



Australian Government

Department of Health and Aged Care

Primary Health Network (PHN) MyMedicare Practice Registration Engagement Kit – August 2023





MyMedicare practice registration – the role of PHNs

The Australian Government is introducing MyMedicare as a new voluntary patient registration model that will strengthen the relationship between patients, their general practice, general practitioner and primary care teams, to provide greater continuity of care.

It will provide practices with more comprehensive information about their regular patients and will give patients and their care team access to additional funding packages tailored to their health needs.

MyMedicare will deliver new blended funding models for primary care providers targeted at improving patient health outcomes and supporting greater practice viability.

Since 1 July 2023, practices have been able to start the MyMedicare registration process ahead of patient registration commencing on 1 October 2023.

The Department recognises the valuable role of PHNs in the implementation of MyMedicare in:

1. Supporting practices and providers to understand the benefits of MyMedicare through regular communication channels and collaboration opportunities
2. Reinforcing information from Services Australia on how to complete registration processes
3. Encouraging and supporting unaccredited practices to become accredited
4. Providing feedback to inform frequently asked questions and resolution of complex registration questions
5. Leveraging the existing capability of PHNs to support engagement and change in general practice.

This engagement kit provides PHNs with key messages and resources to support communication about MyMedicare registration with general practices, Aboriginal Community Controlled Health Services (ACCHS) and Aboriginal Medical Services (AMS), mobile and outreach services and nurse practitioner-led practices in their regions. PHNs are encouraged to promote the start of practice registration to practices and providers in their PHN regions.

PHN support for practice accreditation

General practices will need to be accredited under the [National General Practice Accreditation Scheme](#), including the requirement to meet the RACGP definition of a general practice, to participate in MyMedicare. Unaccredited practices will have 12 months to gain accreditation through a registered accreditation agency from the date they register in MyMedicare as a practice.

General Practices accredited under the [National Safety and Quality Primary and Community Healthcare Standards](#) and not accredited against the National General Practice Accreditation Scheme, are ineligible for MyMedicare.

A temporary exemption from accreditation is available to mobile and outreach services (including sole providers) who do not meet the current RACGP definition of a general practice until 30 June 2025 if they deliver general practice services in rural settings, residential aged care, disability residential settings, to First Nations Australians and/or people experiencing homelessness.

The RACGP is updating its definition of a general practice for the purpose of accreditation. The proposed definition includes mobile and outreach providers and those providing



comprehensive, patient-centred, whole-person and continuous care based predominantly of a general practice nature. Once the revised definition is agreed, the RACGP Standards for General Practice Accreditation will be reviewed to enable alignment with the revised definition.

To support increased practice accreditation and participation in MyMedicare, the Department will provide PHNs with funding to work with unaccredited practices in their regions, developing resources and providing support to ensure practices are able to achieve accreditation. Funding will commence between October to December 2023 and will be distributed based on the number of unaccredited practices per PHN region as a grant, which will outline in-scope uses.

To inform the distribution of funding and the type and level of support to be provided to practices, the Department has commissioned a project to undertake an analysis of the barriers faced by unaccredited practices in seeking and achieving accreditation. The project will be undertaken over a 2–3-month period commencing in August 2023. PHNs will be consulted as part of this work to gather regional insights and minimise duplication of local efforts. Further details on the funding available and the scope of PHN accreditation support activities will be provided through a grants process later in 2023.

Next stage of communications

The Department is leading the strategic development and delivery of communications to ensure MyMedicare implementation is a success.

The approach is currently focused on communicating with practices and providers to promote registration, including targeting general practices that provide services to patients eligible for new MBS services and incentives linked to MyMedicare.

Communications will be focused on patient registration from September 2023 with broad reaching communications and call to action, tailored to different segments of the population, including First Nations, people with a disability, their carers, and culturally and linguistically diverse communities.

An increase in patient registration will be driven through a national advertising campaign from February 2024.

This strategy will be delivered within four key phases:

- System preparation – March to June 2023
- MyMedicare practice readiness – July to October 2023
- Patient registration – September to December 2023
- National campaign and change management – From January 2024.

Communications will be developed through an iterative process in collaboration with key delivery partners, including PHNs, RACGP, Australian Association of Practice Management (AAPM), Australian Medical Association (AMA), Australian College of Rural and Remote Medicine (ACRRM) and the National Aboriginal Community Controlled Health Organisation (NACCHO).

