

MyMedicare: Implementation checklist for General Practice 2023

Now that you have completed MyMedicare registration, use the following checklist to assist your practice team with MyMedicare readiness and implementation.

Practice team settings in PRODA	
Identify team members that will be completing MyMedicare patient registration process	<input type="checkbox"/>
Ensure these team members have an individual PRODA account. PRODA Registration: https://www.servicesaustralia.gov.au/how-to-register-for-individual-proda-account?context=33786	<input type="checkbox"/>
Once a team member is registered with PRODA, add members and delegate authority in PRODA organisation account. PRODA delegations: https://www.servicesaustralia.gov.au/managing-members-and-delegations-organisation-proda?context=33786 Note: For MyMedicare, the following two attributes need to be delegated for each staff member who will be performing patient registrations.	<input type="checkbox"/>
 <p>The screenshot shows a table titled 'Attribute Delegations' with two columns: 'Name' and 'Service Provider'. Under 'Name', two items are listed: 'HPOS-Access' and 'HPOS-MyMedicare-Program-Staff', both of which are highlighted with red boxes. The 'Service Provider' column shows 'Health Professional Online Services (HPOS)' for both items.</p>	
For further PRODA support or training: PRODA Online Training: https://hpe.servicesaustralia.gov.au/provider-digital-access.html Phone: 1800 700 199 Email: proda@servicesaustralia.gov.au	<input type="checkbox"/>
MyMedicare update for your practice team	
MyMedicare information to support your practice team. DoHAC Webpage: https://www.health.gov.au/our-work/mymedicare/practices-and-providers FAQ: https://www.health.gov.au/resources/publications/mymedicare-practice-registration-frequently-asked-questions?language=en EMPHN Webpage: https://www.emphn.org.au/what-we-do/mymedicare	<input type="checkbox"/>
Provide your GPs with MyMedicare information to support them with patient enquiries. GP Toolkit: https://www.health.gov.au/resources/publications/mymedicare-gp-toolkit?language=en	<input type="checkbox"/>
Provide your reception and clinical teams with key messaging scripts to assist with patient enquiries. Key Messaging: https://www.emphn.org.au/images/uploads/files/MyMedicare-Key-Messaging-for-Staff-and-Patients.pdf	<input type="checkbox"/>
Provide a summary of the MyMedicare Incentives and relevant MBS items. <ul style="list-style-type: none"> Subscribe to receive MBS Online update emails: https://www9.health.gov.au/mbs/subscribe.cfm For more information: https://www.health.gov.au/our-work/increases-to-bulk-billing-incentive-payments last updated 16 August 2023 MBS Item update 1 November 2023: Triple Bulk Billing: https://www.emphn.org.au/news-events/news/mbs-item-update-1-november-2023-triple-bulk-billing?mc_cid=39cbb114de&mc_eid=f6636d712a 	<input type="checkbox"/>
Keep up to date with the latest MyMedicare news by subscribing to DoHAC MyMedicare newsletter. Subscribe: https://www.health.gov.au/using-our-websites/subscriptions/mymedicare-newsletter?utm_source=Health+updates+for+primary+care&utm_campaign=1489062cd4-	<input type="checkbox"/>

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Data Cleansing

Review current data quality/cleansing activities prior to undertaking practice led patient registration processes to support accurate identification of eligible patients for the MyMedicare program. <ul style="list-style-type: none"> Are you asking all patients if they hold a Commonwealth concession card 	<input type="checkbox"/>
Do you need to undertake bulk inactivation of patients who have not been seen for a number of years? Do you need to clean-up uncoded and free text data? <ul style="list-style-type: none"> Best Practice Data Cleansing https://www.emphn.org.au/images/uploads/files/Data-Cleaning-in-Best-Practice-8.pdf Medical Director Data Cleansing https://www.emphn.org.au/images/uploads/files/Data-Cleaning-in-Medical-Director_231024_122229.pdf 	<input type="checkbox"/>
Do you need to review setting up user preferences so every reason for visit or medication does not appear in your past history list? <ul style="list-style-type: none"> Configuring user options in Best Practice to help maintain data quality Best Practice Guide https://www.emphn.org.au/images/uploads/files/Bp-Summary-Sheet-Configuration-Options-v2.pdf Configuring user options in Medical Director to help maintain data quality Medical Director Guide https://www.emphn.org.au/images/uploads/files/MD-Summary-Sheet-Configuration-Options-v4.pdf 	<input type="checkbox"/>

