



## **MyMedicare- a voluntary patient registration model**

**Western Queensland PHN acknowledges the traditional owners of the country on which we work and live and recognises their continuing connection to land, waters and community. We pay our respect to them and their cultures and to elders past and present.**



## MyMedicare Discussion Points

- Background
- What is MyMedicare
- How will MyMedicare benefit practices and patients
- Criteria and process for patient registration
- How can WQPHN support MyMedicare process
- Q and A



## Background - Strengthening Medicare budget measures

- MyMedicare was one of the 29 measures announced in the 2023-24 budget in response to the Strengthening Medicare Taskforce
- My Medicare is a policy response as a foundation for continuity, person-centred, integrated care



## What is MyMedicare?

# MyMedicare is here!

Voluntary Patient  
Registration

Formalise  
Relationships

Practice  
Preference





## How Will My Medicare Benefit Practices and Patients

Easier to tailor services to fit patient's needs as GPs will know who their regular patients are

### Patient Registration Commenced Oct 1<sup>st</sup> 2023

Nov 1st 2023	New longer telehealth items commence
July 1st 2024	New blended funding payments to support better care in the community for people with complex, chronic conditions who frequently attend hospitals
Aug 1 2024	New General Practice in Aged Care Incentive to support regular health assessments, care plans and GP visits for people in residential aged care
Nov 2024	Chronic Disease Management items linked to a patient's registration, to support continuity of care for people with chronic and complex conditions.



## Criteria for Practice Registration (From 1st July 2023)

- At least one eligible GP linked to the practice [Organisation Register](#) in HPOS
- Practice needs to be accredited against the Standards for General Practice 5th Edition
- For practices currently not accredited there is an exemption until the 30th June 2025
- Non-accredited practices will have 12 months to gain accreditation once registered with an accreditation agency



## Criteria for Patient Registration (From 1<sup>st</sup> Oct 2023)

- Practices must register before patients can register
- Patients need a current Medicare or DVA card
- Patients must have had 1 face to face visit in the past 12 months for practices in rural & remote MMM 6 & 7 locations
- Exemptions apply to patients who are disadvantaged including people experiencing domestic and family violence, and or homelessness

*my* *medicare*

**Stronger links between patients and health professionals, better health outcomes**





# Patient Registration (From 1<sup>st</sup> Oct 2023)

- The chosen general practice will be notified.
- Patients cannot register at a practice if they don't meet the visit criteria
- The Practice can set up parameters in HPOS to automatically accept patients or individually accept patients
- Practices can choose not to accept a patient
- Patients' registration is with the practice not the GP, however the system will ask the patient to choose a GP
- Patients can only be registered at one practice at a time
- Registration will not prevent patients from accessing care from other practices or healthcare providers



## Registration Form

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

MyMedicare patients and their usual GP and practice will have access to new benefits to help deliver more of the care patients need, improving health outcomes.

Your completed MyMedicare Registration Form should be provided to your preferred General Practice to complete your registration process.

### Patient Details

#### Family name

#### First given name

#### Second given name

#### Date of Birth

(dd)	(mm)	(yyyy)
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#### Medicare Number or DVA File Number

