

Strengthening MyMedicare Updates

Practice Manager's Day 15 May 2025

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Program Facilitator - MyMedicare

phn
EASTERN MELBOURNE

An Australian Government Initiative



Eastern Melbourne PHN is primarily funded
by the Australian Government through the
Department of Health and Aged Care



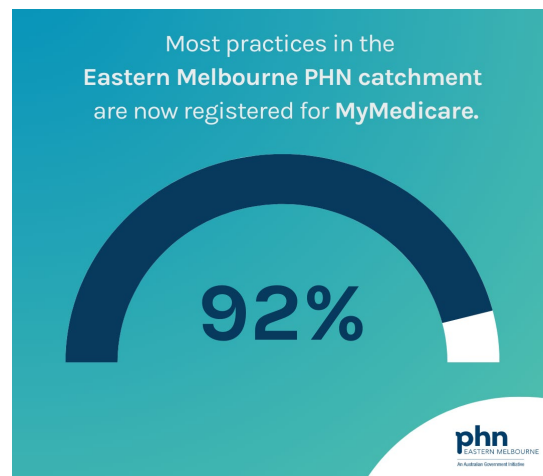
General update on MyMedicare programs coming in 2025

General Practice in Aged Care Incentive QI Toolkit

General Practice in Aged Care incentive Coordination Toolkit

Chronic Condition Management Activation Series

MyMedicare and GPACI Registrations as of April 2025



National MyMedicare Registrations

November 2024

2,126,435 patients

6,329 practices

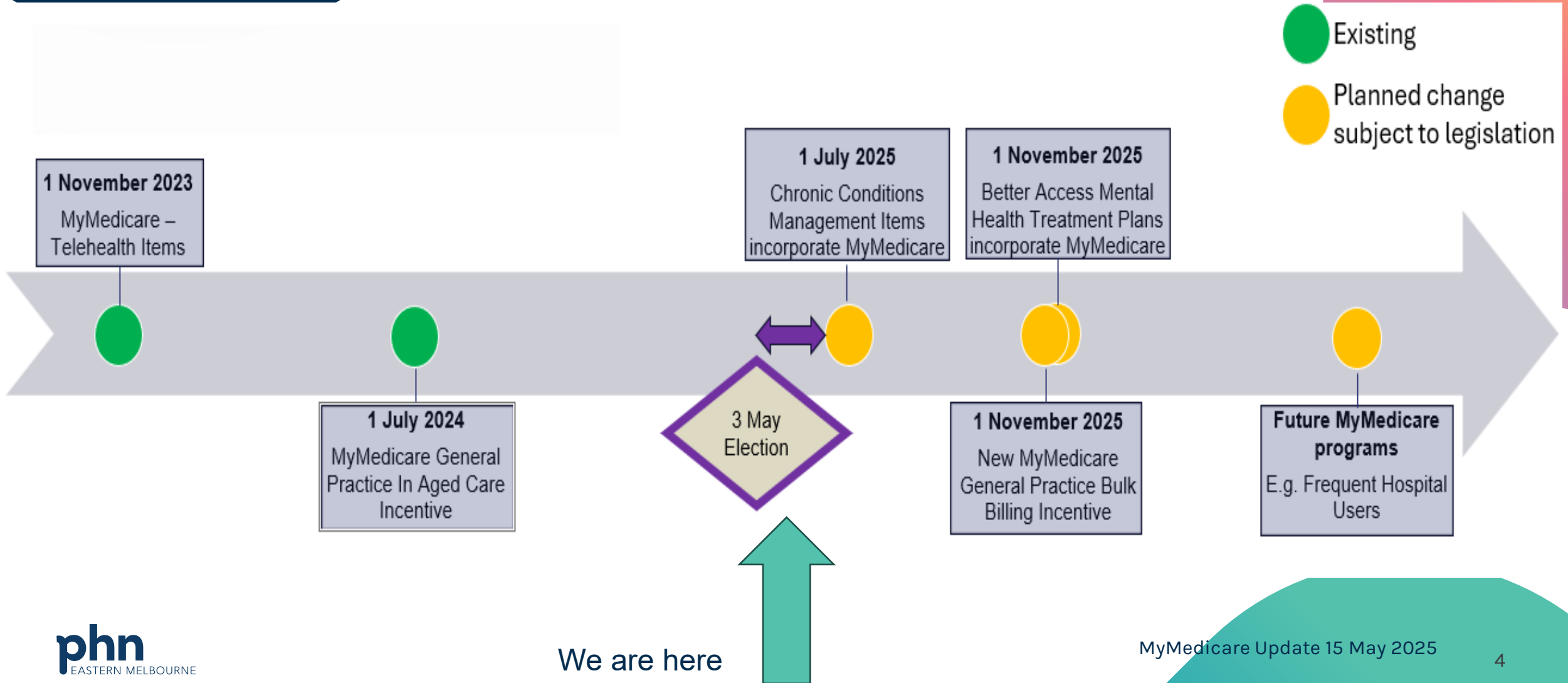
National GPACI Registrations

February 2025

92,243 patients

2,606 practices

MyMedicare Timeline

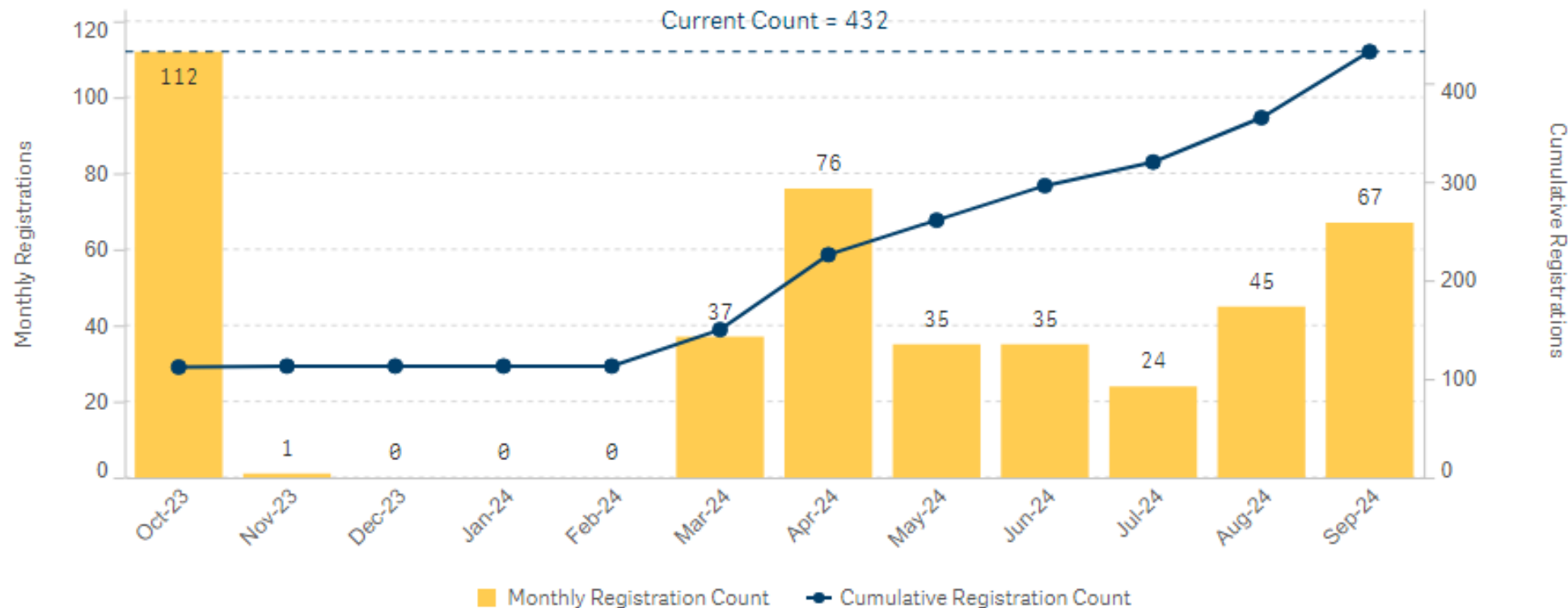


How Polar can help ?

