



Australian Government

my **medicare**

General Practice Communication toolkit

October 2023



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About the General Practice toolkit

About MyMedicare

MyMedicare is a voluntary patient registration system that aims to formalise the relationship between patients, their general practice, general practitioner (GP) and primary care teams.

Evidence shows that seeing the same GP and healthcare team regularly leads to better health outcomes for patients.

When a general practice and their patients register in MyMedicare, the Australian Government will provide additional funding to assist the general practice provide targeted care based on patient needs.

This funding will enable registered GPs to provide longer funded telehealth consultations and bulk billed longer telehealth consultations for children under 16 and Commonwealth concession card holders at the new triple billing rate.

If a patient is an aged care resident and is registered in MyMedicare, their healthcare provider will receive additional incentives to provide proactive care through regular visits and care planning.

From 1 October 2023, MyMedicare is open for voluntary registration to Australians with a Medicare card or a Department of Veteran's Affairs (DVA) Veteran card.

About this information kit

This kit is designed to help you engage with your patients about MyMedicare and answer questions that they may have.

We recommend that you share this kit with others in your practice to ensure your team understand the basics of MyMedicare. You can share information about MyMedicare with your patients by:

- including an article in your practice newsletter and/or on your website
- publishing posts on your social media channels
- displaying resources such as posters, factsheets and brochures in your patient waiting area
- discussing MyMedicare with patients as part of your consultation.

Some of our helpful resources are available to order in hard copy. Visit health.gov.au/mymedicare to find out how to order.

Further information

For more information visit www.health.gov.au/mymedicare

For any queries about the resources in this kit please email campaigns@health.gov.au

Frequently Asked Questions (FAQs)

Some of the most common questions patients have about MyMedicare are answered below. A full set of FAQs is available on our website. Visit health.gov.au/mymedicare

What is MyMedicare?

MyMedicare is a voluntary patient registration model that aims to formalise the relationship between patients, their general practice, general practitioner (GP) and primary care teams. The Australian Government has introduced MyMedicare as part of an ongoing commitment to strengthening Medicare for all Australians.

Seeing your GP regularly and formalising the relationship you have with your GP and practice through MyMedicare may lead to better health outcomes.

Registering in MyMedicare will tell your general practice that you see them as your regular care team and this will help them to provide you with better care. You'll be able to access longer telephone telehealth consultations with any GP at your registered practice and they will receive funding from the Australian Government to deliver the care you need.

MyMedicare is open to Australians with a Medicare card or a Department of Veterans' Affairs (DVA) Veteran Card and is voluntary.

What are the benefits of registering?

Registering in MyMedicare helps strengthen the relationship with your GP and practice, which leads to better care.

By registering as a patient, additional funding becomes available to your healthcare provider to deliver the care you need. MyMedicare patients will have access to:

- longer MBS-funded telephone calls with your usual general practice, and
- the triple bulk billing incentive for longer MBS telehealth consultations for children under 16 and Commonwealth concession card holders from 1 November 2023.

Other benefits for patients include:

- for people living in a residential aged care home, more regular visits from their GP and better care planning, from August 2024
- for people with chronic disease who visit hospital frequently, connections to more appropriate care in general practice, from mid-2024.

Who is eligible for MyMedicare?

MyMedicare is open to Australians with a Medicare card or a DVA Veteran Card and is voluntary.

You're eligible to register if you've had two or more face-to-face appointments at your regular practice in the past 24 months or one face-to-face visit for practices in remote locations.

People who are facing hardship are exempt from all eligibility requirements. This includes people experiencing domestic and family violence and homelessness.

Parents/guardians and children can be registered at the same practice, if either is eligible and registered. A parent/guardian must register a child under 14 years and provide consent on their behalf

and this registration will need to be completed at the practice. Young people aged 14 to 17 years can register and provide consent without a parent/guardian.




How do I register?



From 1 October 2023, eligible patients can:

- Start the registration process in your [Medicare Online Account](#) or [Express Plus Medicare Mobile app](#). Practice staff will then accept the registration in the MyMedicare system.
- Your practice may start the registration in MyMedicare or you can ask them to do this. 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 at your practice. By signing the form, you are giving your consent to participate in MyMedicare with that practice. Practice staff will then complete the registration in the MyMedicare system.

Communication resources

The table below outlines the resources available to support MyMedicare communication and engagement.

| Resource | Preview | Link | Suggested use |
|----------------------------|---|--|--|
| Posters |  <p>my medicare Stronger links between you and your primary health care team Seeing your GP regularly leads to better health outcomes.</p> | Download and find out how to order hard copies here and here . | Print and display poster in reception or waiting areas. |
| Brochure |  <p>my medicare Stronger links between patients and health professionals, better health outcomes</p> | Download and find out how to order hard copies here . | Display brochures in reception or waiting areas. Hand out to patients. |
| Frequently Asked Questions |  <p>my medicare Frequently Asked Questions For patients</p> | Download here . | Refer patients to the FAQs available on the website. |

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| <p>Introducing MyMedicare factsheet</p> |  | <p>Download and find out how to order hard copies here.</p> | <p>Refer people to the information available on the website or print and hand out hard copies.</p> |
| <p>Registering in MyMedicare factsheet</p> |  | <p>Download and find out how to order hard copies here.</p> | <p>Refer people to the information available on the website or print and hand out hard copies.</p> |

Newsletter article

The article below can be published on your website or in your patient newsletter. Amend the article with details about your own practice.

