



MyMedicare, Mental Health Treatment Plans

Conversations Starters for General Practitioners

These conversations starters provide some suggested scripts that your practice can use or adapt to help your team have consistent communication with patients about MyMedicare and Chronic Conditions Management.

For more information about MyMedicare and Chronic Conditions Management please visit [MyMedicare - Murray PHN](#) or contact us gpsupport@murrayphn.org.au.

More information is also available at the links below:

- [MyMedicare | Australian Government Department of Health and Aged Care](#)
- [Register for MyMedicare - Medicare online account - Services Australia](#)
- [PDF Version - Upcoming Changes to Chronic Disease Management Framework - GPCCMPs.pdf](#)
- [MBS Online - MBS Online](#)

Purpose: The purpose of this document is for general practice staff to use the prompts to assist in verbal conversations either face to face or over the phone with patients/ consumers, this document is not intended to be published as scripts on websites. It is a guiding tool to enable consistency in messaging about MyMedicare and Chronic Condition Management.

Conversation Starters for General Practitioners:

MyMedicare Practices

We are a MyMedicare practice.

MyMedicare allows you as a patient to choose a general practice for ongoing care for your health and wellbeing needs.

MyMedicare is voluntary and you can change your registered general practice if you need to.

MyMedicare links you to our practice for ongoing coordination of your care. This relationship helps other providers (allied health, hospitals, ambulance, specialists) identify your general practice through your My Health Record.

If you haven't already registered, you can register today using the **myGov App**. You will need to have a myGov Medicare Online Account to be able to use the myGov app for Medicare purposes.

If you have enabled notifications, we can send you a link to register MyMedicare with our practice.

If you prefer, our reception team do have some printed forms, just ask them to provide you with a MyMedicare Registration form to complete.

Mental Health Treatment Plan - Patients not currently on a MHTP:


As you have (insert mental health conditions) I would like to discuss preparing a Mental Health Treatment Plan with you.


A Mental Health Treatment Plan helps us manage your (insert health condition) and includes:

- ✓ Discussing and agreeing on your mental health goals
- ✓ Outlining how we'll support you with regular care and the actions you can take to manage your health
- ✓ Up to 10 individual and 10 group Medicare-subsidised treatment sessions with mental health care providers.

Are you registered with our practice for MyMedicare, or are you registered at another general practice, and do you have a chronic condition management plan with another practice?

- **IF YES-** If you are registered at another practice for MyMedicare or have a Chronic Condition Management plan, we can still support you to develop a Mental Health Treatment Plan. If you like, we can communicate with them to ensure your Mental Health and Chronic Condition care is coordinated (with your consent).
- **IF NO** - If not, you may wish to register with our practice for MyMedicare, this will help link you to us as your regular practice — to assist with coordinating your care, this is voluntary, and you do not need to register for us to develop a Mental Health Treatment Plan.
- **IF UNSURE** – Have the patient check their MyGov app, click on services, then Medicare, then MyMedicare OR Check their MyHealth Record, or their MyMedicare registration status in your practice software.

 Longer appointments are needed to set up your plan

 You'll have periodic reviews to update your management plan with me and the care team here. These can help us actively work together to manage your mental health condition, pick up any changes early and keep you healthy. Your GP will regularly review and update your mental health treatment plan.

Our reception team can help you today to make the first appointment to develop the Mental Health Treatment Plan so we can all work together to help you manage your condition(s).