Patient registration process and workflows

Review the three methods of MyMedicare patient registration. eLearning: https://hpe.servicesaustralia.gov.au/MODULES/MYMED/MYMEDM02/index.html	<input type="checkbox"/>
For each method of patient registration, discuss with your practice team the workflows that are needed to implement the MyMedicare program.	<input type="checkbox"/>
Registration method 1: Patient led registration	
Provide your practice team information on how patients can complete patient led registration using Medicare online services - Medicare Online Account (MOA) or the Express Plus Medicare mobile application. Guide: https://www.servicesaustralia.gov.au/register-for-mymedicare?context=37386#ep	<input type="checkbox"/>
Update MyMedicare Preference settings in MyMedicare Programs in PRODA to enable 'Auto Accept' of any new patient led registrations. MyMedicare Preferences for auto accept registrations: https://www.emphn.org.au/images/uploads/files/PRODA-Guide-Updating-MyMedicare-Preferences-to-enable-Auto-Accept-of-patient-led-registrations.pdf	<input type="checkbox"/>
Registration method 2: Practice led registration	
Offer training for your practice team on how to use PRODA for registering patients in the MyMedicare program. Accessing MyMedicare Program in PRODA and Patient Registration steps https://hpe.servicesaustralia.gov.au/MODULES/MYMED/MYMEDM02/index.html	<input type="checkbox"/>
Discuss as a team how you will identify eligible patients. Confirm what cohort of patients you will target first. Consider a staggered approach so patients are not all registering at once Refer to POLAR walkthrough resources (if relevant) to identify target cohorts: Visit https://www.emphn.org.au/what-we-do/digital-health/polar-gp#9 for the following: <ul style="list-style-type: none"> POLAR Walkthrough Telehealth patients seen in the last 12 months POLAR Walkthrough Hospitalisation Avoidance Report. Identifying patients most at risk POLAR Walkthrough Identify patients with a Chronic Disease with 2 or more f2f visits in the last 24 months 	<input type="checkbox"/>
Consider how you will be contacting patients to invite into the program e.g. text message, email, opportunistically when attending this practice.	<input type="checkbox"/>

Confirm the team members who will be responsible for adding/inviting identified patients to the MyMedicare Program using PRODA.	<input type="checkbox"/>
Registration method 3: Patient fills out registration form at the practice	
Print MyMedicare patient registration forms and make available to reception and clinical staff. MyMedicare Registration form: https://www.health.gov.au/resources/publications/mymedicare-registration-form?language=en	<input type="checkbox"/>
Confirm the process and who is responsible for scanning completed consent forms into patient records and completing registration in MyMedicare Program in PRODA.	<input type="checkbox"/>
For patients in Residential Aged Care Homes <ul style="list-style-type: none"> • Provide the visiting GP with a supply of MyMedicare registration forms and any relevant patient information e.g. patient brochures. • On returning from completed visits, confirm who at the practice will be responsible for processing the consent forms and completing registration 	<input type="checkbox"/>

Patient promotion

Decide the My Medicare patient promotional activities that will be undertaken at your practice. Refer to the following kit for available resources: MyMedicare - Community Stakeholder Information kit https://www.health.gov.au/sites/default/files/2023-10/mymedicare-community-stakeholder-information-kit.pdf	<input type="checkbox"/>
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Telehealth readiness

In readiness for MyMedicare program telehealth items for eligible patients from 1 November 2023, consider reviewing your current video telehealth arrangements.	<input type="checkbox"/>
For GPs wanting to use the service, register your practice for a 'video call' account Webform: https://www.healthdirect.gov.au/video-call-reg	<input type="checkbox"/>
Provide your clinical team access to Healthdirect resources to support Introducing telehealth video visits <ul style="list-style-type: none"> • Resource Centre: Healthdirect Video call resource centre: https://help.vcc.healthdirect.org.au/ • Training: Video Call training - RACGP CPD accredited training for GPs available https://help.vcc.healthdirect.org.au/95525-getting-set-up-with-video-call-for-the-first-time/webinars • Video: Introducing video call in your general practice: https://players.brightcove.net/1922092292001/default_index.html?videoId=6209238098001 	<input type="checkbox"/>
Healthdirect resources for healthcare providers. Healthdirect Support: Phone: 1800 580 771 (Monday to Friday 8am – 6pm local time) Email: videocallsupport@healthdirect.org.au	<input type="checkbox"/>

Please note that this checklist is intended as a starting point for implementing activities for MyMedicare Program. Customisation based on your general practice requirements should be incorporated as required.

EMPHN is committed to providing updates as soon as new details emerge and will help you embed and develop the initiative within your practice. Should you require further information please do not hesitate to contact your EMPHN Practice Facilitator or email practicesupport@emphn.org.au.