An overview of the MyMedicare implementation journey and the associated primary care reforms is provided as an attachment to this kit to show the intended timeframe for implementation. The journey demonstrates the ongoing role of PHNs in supporting the delivery of key strengthening Medicare measures and future reform initiatives.



The Department will provide detailed information on patient registration in late August 2023. This information will be published on the Department's website, distributed directly to PHNs, primary care peaks and practices and through webinars hosted by the Department and peak organisations.

The Department is working with Services Australia to develop targeted communications to practices who will benefit most from the new MBS items and blended funding payments. Engagement will occur with these practices closer to the commencement of patient registration and each new funding type to encourage them to register in MyMedicare to receive access. The Department would welcome involvement from PHNs to engage with identified practices and will coordinate a schedule of targeted engagement in collaboration with Services Australia, peaks and PHNs to ensure streamlined communications.

The Department would welcome any opportunities to work with PHNs to develop and deliver webinars and information sessions over the coming months and throughout the early stages of patient registration. Discussions are under way with peak organisations to facilitate webinar sessions for their networks and in collaboration with the Department and PHNs. These resources will initially be focused on explaining the practice registration process and outlining the new MBS items and incentive payments that will be linked to MyMedicare. PHNs will be emailed directly when these collaboration opportunities become available.

PHN enquiries on MyMedicare

PHNs are encouraged to visit the [Services Australia Health Professional Education website](#) for specific information on registration in PRODA, HPOS and the Organisation Register to support MyMedicare registration.

Services Australia staff can provide PHNs with information and guidance to support practice registration throughout the implementation of the MyMedicare program. PHNs can contact Services Australia on 13 21 50. Additionally, Services Australia Medicare Engagement Officers (MEOs) will be undertaking targeted outreach with practices to encourage registration following further mail outs from the Department in the coming months and PHNs will be informed of this activity.

Practice managers and providers are encouraged to contact Services Australia directly on 13 21 50 for enquiries about completing their practice registration.

PHNs can also contact the MyMedicare team for questions relating to complex examples requiring guidance on MyMedicare registration and eligibility. Any feedback on communications materials or suggestions for new information or FAQs that would be of use to practices is welcomed. Emails can be sent to MyMedicare@health.gov.au.



MyMedicare practice registration – messaging for PHNs to share with practices and providers

Information on practice and provider registration has been published on the Department’s website and delivered to all PHN CEOs and a range of primary care peaks. The Department’s website will be regularly updated as further program information and additional frequently asked questions become available.

In addition, the Department sent a letter on 28 June 2023 to more than 6,000 practices with information on the practice registration process and the benefits of registering in MyMedicare, including the new MBS telehealth items and blended funding payments which will be linked to MyMedicare progressively from November 2023.

Copies of the letters sent to general practices and practices identified as unaccredited are attached at the end of this kit. Letters were also sent to ACCHS and AMS.

To support the delivery of this important information to practices, PHNs are encouraged to include the following messages in their own communications to practices, including through newsletters and emails, online publications and any other established communications channels.

Services Australia has developed a practice registration checklist to guide practices through the MyMedicare registration process.

The checklist is available on the [Services Australia Health Professional Education website](#) and PHNs are encouraged to share this with practices in their PHN regions.

Information about patient registration will be provided to PHNs in late August 2023 for sharing with practices.

Summary of MyMedicare

The following information can be used to communicate a general explanation of MyMedicare and the key dates for practice and patient registration.

The Australian Government is introducing a new voluntary patient registration model called MyMedicare to drive improvements in primary health care for all Australians and deliver new funding packages to primary care providers.

MyMedicare will strengthen the relationship between patients and their primary care teams by allowing patients to register with their regular general practice and select their preferred GP and providers within the practice.

Registration in MyMedicare is voluntary for patients, practices and providers.

Practices can now begin the MyMedicare registration process and link their providers to their practice before patient registration becomes available from 1 October 2023.

Visit health.gov.au/MyMedicare for more information.



General practice eligibility

The following information outlines the eligibility requirements for general practices to register in MyMedicare.