#### Medicare IRN

### Practice and Provider Details

#### Practice Name and Practice Address

#### Name of preferred GP

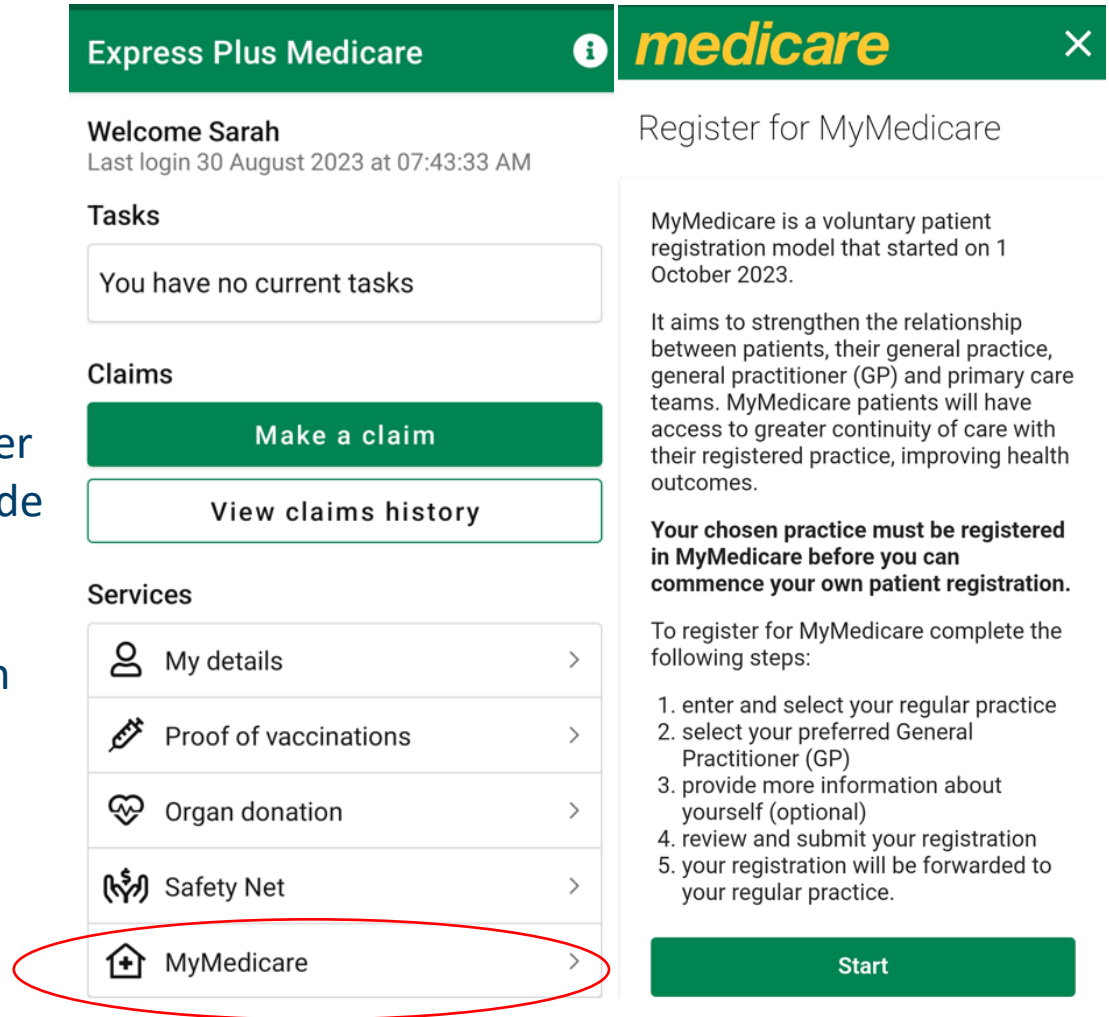
### By signing this form I agree to the following:

1. I understand that registering in MyMedicare is voluntary.
2. I consider this Practice to be my regular primary health care provider.
3. I understand that I can only be registered with one Practice at a time. By submitting this form, any existing registration in MyMedicare will be withdrawn, and my previous Practice and provider will automatically be notified that I am no longer registered with them under MyMedicare.
4. I understand that I will remain registered unless:
  - I register with a different Practice.
  - I request my GP/Practice or Services Australia to withdraw my registration.
  - My GP or Practice decides to withdraw my registration.
5. I understand that there is no cost to register in MyMedicare.
6. I declare I have read and understand the MyMedicare Privacy Notice and consent to my personal information being collected, used and disclosed by the relevant agencies such as Services Australia, the Department of Health and Aged Care, the Australian Digital Health Agency and, where applicable, the Department of Veterans' Affairs as specified in the MyMedicare Privacy Notice (a link to this notice is provided in the Privacy Statement at the bottom of this form).

