

# After Hours PIP

## Information sheet

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The After Hours Incentive Payment was amended as of July 1 2015 to include levels one to five participation. The following Frequently Asked Questions (FAQ) information sheet provides answers to commonly asked questions relating to the Level system.

In the following FAQ information, all calculations are an approximate indication for illustrative purposes only.

### Frequently Asked Questions

**Q. When can I apply for the AH PIP?**

A. You can apply at the Department of Human Services website from 1 July 2015, through HPOS <http://www.humanservices.gov.au/health-professionals/services/hpos/> , or by completing the PIP After Hours Incentive application form, signed by the practice's authorised contact person.

**Q. Can a non-PIP eligible practice be part of a cooperative with a PIP eligible practice?**

A. Yes, as long as your clinic is accredited and can receive PIP payments, the cooperative does not need to be PIP eligible.

**Q. Can my practice partner with an After Hours Clinic within the EMPHN to form a cooperative?**

A. Yes, this may be one way to maximise your AH PIP entitlements, as long as the practice is open until 11pm.

Contact Madeleine at [mborg@gpssvic.com.au](mailto:mborg@gpssvic.com.au) for more information.

**Q. Where does the GP need to provide the minimum hours per level?**

A. These hours can be provided in your clinic, the cooperative partner clinic then provides the remaining hours in their clinic. Please refer to your SWPE for the minimum number of hours required by your clinic, but all 25 sociable after hours (weekdays) need to be covered by the cooperative.

**Q. How are the AH PIP payments calculated?**

A. The payment is formulated as: The level you are eligible for x your SWPE, and are made retrospectively

E.g. Level 2 (\$4 per SWPE) x SWPE of \$1000 = \$4,000 annually, paid in quarterly instalments of \$1,000

**Q. What are the financial benefits of participating in a cooperative?**

A. A couple of scenarios

**1. Practice A has a SWPE of 4000, and is open business hours plus 6-8pm Monday to Friday**

Level 1 payment = \$4,000

- \$4,000 to the MDS for 24/7 coverage (This is only approximate and can be negotiated)

Level 2 payment = \$16,000

- \$4,000 to the MDS for 24/7 coverage (This is only approximate and can be negotiated)
- \$4,000 to a cooperative clinic such as the AHGPC to cover remaining sociable after hours
- If not using the AHGPC, but working with another practice to have a cooperative, the \$4,000 could be retained by your practice, however in some instances the cooperative may require remuneration.
- Clinic will be required to provide 10 hour of sociable after hours clinic hours, which it already does Monday to Friday 6-8pm

**2. Practice B has a SWPE of 5500, and is open 6-9pm Monday to Thursday and Saturday afternoons for 4 hours**

Level 1 payment = \$5,500

- \$5,500 to the MDS for 24/7 coverage (This is only approximate and can be negotiated)

Level 2 payment = \$22,000

- \$5,500 to the MDS for 24/7 coverage (This is only approximate and can be negotiated)
- \$5,500 to a cooperative clinic to cover remaining sociable after hours
- If not using the AHGPC, but working with another practice to have a cooperative, the \$5,500 could be retained by your practice however in some instances the cooperative may require remuneration.
- \$11,000 kept by the clinic to support after hours service delivery, (or \$16,500 if not using the AHGPC)
- Clinic will be required to provide 15 hours of sociable after hours clinic hours, 12 of which it already does Monday to Thursday 6-9pm, another 3 hours of clinic open hours would need to be provided

**Q. Are the after-hours SWPE payments capped?**

A. Yes, the after-hours SWPE payments are now capped as 20,000

**Q. Are the payment levels cumulative?**

A. No they are non-cumulative, for example if you are a Level 3 you only receive the Level 3 payment, you don't also receive Level 2 and Level 1 payments.