To be eligible for MyMedicare, general practices must:

- provide Medicare-funded services or Department of Veterans' Affairs (DVA) equivalent services.
- be registered in the following Services Australia systems:
 - Provider Digital Access (PRODA)
 - Health Professional Online Services (HPOS)
 - the Organisation Register
- have at least one eligible GP linked to the practice in the Organisation Register – an eligible GP can be a vocationally registered GP, non-vocationally registered GP or a GP registrar.
- be accredited against the [National General Practice Accreditation Scheme \(NGPAS\)](#) – non-accredited practices will have 12 months to gain accreditation through a registered accreditation agency from the date they register in MyMedicare as a practice.

A temporary exemption from accreditation is available to mobile and outreach services (including sole providers) who do not meet the current RACGP definition of a general practice until 30 June 2025 if they deliver general practice services:

- in rural settings
- in residential aged care
- in disability residential settings
- to First Nations Australians
- to people experiencing homelessness.

You can find out more about the accreditation process by visiting the [Australian Commission on Safety and Quality in Health Care](#) website or by contacting your local [Primary Health Network](#).

Healthcare provider eligibility

The following information outlines the eligibility requirements for providers to participate in MyMedicare.

To be eligible for MyMedicare, providers must:

- work at a MyMedicare eligible practice
- be linked to the practice on the [Organisation Register](#)
- have a valid provider number and be eligible to deliver Medicare Benefits Schedule (MBS) or Department of Veterans' Affairs equivalent services.

If you have questions about your participation in MyMedicare, including eligibility criteria, you should talk to your practice or go to the [Services Australia Health Professional Education website](#).



How to register

The following information can be used to communicate the process for practice and provider registration which is now open.

General practices can now begin the MyMedicare registration process.

To register, you must:

1. make sure you are eligible (as outlined in this factsheet)
2. link an organisation in PRODA to HPOS.
3. access the Organisation Register in HPOS to:
 - register your practice
 - link your eligible providers.

If your practice is already registered and all participating providers are linked in the Organisation Register, you do not need to complete a second registration process.

Once these steps are complete, you do not need to do anything else until patient registration becomes available in October 2023.

For more information on registering your practice, visit the [Services Australia Health Professional Education website](#). This website has a range of eLearning modules to guide you through the registration process.

More information

These messages can be used to direct practices and providers to access more information.

You can visit health.gov.au/MyMedicare for more information, including Frequently Asked Questions (FAQs) on registration and the benefits of MyMedicare.

Practices and providers are encouraged to contact their local Primary Health Network if they need further information on eligibility or registration.

Information on patient registration will be made available on the Department of Health and Aged Care website in the coming months.

- Department of Health and Aged Care website – health.gov.au/MyMedicare
- Services Australia Health Professional Education website – hpe.servicesaustralia.gov.au



How to talk about MyMedicare

The Department has developed key messages outlining the benefits of MyMedicare to patients, practices and providers and the process for registration. PHNs are encouraged to use the following key messages in initial communications to practices between now and the commencement of patient registration in October 2023. The Department invites PHNs to outline approaches for communicating with practices in their region to respond to their specific needs and will support the development of additional messaging.

The benefits

- MyMedicare is a new voluntary patient registration model that aims to build a stronger relationship between patients and their primary care teams.
- MyMedicare will drive improvements in primary health care for all Australians and deliver new funding packages to primary care providers.
- Registration in MyMedicare is voluntary for patients, practices and providers.

For patients

- Patients can register with their general practice and nominate their usual doctor.
- MyMedicare patients will have access to greater continuity of care with their registered practice, improving health outcomes.
- Registered patients will be able to access longer MBS-funded telephone calls with their usual general practice.
- Registered patients under 16 years old, pensioners and other Commonwealth concession card holders will have access to triple bulk-billed longer telehealth consultations.
- Patient registration will be available from 1 October 2023 to Australians with a Medicare card or Department of Veterans' Affairs (DVA) Veteran Card. Patients will be able to register at their practice or online through their Medicare Online Account.