# Patient Registration Process (From 1<sup>st</sup> Oct 2023)

## 3 ways for patients to register:

- Via patients [Medicare Online Account](#)
- Via patients [Express Plus Medicare Mobile app](#).
- Hard copy form
- A parent/guardian must register a child if under 14 years, provide consent and complete registration at the practice.
- People aged 14 to 17 years can register without a parent/guardian.



The screenshot shows the Medicare app interface. At the top, there is a green header with "Express Plus Medicare" and an information icon. Below this, the user is identified as "Welcome Sarah" with a last login time of "30 August 2023 at 07:43:33 AM".

Under the "Tasks" section, it states "You have no current tasks".

The "Claims" section features a green button labeled "Make a claim" and a white button labeled "View claims history".

The "Services" section lists several options with right-pointing chevrons:

- My details
- Proof of vaccinations
- Organ donation
- Safety Net
- MyMedicare** (highlighted with a red oval)

On the right side of the app, there is a "medicare" header with a close icon. Below it, the text reads "Register for MyMedicare".

The main content area explains: "MyMedicare is a voluntary patient registration model that started on 1 October 2023. It aims to strengthen the relationship between patients, their general practice, general practitioner (GP) and primary care teams. MyMedicare patients will have access to greater continuity of care with their registered practice, improving health outcomes."

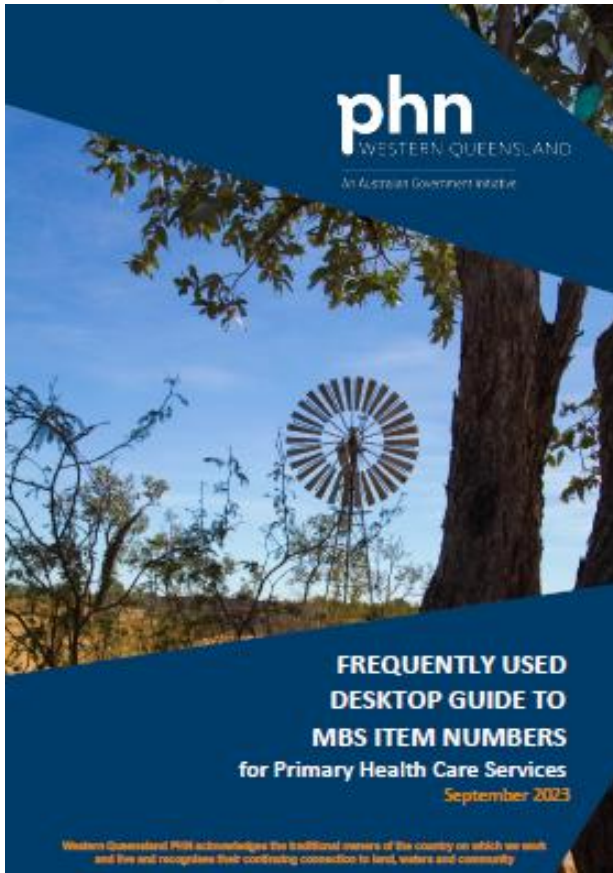
A bold warning states: "Your chosen practice must be registered in MyMedicare before you can commence your own patient registration."

Below this, it says: "To register for MyMedicare complete the following steps:"

1. enter and select your regular practice
2. select your preferred General Practitioner (GP)
3. provide more information about yourself (optional)
4. review and submit your registration
5. your registration will be forwarded to your regular practice.

At the bottom right, there is a green button labeled "Start".

# How can WQPHN assist with MyMedicare Process



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## MyMedicare

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01 Jun, 2023

**my medicare**

### MyMedicare

MyMedicare is a new voluntary patient registration model, designed to improve health care delivery and patient experiences. It allows individuals to choose their preferred general or nurse practitioner and health care team. Registration in MyMedicare is voluntary for patients, practices and providers.