MyMedicare Registrations

Registration Rate: 4% (432 of 10,858 patients)

Percentage of Clinic Active & RACGP Active patients who are registered for MyMedicare. (PHN Top 10% Avg Registration Rate: 3%)



How can you use this information to increase MyMedicare Registrations at your practice?

For example you may focus on percentage registration rate when discussing this with your team.

A screenshot of a web application interface showing two tabs: "Statuses" and "Access". The "Access" tab is selected and highlighted in blue. Below the tabs, there are two rows of data. Each row consists of a small square icon followed by a text label. The first row shows a white square icon and the label "Eligible". The second row shows a light gray square icon and the label "Invited".

ents registered for GPACI.

6

MyMedicare Update 15 May 2025

Using POLAR for Patient flagging is another way to track residents registered for GPACI.

POLAR Walkthroughs

POLAR Walkthrough- Finding patients registered/not registered for My Medicare

Step 1
Open POLAR under Reports select the Clinic Summary Report (either the new report or the Clinic Summary



Step 2
Select the Patient Filter on the left side then select the Active Patient Status and confirm the selection.

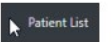


Step 3
Under the Patient Categories Select the My Medicare filter then select Registered or Not Registered



You now have a list of Active patients that are registered/not registered for My Medicare

Go to patient list to export the list for further sorting. Or you can now select other filters to apply such as Chronic Diseases etc.



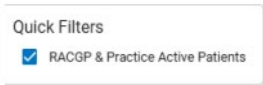
Where to get help
EMPHN general practice improvement & digital enablement:
digitalhealth@emphn.org.au

POLAR Walkthrough- Patients eligible for a GPMP or GPMP Review

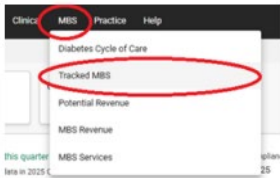
Step 1
Open POLAR under Reports select the Clinic Summary Report



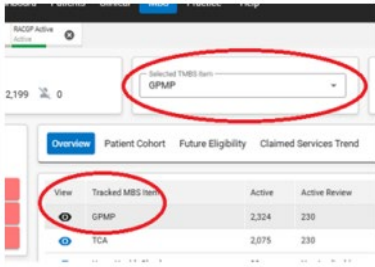
Step 2
-Select the Shortcut RACGP & Practice Active Patients



