation Register and your accreditation details.

**If your practice <u>is not</u> already on the Organisation Register:**

- Set up your organisation in PRODA (note an organisation in PRODA is different to an individual PRODA account).
- Link your organisation to HPOS (if you have already set your organisation in PRODA and linked to HPOS before, this time you need to do it using your ABN to access the Organisation Register).
- Create an Organisation Record.
- Create an Organisation Site Record.
- Link Providers.
- Add Health Programs (From 1 October 2023 you will be able to register for MyMedicare by adding it your Organisation Site Record).
- Start Patient Registration (From 1 October 2023, you will be able to start patient registrations for your practice in HPOS under My Programs via the MyMedicare tile).

*If you are having issues with PRODA, there is a dedicated helpdesk available Monday to Friday 8am-5pm, call 1800 700 199 or email: ebusiness@servicesaustralia.gov.au*

**Tips for setting up the Organisation Register:**

- Before you get started, have the following information on hand:
  - ABN
  - Details of an associate who is listed against the ABN on the Australian Business Register (ABR)
  - Details of an authorised contact
  - Provider location numbers of the GPs that are providing services at your practice so you can link them to the Organisation Site
  - Details of your accreditation or relevant exemption.
- It is very important that the **name** of the Organisation Site and the **address** you enter is up-to-date and recognisable to patients, as this is what patients will see when they search for your practice to register for MyMedicare. It's also important that each practice has only one record so that your patients can easily find you.
- Link all the Medicare provider numbers that are providing services at the Organisation Site, this is important for claiming the MBS items.

*For assistance using the Organisation Register, contact Services Australia Provider General Enquiries on 132 150 and select option 2 for Organisation Register support or send an email to: Organisation.Register@servicesaustralia.gov.au*

### *How to prepare for MyMedicare guide*

Darling Down and West Moreton PHN have created the following guide on how to prepare for MyMedicare PowerPoint Presentation (ddwmphn.com.au)

### *What about non-accredited general practices?*

Non-accredited practices have 12 months to register with an accreditation agency and gain accreditation. An accreditation exemption is available until **30 June 2025**. This is available to non-accredited practices (including sole providers) who deliver general practice services through mobile and outreach models:

- in rural settings
- in residential aged care
- in disability residential settings
- to First Nations Australians
- to people experiencing homelessness.

## MyMedicare for healthcare providers

To be eligible for MyMedicare, providers must be a GP or a nurse practitioner and:

- work at a MyMedicare eligible practice
- be linked to the practice on the Organisation Register
- have a valid provider number and be eligible to deliver Medical Benefits Schedule (MBS) or Department of Veterans' Affairs (DVA) equivalent services.

## Data cleansing guide

Murray PHN has created a data cleansing guide to assist practices to undertake data cleansing activities in preparation for Voluntary Patient Registration (VPR) as part of the MyMedicare roll out. The data cleansing guide can be found here. A short video on data coding is also available here.

## Inviting patients to register for MyMedicare at your practice

Murray PHN has created the following CAT 4 recipes to help practices access lists of patients who would benefit from MyMedicare enrolment and upcoming incentives. Practices are encouraged to not to try and register all patients on 1 October, but to take a staggered approach.

- Identify Patients at Risk of Hospitalisation
- Identify Patients by Number of Medications taken
- Identify Patients with a Specific Chronic Disease
- Identify At Risk Patients Requiring a COVID-19 Booster
- Identify Patients Residing in an RACF (using MBS billing)
- Search for Patients by Assigned Provider
- Identification of Patients by Ethnicity
- DVA patients can be found by selecting DVA under the General tab in CAT4, then select 'recalculate'
- For a list of Concession and Pension Card holders, please refer to your individual clinical software.

## MyMedicare for patients

Patients with a Medicare or DVA card can register for MyMedicare from **1 October 2023**. There will be options for patients to register online or in-person at their registered practice via a paper-based form. Key messaging for staff and patients can be accessed here

### *What will patients have access to?*

- Greater continuity of care with their registered practice, improving health outcomes.
- Longer MBS-funded telephone calls (Levels C and D) with their usual general practice.
- Longer MBS-funded telehealth consultations (Level C, D and E) for children under 16, pensioners, and concession card holders.

## Resources

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| **Australian Government website** | MyMedicare \| Australian Government Department of Health and Aged Care |
| **Department of Health FAQs** | MyMedicare practice registration – Frequently asked questions \| Australian Government Department of Health and Aged Care |
| **Videos – tips on registering your practice** | Organisation Register - Health Professional Education Resources (servicesaustralia.gov.au) |
| **MyMedicare – Key messaging for staff and patients** | MyMedicare - Key Messaging for staff and patients (murrayphn.org.au) |
| **MyMedicare registration steps and tips** | How to register for MyMedicare (murrayphn.org.au) <br> PowerPoint Presentation (ddwmphn.com.au) |
| **MyMedicare webinars** | RACGP - MyMedicare: First steps: What is it, What do I need to know? <br> MyMedicare Webinar (viostream.com) <br> RACGP - MyMedicare: a deeper dive (including PRODA) |
| **MyMedicare resources** | Practice Connect #179 - PracticeAssist <br> How practices and providers can benefit from Australia's new MyMedicare model (williambuck.com) |
| **Murray PHN resources** | MyMedicare - Murray PHN Murray PHN <br> Quality Improvement - Data Cleansing Guide (murrayphn.org.au) |

## Contact us

For more information or support contact your local Quality Improvement Consultant or email: gpsupport@murrayphn.org.au

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