**More information:** [Department of Health and Aged Care webpage.](#)

**Benefits to practices:**

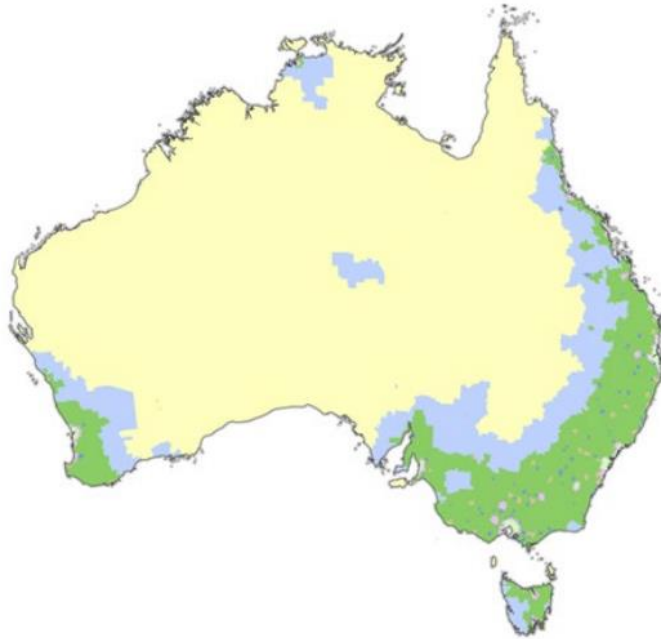
- More comprehensive information about regular patients;
- Access to additional blended funding packages, tailored to patients' health needs;
- Support for longer GP telehealth consultations with reduced administration costs;
- Provision of funding packages for general practices to provide comprehensive care to patients who are:
  - frequent hospital users, and
  - Australians in residential aged care.

General practices can register in the Organisation Register from **1 July 2023**.

**Benefits to patients:**

- Registered patients will have access to longer MBS-funded telephone calls (Levels C and D) with their usual general practice from November 2023.

# Changes to MM6 and MM7 regions



MM1	Metropolitan
MM2	Regional centres
MM3	Large rural towns
MM4	Medium rural towns
MM5	Small rural towns
MM6	Remote communities
MM7	Very remote communities

- Existing Medicare telehealth item 91894 for MMM 6&7 (at least 20minutes min \$79.70) will no longer be available.
- Where a patient is registered for MyMedicare, tripled bulk billing incentives will be billable for level C and D telehealth (video and phone) consultations and level E video consultations.

Source [RACGP - 1 November 2023 MBS changes](#)

## General Practitioners<sup>1</sup>

### Bulk billing incentives for eligible patients<sup>2</sup> from 1 November 2023 – Modified Monash 7 (Very Remote Communities)<sup>3</sup>

Applicable BBI item	75858	75876	75885 (MyMedicare enrolled patients only)
<b>Standard hours consultations</b>			
In consulting rooms	3	23, 36, 44, 123	
Out of consulting rooms	4	24, 37, 47, 124	
Residential aged care facility	90020	90035, 90043, 90051, 90054	
<b>Telehealth</b>			
Video	91790 (all) 91801, 91802, 91920 if not MyMedicare enrolled	91800	91801, 91802, 91920
Phone	91890	91891	91900, 91910
<b>After hours consultations</b>			
In consulting rooms	5000	5020, 5040, 5060, 5071	
Out of consulting rooms	5003	5023, 5043, 5063, 5076	
Residential aged care facility	5010	5028, 5049, 5067, 5077	
<b>Other</b>	All other "unreferred services" <sup>4</sup> , including but not limited to: chronic disease management items, Better Access mental health items, health assessments, minor procedures etc		

<sup>1</sup> Includes all medical practitioners eligible to claim MBS GP items ie fellows of the RACGP or ACRRM, medical practitioners undertaking a training placement approved by the RACGP or ACRRM or a training placement



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AS/NZS ISO 9001:2015  
QUALITY CERTIFIED  
ORGANISATION

# Questions



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