

Gippsland PHN

MyMedicare

What is MyMedicare?

MyMedicare is a new voluntary patient registration model. It aims to formalise the relationship between patients, their general practice, general practitioner and primary care teams.

Patients and practices can access a range of benefits, including longer MBS-funded telephone calls, triple bulk billing incentives for telehealth consultations, and tailored care for complex chronic diseases.

MyMedicare will strengthen our healthcare system by building greater continuity of care, improving patient outcomes, and increasing capacity for multi-disciplinary teamwork in primary care.



Why join MyMedicare?

MyMedicare will strengthen the relationships between patients and their care teams, support person-centred care and help to improve health outcomes. Improvements in communication between health providers will reduce duplication of services and improve both the patient and provider experience.

Targeted support will be given to residents in aged care homes to improve access to quality, general practice care from their regular GP and care team, to keep them well and out of hospital, relieving pressure on our healthcare system.

For General Practice

Benefits for general practice

MyMedicare aims to strengthen the relationship between patients, their general practice, GP and primary care teams. It formalises the GP's role as central care provider, and unlocks significant benefits, including:

- access to more comprehensive information from other providers about regular patients, and a reduction in the fragmentation of care
- additional funding that is not restricted by fee-for-service, allowing greater flexibility in providing alternative models of care tailored to patient health needs
- greater support for practices and others who provide services in aged care homes.

Reasons to register for MyMedicare

- **If you don't register your patients for MyMedicare, another practice might.** This may not affect your practice right now, however ongoing improvements in MyMedicare towards continuity of care are coming, ie chronic care MBS items linked to a patient's registration in MyMedicare. Already having your regular patients registered for MyMedicare will prepare your practice and GPs for these changes when they occur.
- **There may be significant financial benefits to your practice,** potentially several thousands of dollars in extra revenue.
- **Evidence shows that team-based care in the management of patients with chronic diseases, improves patient health outcomes,** keeping them well and out of hospital.
- **Multidisciplinary teams in general practice can support all team members to work to their full scope of practice.** GP workforce shortages mean that GPs as the primary providers and leaders in continuity of care for their patients, are under pressure. An under-utilised supporting workforce, who are encouraged to work to their full scope of practice, can alleviate pressure on GPs, whilst supporting quality patient care.

For Patients

Benefits for Patients

MyMedicare aims to strengthen the relationship between patients, their general practice, GP and primary care teams. It formalises the GP's role as central care provider, and unlocks significant benefits, including:

- being able to choose and remain with a regular GP, strengthening the patient-doctor relationship
- increasing options for access to a GP and health care team, whether it's face-to-face or via telehealth
- improving communication between patients, GP, specialists and hospitals
- Continuity of care, improving patient health outcomes.

How to register for MyMedicare

A registration in MyMedicare is only successful when both the patient and practice have provided consent to formalise their relationship through one of the processes below.

For General Practice

Visit Services Australia to find out more about [registering your practice for MyMedicare](#) and the [General Practice in Aged Care Incentive](#) or view Gippsland PHN's [MyMedicare registration guide](#)

For Patients

Patients can complete registration in one of the following ways:

- [Medicare Online Account](#)
- [Express Plus Medicare Mobile app](#)
- Your practice can start the registration in MyMedicare on your behalf. This will trigger a registration in your [Medicare Online Account](#) or [Express Plus Medicare Mobile app](#), which you can then complete.
- Fill out a registration form and provide it to your practice.

Visit the [MyMedicare website](#) to find out more and **REGISTER with MyMedicare.**

Tools to support your general practice

This [GP Toolkit](#) will help you explain and discuss MyMedicare with your patients, and answer any questions they may have

These resources may assist you to have conversations with your patients about MyMedicare:

- [Messaging for reception staff](#)
- [Messaging for GPs, practice nurses and clinical staff](#)
- [Why should patients register](#)
- [Myth busting](#)
- [MyMedicare Conversations - 7 May 2024 on Vimeo](#)

Key dates and actions to remember

- Eligible general practices can begin the MyMedicare registration process. Please note: if your practice is already registered and all registered health providers are linked in the Organisation Register, you do not need to complete a second registration process.
- Patients can commence registration from 1 October 2023 and onward, by completing a paper form at their regular general practice or online through their Medicare account.
- Registration in MyMedicare is voluntary for patients, general practices and providers. We encourage all eligible practices to register as the system will improve patient outcomes and enable financial incentives for providers.

See the timeline below:

1 JULY 2023	1 OCTOBER 2023	1 NOVEMBER 2023	1 AUGUST 2024	1 JULY 2025	DATE TO BE CONFIRMED
GENERAL PRACTICES CAN REGISTER Register in Service Australia's PRODA, HPOS and Organisation Register systems	PATIENTS CAN REGISTER Patient registration is available to all Australians with a Medicare or DVA card	MBS LEVEL C & D TELEHEALTH ITEMS AVAILABLE TRIPLE BULK BILLING INCENTIVE AVAILABLE Available for registered patients. The triple bulk billing incentive for MBS items C, D, and E telehealth items will be available for eligible patients at their registered practice	AGED CARE INCENTIVE AVAILABLE General practice in Aged Care Incentive will be available to providers regularly visiting registered patients in residential aged care homes	MBS CHRONIC DISEASE MANAGEMENT PLANS AVAILABLE Registered patients will be eligible for chronic disease management items only at their registered practice	FREQUENT HOSPITAL USER INCENTIVE Trial underway in 9 PHN catchments New incentives to provide wraparound care for frequent hospital users Yet to be announced

Upcoming changes to the Chronic Disease Management MBS items

Planned changes to the Medicare Benefits Schedule (MBS) items for chronic disease management have been postponed until 1 July 2025. Originally scheduled to commence on 1 November 2024, the additional time will support all practices and providers, including GPs and allied health providers, to be ready for the changes to these important services.