For practices

- Registration in MyMedicare is voluntary for patients, practices and providers.
- MyMedicare practices will have access to more information about regular patients, making it easier to tailor services to fit the patient's needs.
- Registered practices will be able to deliver MBS funded longer telephone consultations (levels C and D) to registered patients.
- Registered practices will have access to the triple bulk-billing incentive for longer MBS telehealth consultations (levels C, D and E) for registered patients under 16, pensioners and Commonwealth concession card holders.
- The following new blended funding payments will be available to registered practices and providers:
 - the General Practice in Aged Care Incentive from 1 August 2024, which will support regular health assessments, care plans and regular GP visits for people in residential aged care homes.
 - new blended funding payments to support better care in the community for people with complex, chronic disease who frequently attend hospitals. These arrangements will roll out progressively across the country over three years from FY2024–25.



- Chronic Disease Management items linked to a patient's registration in MyMedicare from November 2024, to support continuity of care for people with chronic and complex conditions. Patients who are not registered in MyMedicare will still be able to receive Chronic Disease Management items from their usual GP.
- Practices that provide services to patients who would benefit from the new MyMedicare-linked MBS long telehealth services or provide care to people in residential aged care are encouraged to register in MyMedicare as a priority.
- From 1 October 2023, patients will be able to register with their regular general practice and select their preferred general practitioner (GP).
- Practices will be able to generate and access a list of their registered patients through the MyMedicare system.
 - Work is underway to integrate registration information with practice software to reduce administrative burden and allow GPs to access their registered patient lists directly.



MyMedicare information by practice type

General practice

- All general practices providing Medicare-funded services or DVA equivalent services will be able to participate in MyMedicare.
- General practices must be accredited under the National General Practice Accreditation Scheme or have a valid exemption. Non-accredited practices will have 12 months to gain accreditation through a registered accreditation agency from the date they register in MyMedicare as a practice.
- Patients will be able to register with their regular general practice and select their preferred GP linked to that practice.
- General practices can start the MyMedicare registration process by ensuring they are registered in PRODA, HPOS and the Organisation Register and linking all their eligible providers so they are ready for patient registration.

Aboriginal Community Controlled Health Service (ACCHS) and Aboriginal Medical Service (AMS)

- ACCHS and AMS practices and their providers can participate in MyMedicare if they provide Medicare-funded services or DVA equivalent services.
- Patients will be able to register with their regular ACCHS or AMS practice and select their preferred GP and care team within the practice.
- Additional flexibility is available for ACCHS and AMS practices that operate as a hub and spoke model in their region. They will be able to set up their practice in the MyMedicare system to reflect these arrangements.
- Patients registering at a “hub and spoke” ACCHS/AMS will be able to access linked MBS items and incentives at any of the sites identified as part of the hub and spoke business structure. It will also mean that their eligibility will be calculated from any MBS services rendered by linked providers at any of the identified sites.
- ACCHS and AMS practices can start the MyMedicare registration process by ensuring they are registered in PRODA, HPOS and the Organisation Register and linking all their eligible providers so they are ready for patient registration.
- A temporary exemption from accreditation is available until 30 June 2025 to ACCHS and AMS who do not currently meet the current RACGP definition of a general practice (due to not having a bricks and mortar practice).
- The RACGP is updating its definition of a general practice for the purpose of accreditation. The proposed definition includes mobile and outreach providers and those providing comprehensive, patient-centred, whole-person and continuous care based predominantly of a general practice nature. The RACGP Standards for General Practice Accreditation will be reviewed to enable alignment with the revised definition.
- Practices should ensure that they commence the accreditation process by registering with an accrediting agency approved under the National General Practice Accreditation Scheme with enough time to achieve accreditation before the exemption period ceases.



Mobile and outreach services

- Mobile and outreach services and their providers can participate in MyMedicare if they provide Medicare-funded general practice services or DVA equivalent services.
- Patients will be able to register with a mobile or outreach practice in MyMedicare and select their preferred GP and the care team within that service.
- Mobile and outreach services can start the MyMedicare registration process by ensuring they are registered in PRODA, HPOS and the Organisation Register and linking all their eligible providers so they are ready for patient registration.
- A temporary exemption from accreditation is available until 30 June 2025 to mobile and outreach services (including sole providers) who do not meet the current RACGP definition of a general practice, if they deliver general practice services in rural settings, residential aged care, disability residential settings, to First Nations Australians and to people experiencing homelessness.
- The RACGP is updating its definition of a general practice for the purpose of accreditation. The draft definition being considered includes mobile and outreach providers and those providing comprehensive, patient-centred, whole-person and continuous care based predominantly of a general practice nature. If the proposed definition is adopted, the RACGP Standards for General Practice Accreditation (the Standards) will need to be reviewed to ensure alignment with the revised definition.
- If mobile and outreach services are able to be accredited under a revised definition and Standards, practices should ensure that they commence the accreditation process by registering with an accrediting agency approved under the National General Practice Accreditation Scheme with enough time to achieve accreditation before the exemption period ceases.