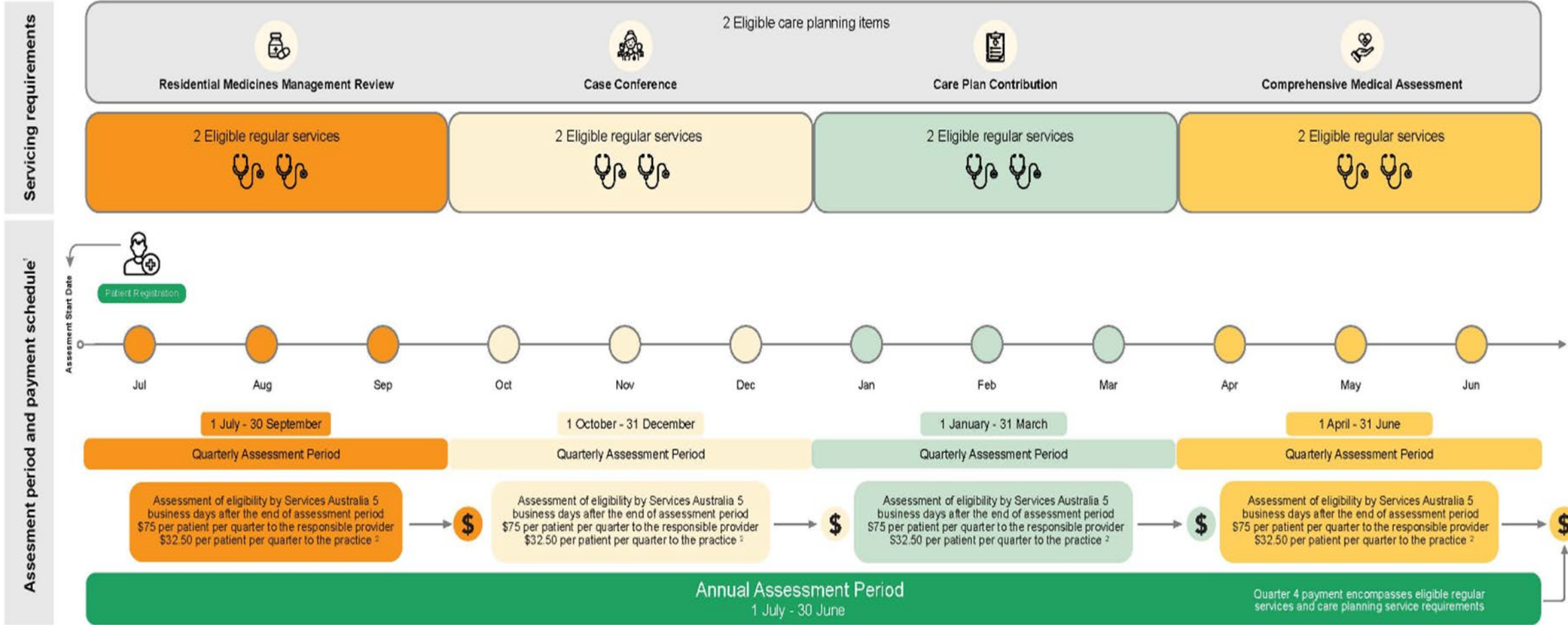
Step 3
-Select MBS/Tracked MBS



Step 4
The report will default to opening in the tracked MBS item GPMP



General Practice in Aged Care Incentive (GPACI) Payment Structure











MBS User Guide

- A resource to support General practices to plan their delivery of care for the GPACI
- Demonstrates the potential use of MBS items related to the GPACI and provides some examples

GPACI MBS User Guide

GPACI RACH Visits - Sample Schedule - RESPONSIBLE PROVIDER + OTHER CARE TEAM MEMBERS

Other GP / Prescribed medical practitioner / Nurse practitioner/ Practice Nurse/ Aboriginal &/or Torres Strait Islander Health Practitioner

| Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|---|--|--|--|
|  <p>Contribution or review of Multidisciplinary Care Plan</p> <p>MBS 731 suggested to be co-claimed with:</p> <p>MBS 232 - Contribution to or review of Multidisciplinary Care Plan</p> |  <p>Comprehensive Management Assessment</p> <p>MBS 703-707 OR MBS 224-227 Comprehensive Management Plan (CMA) - Health Assessment item</p> <p><i>*Item choice depend on length of assessment and type of practitioner*</i></p> |  <p>Residential Medication Management Review</p> <p>MBS 903 OR MBS249</p> <p><i>*Item choice depends on practitioner type*</i></p> |  <p>Case Conference</p> <p>MBS 235-240 OR MBS 735-758 Multidisciplinary Care Conference</p> <p><i>*Item choice depend on length of conference and type of practitioner*</i></p> |
| <p>Across the 12-month period must provide 2 of the above Eligible Care Planning Items</p> <p>These can be claimed at any point across the 12-months. Claiming MBS 731 early in the cycle (Q1) enables other MBS items and referrals. MBS 731 can be co-claimed with other items.</p> | | | |
|  <p>2x Eligible Regular Services 1x Responsible Provider + 1x Alternative Provider</p> <p>Must be claimed in separate calendar months</p> <p>MBS Items 90035-90054 OR MBS 90188-90215 OR MBS 90093-90096 OR MBS 82205-82215 OR Non-urgent after-hours item OR MBS 10997 Follow up by a Practice Nurse or Aboriginal Health Practitioner on a patient who has a Care Plan</p> |  <p>2x Eligible Regular Services 1x Responsible Provider + 1x Alternative Provider</p> <p>Must be claimed in separate calendar months</p> <p>MBS Items 90035-90054 OR MBS 90188-90215 OR MBS 90093-90096 OR MBS 82205-82215 OR Non-urgent after-hours item OR MBS 10997 Follow up by a Practice Nurse or Aboriginal Health Practitioner on a patient who has a Care Plan</p> |  <p>2x Eligible Regular Services 1x Responsible Provider + 1x Alternative Provider</p> <p>Must be claimed in separate calendar months</p> <p>MBS Items 90035-90054 OR MBS 90188-90215 OR MBS 90093-90096 OR MBS 82205-82215 OR Non-urgent after-hours item OR MBS 10997 Follow up by a Practice Nurse or Aboriginal Health Practitioner on a patient who has a Care Plan</p> |  <p>2x Eligible Regular Services 1x Responsible Provider + 1x Alternative Provider</p> <p>Must be claimed in separate calendar months</p> <p>MBS Items 90035-90054 OR MBS 90188-90215 OR MBS 90093-90096 OR MBS 82205-82215 OR Non-urgent after-hours item OR MBS 10997 Follow up by a Practice Nurse or Aboriginal Health Practitioner on a patient who has a Care Plan</p> |
| <p>NOTE: Completing 2 Regular Visits with your patient per quarter triggers the incentive payment to both the Responsible Practitioner and the Practice. Payments will not be triggered if the two visits are not completed within the quarter in two separate calendar months. Triple bulk billing applies with eligible patients.</p> <p>Also note, the RESPONSIBLE PROVIDER must complete 4 of the eligible regular services 1 per quarter across the 12-months, another GP or Nurse Practitioner can provide the other regular visits. MBS731 MUST have been billed before the follow up items can be completed by a Practice Nurse or Aboriginal &/or Torres Strait Islander Health Practitioner.</p> | | | |

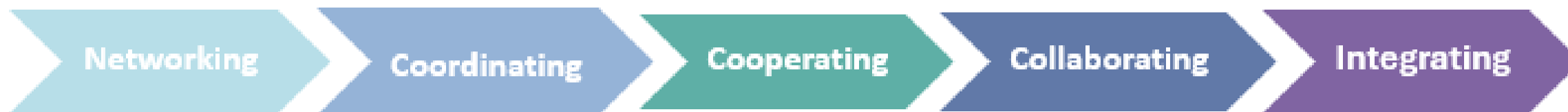
Primary Care – RACH Coordination Toolkit

- Provides tools and tips for improving coordination between Residential Aged Care Homes (RACHs) and General Practices.
- Includes templates such as:
 - Orientation information for General Practitioners
 - Primary Care and RACH Collaboration Checklist and Action Plan

The Partnership Continuum

The partnership continuum can help RACHs and care providers to reflect on the **level of engagement** among the care team. This can also be considered as a measure of the 'health' or **maturity of the partnership**.

Progressively moving towards an integrated partnership is encouraged. Tools contained in this resource have been designed to support better integration and collaboration among the care team. GPs and RACHs are encouraged to use tools including the orientation toolkit (appendix 1) and the collaboration action plan (appendix 2) to improve coordination of care elements including visiting arrangements, immunisation processes and areas of clinical governance.



GPACI QI Toolkit

The toolkit outlines key steps for MyMedicare registration, care planning, coordination with multidisciplinary teams, and accessing incentive payments.

You can utilise the toolkit to streamline workflows, access resources and implement continuous QI activities, ultimately fostering a patient centred approach in aged care settings.

[GPACI-QI-Toolkit](#)

1.2.2 Goal of Quality Improvement Activity

Defining the goal of any activity provides your primary healthcare team with a statement of what you are trying to accomplish. Review the goal below and adjust according to your primary healthcare service starting point and requirements.

QI ACTIVITY GOAL EXAMPLE



Our team will aim to improve aged care residents' registration rates for GPACI by XX% within the next XX duration (months)

Measure – How will you measure the change for this activity?

Overall measure - Percentage increase in patients registered to GPACI in PRODA.