[Information about the changes to the CDM framework and the amended timeline](#)

Resources for MyMedicare

For General Practice

- [GP toolkit](#)
- [Patient registration form](#)
- [Managing patient registration eLearning module](#)
- [Brochures and posters](#)
- [Frequently asked questions](#)
- [Fact sheets](#)
- [Webinars](#)
- [Services Australia Education resources](#)

For Patients

- [Videos](#)
- [Fact sheets - now available in English, Arabic, Simplified Chinese, Traditional Chinese, Greek, Italian, Korean and Vietnamese.](#)
- [Frequently asked questions](#)
- [MyMedicare- what it is and how to sign up – Easy Read](#)
- [MyMedicare DL brochure](#)
- [Registration form](#)

Other PHN pages:

<https://nwmpnh.org.au/for-primary-care/primary-care-reform/mymedicare/>

<https://www.semphn.org.au/mymedicare>

<https://emphn.org.au/for-health-professionals/general-practice/mymedicare/>

<https://murrayphn.org.au/health-professionals/general-practice/mymedicare/>

<https://westvicphn.com.au/health-professionals/general-practice-support/mymedicare-for-health-providers/>

General Practitioner Aged Care Incentive (GPACI)

The General Practice in Aged Care Incentive supports older people living in residential aged care, and aims to improve access to quality, proactive general practice care from their regular GP and care team.

Primary care providers and practices registered in MyMedicare will receive incentive payments for providing their MyMedicare registered patients who live in aged care homes with care planning services and regular visits.

Eligible general practices can access the GPACI if they are registered with MyMedicare, and meet the General Practice in Aged Care Incentive eligibility and servicing requirements. Aged care home patients must be also registered with MyMedicare and identified by the responsible GP and practice to participate in the incentive.

Payments are:

- \$300 per patient, per year, paid to the responsible GP and
- \$130 per patient, per year, paid to the practice.

The payments are quarterly, in addition to existing Medicare Benefits Scheme (MBS) and Department of Veterans' Affairs (DVA) rebates for services delivered.

Rural loadings will apply to the responsible GP and practice incentive payments for Modified Monash Model (MMM) regions MMM 3 to MMM 7.

Benefits for older people

- greater access to primary care services delivered in aged care homes
- greater access to care planning services, including health assessments and development of care plans
- proactive primary care services delivered to older people living in aged care homes
- formalises the relationship between patient, GP, practice, and other healthcare professionals
- increased continuity of care provided to older people living in aged care homes.

Benefits for providers and practices

- payments for visiting their patients in an aged care home, rather than at their practice
- funding to manage the care for registered patients living in an aged care home
- strengthening and formalising relationships between patient, GP, practice, and other members of a patient's care team.

The Department of Health and Aged Care have released guidelines which are now available to assist general practices and GPs in preparing for the GPACI - [General Practice in Aged Care Incentive program Guidelines](#)

To access the GPACI user guide – please <https://swsphn.com.au/wp-content/uploads/2024/11/GPACI-User-Guide-Version-3-31.10.24.pdf>

Services Australia have also published information for practices about the process in PRODA and HPOS to register the practice to participate in the General Practice in Aged Care Incentive, and how to link Responsible Providers and patients:

1. Steps required to add the MyMedicare General Practice in Aged Care Incentive
2. Adding the MyMedicare General Practice in Aged Care Incentive

See here for [full instructions](#)

For further information on the GPACI, please refer to

[Department of Health and Aged Care website](#)
[For up to date news about the GPACI, click here](#)

Registering if you (or your loved one) lives in a Residential Aged Care Home

[Residential Aged Care Home residents](#) can register for MyMedicare by completing a registration form provided by your GP or through their Medicare Online Account. Residents don't need to physically attend a practice to complete registration.

Residents will benefit from registering in MyMedicare, with new incentives being introduced in 2024 to support more regular proactive visits and care planning from GPs and practices.

GP Aged Care Incentive Program (GPACI) - Webinar recordings

[Introduction to General Practice in Aged Care Incentive webinar \(Department of Health and Aged Care\)](#)
– 6 August 2024

[General Practice in Aged Care Overview webinar \(RACGP\)](#)
– 13 August 2024

[Systems Overview for practices and providers to register with MyMedicare \(Department of Health and Aged Care\)](#)
– 3 October 2024

[Systems Overview for practices and providers to register their patients with MyMedicare \(Department of Health and Aged Care\)](#)
– 10 October 2024

General Practice in Aged Care Incentive - Information Kits

General Practice in Aged Care Incentive information kits, also known as the Best Practice Guidance and Tools, are now available. Audience specific information kits are available for:

- GPs and practices
- Aged care residents, their families, and carers
- Residential aged care providers
- Primary care peak bodies
- Aged care experts and peak bodies

All of these information kits are now available here on the [Department of Health and Aged Care website](#).

More information

GPHN can support general practices with the following elements of MyMedicare:

- registration with PRODA, HPOS, and the Organisation Register
- practice preparation, including identifying eligible MyMedicare patients
- quality improvement activities linked to continuing professional development requirements

For further information or support, please contact your Practice Support Officer, contact Gippsland PHN on **(03) 5175 5444** or email info@gphn.org.au

Helpful resources

- [Australian Government MyMedicare website](#)
- [Resources for MyMedicare general practices and health care providers](#)
- [Resources for MyMedicare patients](#)
- [MyMedicare Registration form](#)
- [PRODA & MyMedicare Registration](#)
- [Managing patient registration eLearning module](#)

Please contact your Gippsland PHN Program delivery Officer for further support or guidance