State-operated GP practices

- State-operated GP practices will be able to participate in MyMedicare if they:
 - provide Medicare-funded services or DVA equivalent services, and
 - are covered under the COAG Section 19(2) Exemption Initiative.
- State-operated GP practices will be required to be accredited under the National General Practice Accreditation Scheme. Non-accredited practices will have 12 months to gain accreditation through a registered accreditation agency.
- State-operated GP practices can start the MyMedicare registration process by ensuring they are registered in PRODA, HPOS and the Organisation Register and linking all their eligible providers so they are ready for patient registration by 1 October 2023.

Urgent Care Clinics

- Urgent Care Clinics (UCCs) will not be able to participate in MyMedicare as their operating model is not designed for continuity of care.
- General practices that operate as both a general practice and UCC can only register the regular general practice business in MyMedicare.
- Providers linked to a general practice and UCC must not use or link their UCC specific speciality code when providing MyMedicare services through the regular general practice.
- All activities and claiming that occur through the UCC will not count towards MyMedicare patient eligibility, nor will MyMedicare linked items be claimable under the UCC operations.



Nurse practitioner-led practices

- Nurse practitioner-led practices will be able to participate in MyMedicare if they have an eligible GP linked to their practice who is providing Medicare services or DVA equivalent services.
- Patients will be able to register with their regular nurse practitioner-led practice and select their preferred provider and care team within the practice.
- Nurse practitioner-led practices with an eligible GP must be accredited under the National General Practice Accreditation Scheme or have a valid exemption. Non-accredited practices will have 12 months to gain accreditation through a registered accreditation agency from the date they register in MyMedicare as a practice.
- Nurse practitioner-led practices can start the MyMedicare registration process by ensuring they are registered in PRODA, HPOS and the Organisation Register and linking all their eligible providers so they are ready for patient registration by 1 October 2023.



Attachment A – Letter sent to general practices on MyMedicare practice registration

To the Practice Owner and Practice Manager

MyMedicare – Practice registration opens on 1 July 2023

The Australian Government announced \$6.1 billion of investments in the 2023-24 Budget to lay the foundations for a stronger Medicare. This investment includes the introduction of MyMedicare to support quality continuity of care for all Australians and new funding packages for practices and primary care providers.

MyMedicare is a voluntary patient registration system that will strengthen the relationship between patients, their general practice, general practitioner and primary care team.

MyMedicare registration will be voluntary and available to all Australians with a Medicare card or Department of Veterans' Affairs (DVA) Veteran Card from 1 October 2023. Practices will be able to register their regular patients in MyMedicare, and there will be options for patients to register online.

Registration in MyMedicare will provide patients access to longer (Levels C and D) MBS-funded telephone calls with their registered general practice, from November 2023. Children under 16, pensioners and other Commonwealth concession card holders registered through MyMedicare will also have access to the triple bulk billing incentive for longer (Levels C, D and E) MBS telehealth consultations from November 2023. Only patients registered with your practice in MyMedicare will be able to claim these rebates.

From November 2024, only your practice will be able to claim the chronic disease management plan rebates for your registered patients, strengthening continuity of care with your patients.

New funding in the Budget from FY2024-25 through MyMedicare includes new incentives for GPs to provide quality continuity of care to residential aged care residents and for people with complex chronic disease who frequently attend hospital. Further details will become available in coming months.

Practices that provide services to patients who would benefit from these new MBS services or provide care to people in residential aged care are encouraged to register in MyMedicare as a priority over the next three months.

Your practice can start getting ready for MyMedicare from 1 July 2023 by registering your practice in the Organisation Register, accessed through the Services Australia HPOS service. Practices can visit the Services Australia Health Professional Education website hpe.servicesaustralia.gov.au for information on registering in the Organisation Register.