Baseline measures

Practice has 2 patients registered at the start of the activity. We are unsure of the number of patients that are residents of Residential Aged Care Homes (RACHs), but we estimate we are providing care to about 50 residents, at 3 RACH locations.

Data to collect

Data will be collected on the following on the first Tuesday of the month for 6 months.

- Number of new GPACI patients registered each month by the practice
- Number of GPACI patients removed from PRODA (e.g. deceased or withdrawn)
- Number of total patients registered to GPACI
- Number of total patients registered to GPACI in the previous month



Chronic Conditions Management (CCM) – change activities

To help your practice prepare for the transition to CCM with small, manageable changes EMPHN invites your practice to participate in our CCM activation series.

Two activities have been released so far, with the third coming soon.

A CCM QI Toolkit is under development and is planned to be released in July 2025 after the changes have come into effect.

Chronic disease management - EMPHN

Activity 1 – New year CCM resolutions

As the new year rolls around, many of your existing patients with chronic disease management plans will be due for a new chronic disease management plan and team care arrangements. Patients and practices often time chronic disease management plans with the start of the calendar year, when allied health items available through team care renew (items 10950 to 10970 and 81100 to 81125).

The following activities focus firstly on strengthening patient-practice relationships by registering Chronic Disease Management Patients for MyMedicare, and routine scheduling of patients for Chronic Disease Management Reviews.

There are a range of ideas outlined below for you to use to tailor and modify to develop your own plan for change at your practice. We suggest you document your plan for each Activity Idea below using a [Plan-Do-Study-Act Template](#). Ensure responsibility for each activity is allocated to a member of your practice team with a timeline for completion.

- ▶ **1. Register all returning Chronic Disease Management Patients for MyMedicare with your practice prior to, or at their next Chronic Disease Management appointment**
- ▶ **2. Review and strengthen your process for booking review appointments for any patient you put onto a Chronic Conditions Management Plan, or with an existing Chronic Disease Management Plan**
- ▶ **3. Review and strengthen communication for why review appointments are important to attend for your practice team and patients (including if there are out of pocket costs for the patient)**
- ▶ **4. Review and strengthen your process to manage missed or cancelled patient review appointments**

Activity 2 – Planning with your practice team

This activity aims to raise awareness among your practice team of MyMedicare, Chronic Conditions Management changes, and support your team to explore their roles in both MyMedicare and Chronic Conditions Management. By exploring and defining these roles, your practice team can work collaboratively to prepare for change and develop processes, systems and skills needed to succeed. This process will help ease your team through change and provide a shared document that can help your team to identify and discuss anything that isn't quite working as planned, explore changes and update the document to keep everyone on the same page. This approach will allow your team to adapt and improve and empower each team member in their own role.

There are a range of ideas outlined below for you to use to tailor and modify to develop your own plan for change at your practice. We suggest you document your plan for each Activity Idea below using a [Plan-Do-Study-Act Template](#). Ensure responsibility for each activity is allocated to a member of your practice team with a timeline for completion.