**Q. What are the core eligibility requirements?**

A. To be eligible for the PIP After Hours Incentive, practices must meet the following core eligibility requirements:

1. Be registered for the PIP and meet the requirements for the payment level claimed for the entire quarter before the payment month
2. Provide after hours care for patients in accordance with the RACGP Standards for general practices
3. Clearly communicate after hours arrangements to patients, including information available within the practice, on the practice website or through a telephone answering machine

**Q. How are payments made?**

A. The PIP After Hours Incentive is paid retrospectively.

Practices need to maintain eligibility for the entire quarter before the payment month, including the 'point in time' date, to be eligible for the quarterly payment. The 'point in time' date is the last day of the month before the next payment quarter. For example, to be eligible for a November payment, practices must maintain eligibility from 1 August up to and including the 'point in time' date of 31 October.

**Payment dates**

<b>Quarterly payment month</b>	<b>'Point in time' eligibility assessment date</b>	<b>Months eligibility must be maintained for</b>
February	31 January	All of November, December and January
May	30 April	All of February, March and April
August	31 July	All of May, June and July
November	31 October	All of August, September and October

**Q.Can I utilise a Hospital for after hours services and claim for the PIP?**

A. In rural and remote areas ([Rural, Remote and Metropolitan Areas \(RRMA\) classification 3 to 7](#)<sup>[3]</sup>) the provision of GP care through local arrangements outside of the practice, such as local hospital arrangements, will be acceptable as long as practice patients have access to a practice GP. These arrangements must also ensure that consultation notes and information about the care provided are sent back to the practice.

Where clinically appropriate, and when deemed safe and reasonable, face to face contact between the GP and patient is expected to occur.

Consulting with new patients in the [sociable after hours period](#) is at the practice’s discretion.

The formal arrangement must make sure notes of consultations and information about the care provided are sent back to the practice in a timely manner that is suitable to both parties, where patient consent has been obtained. For patients with a My Health Record, this record may be used to transfer this information through an event summary.

The practice must also ensure that the after-hours arrangements are effectively communicated to patients and employees and register the arrangements in the [National Health Service Directory](#)<sup>[2]</sup>. Practices may also elect to update state and territory or other local health service directories.

To be eligible for this payment, arrangements must be outlined in a formal document which is agreed to and signed by both parties. This document must be produced for auditing purposes where required.

**Q. Can I provide on-call phone service in sociable after hours? Is this acceptable to have phone advice after 11pm?**

A. Yes you can as long as a GP is accessible, it can be face-to-face or on call.

**Q. Have the sociable / unsociable after hours changed?**

A. After hours continue to be defined as:

- Outside 8 am to 6 pm weekdays
- Outside 8 am to 12 noon on Saturdays, and
- All day on Sundays and public holidays

Further broken down by:

- Sociable after hours period – 6 pm to 11 pm weeknights
- Unsociable after hours period – 11 pm to 8 am weekdays, hours outside of 8 am and 12 noon Saturdays, and
- All day Sundays and public holidays

**Please note:** Saturday mornings 8m-12pm are considered to be business hours, as are Mondays to Fridays 8am-6pm

**Scenario 1:** If a practice wanted to claim Level 3. In this instance provide face to face care in the sociable after hours period until 11 pm and then carry a phone with he/she until 8am the following day would that make them eligible? **(yes- eligible)**

**Scenario 2:** If a practice wanted to claim level 5. In this instance carry a phone with them and conduct face to face appointments where required from 6pm until 8am weeknights and unsociable hours on the weekend. **(yes- eligible)**

**Scenario 3:** If a practice wanted to claim level 3. In this instance carry a phone with him/her until 11pm then put a message on answering machine informing patients that after 11pm, patients can attend the nearest ED (Maroondah) or Hospital (Healesville, no ED) to see a GP **(The practice would need to have a formal arrangement in place for the unsociable after hours period. Hospital Emergency Departments are not an acceptable after hours care provider for the purposes of this incentive.)**

**Scenario 4:** If a practice wanted to claim either Level 2, 3, 4, or 5 or refer patients to the closest hospital or ED would they meet requirements of these levels. **(The practice would need to have a formal arrangement in place for the unsociable after-hours period. Hospital emergency departments are not an acceptable after hours care provider for the purposes of this incentive.)**