

POLAR Walkthrough- Identify patients who have had a telehealth appointment within the last 12 months

From 1 November 2023, there will be new MBS bulk billing items with higher incentive payments. These payments are triple the amount of existing standard bulk billing incentive payments. Doctors can use these when bulk billing selected types of consultations which also include:

- MBS Level B video and telephone general attendance consultations
- Video and telephone consultations that are:
 - longer than 20 minutes (Levels C, D and E (video only)) and
 - the patient is registered with the practice through [MyMedicare](#).

The standard bulk billing incentive payments will continue to be available for doctors to co-claim when bulk billing selected types of consultations which also include:

- Level C, D and E video and telephone general attendance consultations where the patient is not enrolled in [MyMedicare](#)

For a complete list of the selected bulk billing consultations visit: <https://www.health.gov.au/our-work/increases-to-bulk-billing-incentive-payments>

The walkthrough below will help to identify which patients have had a telehealth and/or telephone consultation in the past 12 months and who may benefit from registering for MyMedicare.

PRIMARY CARE DISCOVERY

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Open POLAR
- Clinical Summary Report.
Select MBS – MBS Services

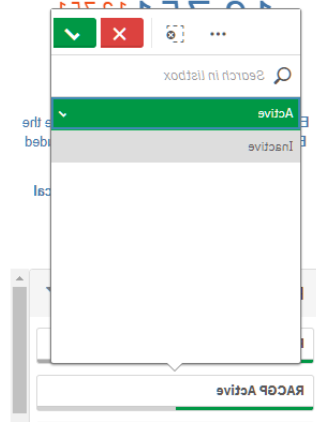
Using the filters on the left hand side Apply:

The Patient Active filter
(Patient – Patient Status – Active)

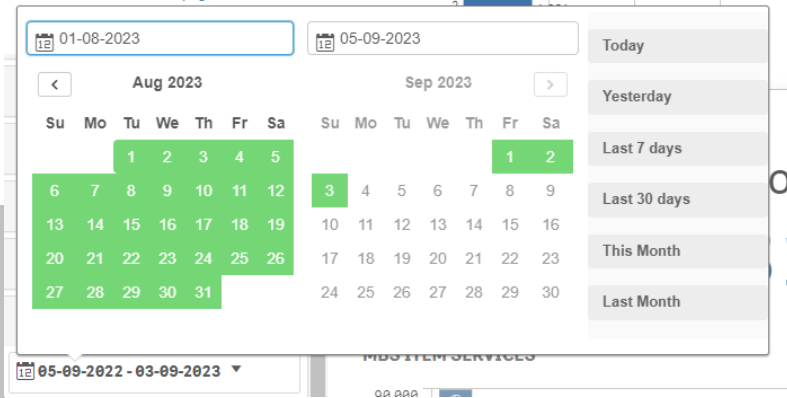
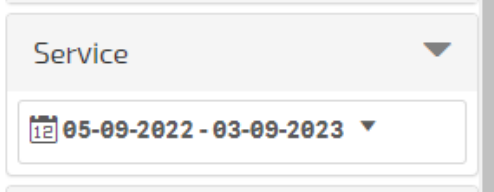
PRIMARY CARE DISCOVERY

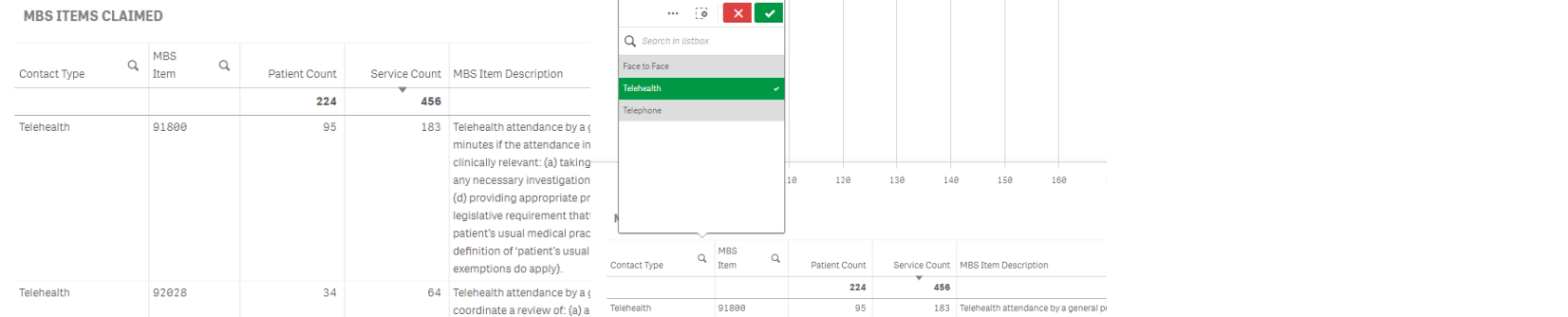
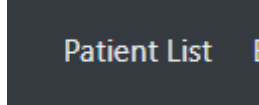
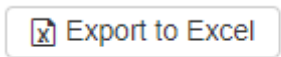
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And
The Patient RACGP Active
filter
(Patient – RACGP Active –
Active)



And
The Service filter
(Service – Select date range –
Select the start date and the
end for the last 12 months)



<p>Using the MBS Items Claimed Table select:</p> <ul style="list-style-type: none"> - Click on the magnifying glass in the Contact Type Column - Select Telehealth and/or Telephone as required 	 <p>The screenshot shows a table titled 'MBS ITEMS CLAIMED' with columns: Contact Type, MBS Item, Patient Count, Service Count, and MBS Item Description. The Patient Count is 224 and Service Count is 456. A search dropdown menu is open over the Contact Type column, showing 'Telehealth' and 'Telephone' as options. Below the table, there are buttons for 'Patient List' and 'Export to Excel'.</p>
<p>You now have a list of patients who are active, RACGP active and have received a telehealth and/or telephone consultation within the last 12 months. Select Patient List to view patient names</p>	
<p>Select Export to Excel to export the Patient List to Excel. You can further sort by provider and print if needed</p>	

Please feel free to contact DigitalHealth@emphn.org.au for further search assistance