

TIPS FOR MANAGING MYMEDICARE GENERAL PRACTICE IN AGED CARE INCENTIVE (GPACI) REGISTRATIONS IN HPOS/PRODA

For MyMedicare GPACI, the relationship between the 3 participants is critical (the practice, the patient, and the Responsible Provider). The assessment process looks for this relationship, and anything that can potentially break or remove any of those relationships will impact GPACI payments for eligible services.

If there is a change in the relationship (e.g. new responsible provider) it is important that the previous relationship is maintained in the patient's MyMedicare profile. Removing or deleting relationships will impact past payments.

**Note that the Responsible Provider may not be the same practitioner as the patient's nominated Preferred GP (e.g. a registrar may be engaged to deliver RACH services).*

Below are tips on managing GPACI correctly and some cautions on what not to do.

TIP: Using actions incorrectly can impact payments, including reassessment of past payments

When registering a patient for MyMedicare

- **Register** the patient for the MyMedicare program as soon as possible and no later than 28 days after receiving the consent form (or they can register themselves online).
- **Do not move** a patient to a new Organisation Site unless you understand the impact to payments. Moving a patient resets their MyMedicare registration date and restarts them in Quarter 1 for GPACI with the new site.

When adding the MyMedicare GPACI Incentive for a patient:

The screenshot displays the 'MyMedicare Incentive' management interface. At the top, there is an information box about the General Practice in Aged Care Incentive (GPACI). Below this, the 'Incentive' is set to 'MyMedicare GPACI'. A red box highlights the 'Add' button in the 'Incentive Period' section. Below the 'Add' button are fields for 'Start Date' and 'End Date'. The 'Responsible Provider' section contains a table with columns for 'Responsible Provider', 'Start Date', 'End Date', and 'Action'. The bottom section is a modal window titled 'Add Incentive Period' with a red box around the 'Incentive' dropdown (set to 'MyMedicare GPACI'), 'Start Date' and 'End Date' input fields, and a 'Confirm' button also highlighted in a red box.

- Once the new incentive **MyMedicare GPACI** has been added to the patient's profile, the MyMedicare GPACI details page will appear.
- Select **Set period**. Add a **Start Date** (this should match the date the patient signed the MyMedicare registration form however it cannot be dated before the practice's MyMedicare GPACI registration date).
- **Do not** add an end date (unless the patients asks to no longer be part of GPACI (unlikely)).
- **Do not Amend** the Start Date for the Incentive period, unless it was incorrect and you understand the impact to payments.
- **Do not Delete** GPACI from a patient's MyMedicare profile unless the Incentive was added in error.
- If the patient is deceased, **withdraw** them from MyMedicare but do **not delete** the Incentive. When a patient is withdrawn from the MyMedicare program, the system will automatically end the Incentive period.

When adding a Responsible Provider to the patients MyMedicare GPACI details page:

The image shows two screenshots from a web application. The top screenshot is the 'MyMedicare Incentive' page. It features a header with an information icon and text: 'The General Practice in Aged Care Incentive (GPACI) aims to support every aged care resident to receive continuity of quality primary care services from their regular general practitioner and practice. More information about the GPACI, including practice and patient eligibility requirements, can be found on the Department of Health website.' Below this is a section for 'Incentive' with 'MyMedicare GPACI' selected. There is a table for 'Incentive Period' with columns for 'Start Date' and 'End Date'. A red box highlights the 'Responsible Provider' section, which includes an 'Add' button and a table with columns for 'Responsible Provider', 'Start Date', 'End Date', and 'Action'. Below the table is a 'Declaration' section with several bullet points and a red box around the statement: 'The information I am providing is true and correct, and I understand that giving false or misleading information is a serious offence.' At the bottom of the declaration are 'Save' and 'Cancel' buttons.

The bottom screenshot is the 'Add Responsible Provider' dialog box. It has a header with an information icon and text: 'The responsible provider is the provider who delivers the relevant incentive services to the patient. If the appropriate provider is not listed, they are not eligible to be nominated as the responsible provider for the incentive. Please discuss this with the provider.' Below this is a form with three fields: 'Responsible Provider*' with a dropdown menu showing '123456AB', 'Start Date*' with a date picker showing '24/05/2024', and 'End Date' with an empty date picker. At the bottom are 'Confirm' and 'Cancel' buttons. A red box highlights the entire form area.