We registered for MyMedicare – now you can too

<Insert the name of your Practice> has joined thousands of healthcare providers across Australia in registering in MyMedicare, a new voluntary registration system that will help us formalise the relationship between us and our patients.

MyMedicare allows you to nominate a general practice and general practitioner as your regular healthcare provider. When you register in MyMedicare, extra funding from the Australian Government becomes available to support our practice to provide more of the targeted care you need.

Patients who register with our practice in MyMedicare may benefit from:

- longer MBS-funded telephone consultations, from 1 November 2023
- longer bulk billed telehealth consultations for children under 16 and Commonwealth concession card holders at the new triple bulk billing rate, from 1 November 2023

[For inclusion only if your practice will participate in the following two incentives]

- more regular visits from their GP and better care planning for people living in a Residential Aged Care Home, from August 2024
- connections to more appropriate care in general practice for people with chronic conditions who visit hospital frequently, from mid-2024.

Formalising the patient-practice relationship, like with MyMedicare, has been shown to improve health and wellbeing, and that is why we are inviting all of our regular patients to register in MyMedicare.

[If your practice is located in a rural or remote location, use this sentence] If you have a valid Medicare card or Department of Veterans' Affairs (DVA) Veteran card and have had at least one face-to-face consultation with us in the last 24 months, you are eligible for MyMedicare.

[If your practice is not located in a rural or remote location, use this sentence] If you have a valid Medicare card or Department of Veterans' Affairs (DVA) Veteran card and have had two face-to-face consultations with us in the last 24 months, you are eligible for MyMedicare.







Registration is easy. To register as a MyMedicare patient, you can:





- fill out a paper registration form at our practice
- complete the registration process in your [Medicare Online Account](#)
- ask our team to start the registration process – you can then complete registration in your [Medicare Online Account](#).

Ask about MyMedicare next time you talk to us. For more information visit health.gov.au/mymedicare

Social posts

The posts and image tiles below can be published on your preferred social channels.

| For use by | Post | Image |
|---|---|--|
| Practices not in a rural or remote location | <p>If you hold a valid Medicare or Department of Veterans' Affairs Veteran card and have been to see us in person twice over the last 24 months, you're now eligible to register in MyMedicare.</p> <p>MyMedicare formalises the relationships between patients, their general practice and their preferred GP.</p> <p>By registering in MyMedicare you can access longer funded telehealth consultations with our practice.</p> <p>For more information, chat to us at your next appointment, or visit health.gov.au/MyMedicare.</p> <p>#mymedicare #health #GP #doctor</p> |  <p>MyMedicare is here!</p>  |
| Practices in a rural or remote location | <p>If you hold a valid Medicare or Department of Veterans' Affairs Veteran card and have been to see us in person at least once over the last 24 months, you're now eligible to register in MyMedicare.</p> <p>MyMedicare formalises the relationships between patients, their general practice and their preferred GP.</p> <p>By registering in MyMedicare you can access benefits such as longer funded telehealth consultations with our practice.</p> <p>For more information, chat to us at your next appointment, or visit health.gov.au/MyMedicare.</p> <p>#mymedicare #health #GP #doctor</p> |  <p>MyMedicare is here!</p>  |
| All practices | <p>Did you know that seeing the same GP regularly can lead to better health outcomes?</p> <p>MyMedicare is all about strengthening the bond between you, your GP and your preferred primary care team.</p> <p>Talk to us at your next appointment about how registering in MyMedicare can help us provide more of the care you need.</p> <p>More information is available on our website [provide link] or by visiting health.gov.au/mymedicare</p> <p>#mymedicare #health #GP #doctor</p> |  <p>Did you know that seeing the same GP regularly can lead to better health outcomes?</p>  |

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| <p>Practices not in a rural or remote location</p> | <p>Our practice is registered in MyMedicare, and now you can register too.</p> <p>If you hold a valid Medicare or Department of Veterans' Affairs Veteran card and have had two or more face-to-face appointments with us in the past two years, you're now eligible to register.</p> <p>By registering in MyMedicare you can access new benefits, such as longer funded telehealth consultations with our practice.</p> <p>Registration is voluntary. You can begin your registration online through Medicare Online or we can start the process for you at your next appointment.</p> <p>Contact us for more information or visit health.gov.au/mymedicare</p> <p>#mymedicare #health #GP #doctor</p> |  <p>We have joined the MyMedicare community and we want you to join us too.</p>  |
| <p>Practices in a rural or remote location</p> | <p>Our practice is registered in MyMedicare, and now you can register too.</p> <p>If you hold a valid Medicare or Department of Veterans' Affairs Veteran card and have had at least face-to-face appointments with us in the past two years, you're now eligible to register.</p> <p>By registering in MyMedicare you can access new benefits, such as longer funded telehealth consultations with our practice.</p> <p>Registration is voluntary. You can begin your registration online through Medicare Online or we can start the process for you at your next appointment.</p> <p>Contact us for more information or visit health.gov.au/mymedicare</p> <p>#mymedicare #health #GP #doctor</p> |  <p>We have joined the MyMedicare community and we want you to join us too.</p>  |