Getting ready for MyMedicare – steps for registration

From 1 July 2023

1. Check if your practice is eligible to participate in MyMedicare by visiting health.gov.au/MyMedicare.
2. Find out what you need to do to register your practice in the Organisation Register to get ready for MyMedicare by visiting hpe.servicesaustralia.gov.au.
3. Registration starts with linking an Organisation in PRODA to Health Professional Online Services (HPOS). Once linked you can access the Organisation Register via the Organisation Register tile in HPOS at servicesaustralia.gov.au/hpos.



Once your practice is registered in the Organisation Register, and you have linked your eligible providers you will not need to complete any additional steps until 1 October 2023, when patient registration will become available.

Information on what practices need to do to get ready for MyMedicare is available at the Department of Health and Aged Care website at health.gov.au/MyMedicare. This website will be updated regularly so you can stay up to date in the lead up to patient registration commencing from October 2023.

Yours sincerely

The MyMedicare Team
June 2023



Attachment B – Letter sent to unaccredited practices on MyMedicare practice registration

To the Practice Owner and Practice Manager

MyMedicare – Practice registration opens on 1 July 2023

The Australian Government announced \$6.1 billion of investments in the 2023-24 Budget to lay the foundations for a stronger Medicare. This investment includes the introduction of MyMedicare to support quality continuity of care for all Australians and new funding packages for practices and primary care providers.

MyMedicare is a voluntary patient registration system that will strengthen the relationship between patients, their general practice, general practitioner and primary care team.

MyMedicare registration will be voluntary and available to all Australians with a Medicare card or Department of Veterans' Affairs (DVA) Veteran Card from 1 October 2023. Practices will be able to register their regular patients in MyMedicare, and there will be options for patients to register online.

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From November 2024, only your practice will be able to claim the chronic disease management plan rebates for your registered patients, strengthening continuity of care with your patients.

New funding in the Budget from FY2024-25 through MyMedicare includes new incentives for GPs to provide quality continuity of care to residential aged care residents and for people with complex chronic disease who frequently attend hospital. Further details will become available in coming months.

Practices that provide services to patients who would benefit from these new MBS services or provide care to people in residential aged care are encouraged to register in MyMedicare as a priority over the next three months.

Your practice can start getting ready for MyMedicare from 1 July 2023 by registering your practice in the Organisation Register, accessed through the Services Australia HPOS service. Practices can visit the Services Australia Health Professional Education website hpe.servicesaustralia.gov.au for information on registering in the Organisation Register.

MyMedicare practice registration is generally available to practices that are accredited, or registered for accreditation, under the National General Practice Accreditation Scheme.

An exemption applies until 30 June 2025 to make MyMedicare available to non-accredited practices (including sole providers) who deliver general practice services through mobile and outreach models, including to residential aged care, disability residential settings, First Nations Australians, rural Australia and for homeless people.

A list of exemptions is available at health.gov.au/MyMedicare. Further information about becoming accredited is available on the Australian Commission on Safety and Quality in Health Care website www.safetyandquality.gov.au/our-work/accreditation/national-general-practice-accreditation-scheme.



Getting ready for MyMedicare – steps for registration

From 1 July 2023

1. Check if your practice is eligible to participate in MyMedicare by visiting health.gov.au/MyMedicare.
2. Find out what you need to do to register your practice in the Organisation Register to get ready for MyMedicare by visiting hpe.servicesaustralia.gov.au.
3. Registration starts with linking an Organisation in PRODA to Health Professional Online Services (HPOS). Once linked you can access the Organisation Register via the Organisation Register tile in HPOS at servicesaustralia.gov.au/hpos.

Once your practice is registered in the Organisation Register, and you have linked your eligible providers you will not need to complete any additional steps until 1 October 2023, when patient registration will become available.

Information on what practices need to do to get ready for MyMedicare is available at the Department of Health and Aged Care website at health.gov.au/MyMedicare. This website will be updated regularly so you can stay up to date in the lead up to patient registration commencing from October 2023.

Yours sincerely

The MyMedicare Team
June 2023

Attachment C – MyMedicare implementation journey

MyMedicare journey

The voluntary patient registration model aims to strengthen the relationship between patients, their general practice, general practitioner (GP) and primary care teams.

2024-25 New incentives