- **Add** the Responsible Provider, select the provider number corresponding to the nominated provider and add a **Start Date**.
- **Do not** add an **End Date** for the Responsible Provider. If a new Responsible Provider is added, the system will automatically end the previous Responsible Provider.
- **Do not Amend** the Start Date for the Responsible Provider, unless it was incorrect and you understand the impact to payments.
- **Do not Remove** the Responsible Provider unless they were added in error. It is important that previous relationships are maintained, even if the patient has a new Responsible Provider added, no longer wants to be involved in GPACI or MyMedicare, or is withdrawn from MyMedicare. Removing responsible providers will impact reassessment of past payments.

To maintain the practice's eligibility for MyMedicare:

Organisation Register - Organisation Site Record

Amend

Organisation Site ID	XXXXXXXXXXXX	Organisation Site Name	ORGANISATION SITE 003
Physical Address	1 Specimen Ave Specimen SA XXXX	PRODA RA Number	XXXXXXXXXXXX
Status	Active	From	27/10/2023 11:40:36

Organisation Site | Physical Address | Services | Contact | Key Individuals | **Accreditation** | Provider | Program Registration

Accreditation may affect the eligibility of health programs.

[Add Accreditation](#)

Current

Type	Accrediting Agency	Status	Certificate Number	Start Date	End Date	Action
RACGP Standards for general practices	ACHS	Accredited	123456	04/12/2023	12/03/2025	Amend Remove

Showing Rows 1-1 of 1

Historical

Type	Accrediting Agency	Status	Certificate Number	Start Date	End Date	Action
No records found.						

Showing Rows 0-0 of 0

Note: A callout bubble points to the 'Amend' link in the 'Action' column of the current accreditation record, stating: 'Amend is used to correct previously entered information only. For new certificate numbers (recently issued) and renewals ensure you ADD accreditation details.'

- Ensure practice accreditation details are up to date in the organisation register.
- In the Accreditation tab select **ADD Accreditation** to add a new certificate number/ re-accreditation/renewal period.
- **Only click Amend** to correct information previously entered.
- Check no gaps in accreditation history to ensure ongoing eligibility for MyMedicare.
- Accreditation dates need to cover from when the practice registers for MyMedicare.

To add bank details for the Responsible Provider for MyMedicare incentives:

You are here: Home » My Details » My Personal Details » Update banking details

Update banking details

You can update the banking details displayed for this location and program by:

- replacing them with details of one of your existing accounts by making a selection from the Existing accounts section, or
- replacing them with details of a new account by completing the Account details section

Replacing your Medicare banking details will automatically update your DVA banking details.

Select Submit to confirm the changes or Cancel to return to the previous screen.

Location/Program details

Location: [Redacted]
Location Id: [Redacted]
Program: MyMedicare Incentives

Choose type of account details

Select an existing account
 Enter a new account

Existing account details

Existing accounts: [Redacted]

Account details

Branch number (BSB): [Redacted]
Name of bank, building society or credit union: [Redacted]
Branch where account is held: [Redacted]
Account Number: [Redacted]
Account Name: [Redacted]

Acknowledgement

I acknowledge that:
payment(s) related to my provider number(s) for the location(s) where I practice as identified on this form, including any additional practice locations attached to this form, will be paid to the bank account details that I have nominated.
Services Australia may contact me to confirm these details for security or clarification purposes.

I undertake to:
immediately notify my pay group(s) or third party payee(s) of any current and/or future notice(s) issued by Services Australia to garnish or intercept payments due to me or my provider number(s).

- The individual GP must go into PRODA using their own login- **Go to services** through HPOS
- Proceed as an **Individual only**
- Select the **My details** tile, then **My personal details**, then **My banking details**
- Scroll down until you find the MyMedicare Incentive listed for the practice the GP is registering for and select **Add**
- Choose either **Select an existing account** or **Enter a new account**
- Select **Submit**

General practices or Aboriginal medical services seeking further information or support for the implementation of the General Practice in Aged Care Incentive contact:

Email: gpsupport@murrayphn.org.au

Webpage: [General practice in aged care incentive - Murray PHN](#)