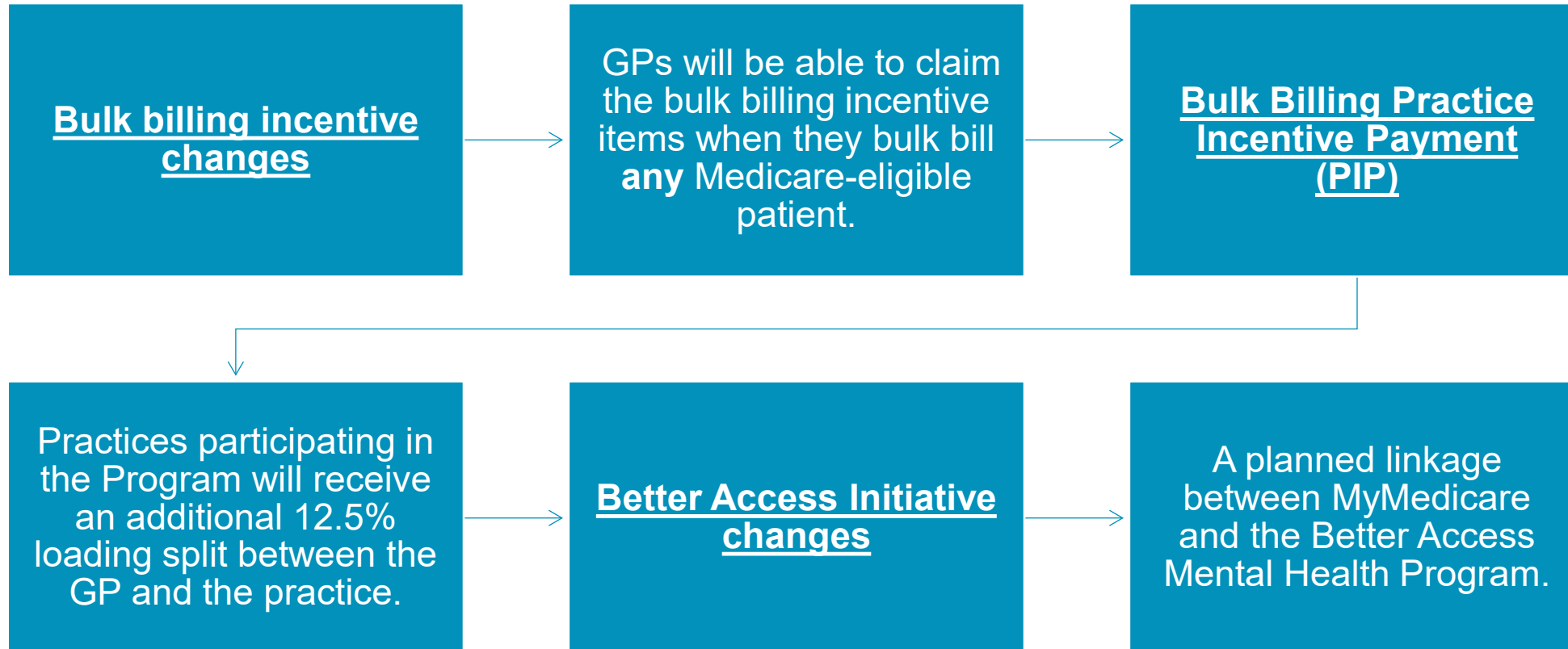
- ▶ **1. Your practice team has a better understanding of [MyMedicare](#) (Voluntary Patient Registration)**
- ▶ **2. Your practice team has a better understanding of the proposed [Chronic Conditions Management changes](#)**
- ▶ **3. Your practice team roles in MyMedicare and Chronic Conditions Management are well defined, and each team member has a clear role and responsibilities**

Medicare - eLearning - Health Professional Education Resources

- Managing patient registrations – [MYMEDM02-Managing patient registrations](#)
- Forecasting tools [MYMEDM03-MyMedicare - General Practice in Aged Care Incentive](#)
- Accessing and viewing payment correspondence [MYMEDM04-MyMedicare - General Practice in Aged Care Incentive Payments and Correspondence](#)

Ask Me Anything webinar May 20th at 12:30 on GPACI Quarter 4 payments – a new series of webinar ran by AAPM and Services Australia [Microsoft Virtual Events Powered by Teams](#)

What's coming November 2025?



Resources

EMPHN

- [MyMedicare](#)
- [GPACI](#)
- [GPACI User Guide](#)
- [GPACI-QI-Toolkit](#)
- [Chronic disease management - EMPHN](#)

MyMedicare

- <https://www.health.gov.au/our-work/mymedicare>
- [MyMedicare Program Guidelines](#)
- [Services Australia elearning Modules](#)

GPACI

- [General Practice in Aged Care Incentive](#)
- [General Practice in Aged Care Incentive Guidelines](#)
- [General Practice in Aged Care Incentive - patient journeys](#)

Resources

CCM Changes

- [Upcoming changes to MBS Chronic Disease Management Arrangements](#)

Bulk Billing Changes

- [Upcoming Changes to Bulk Billing Incentives in General Practice](#)

Better Access Changes

- [Item 80110 | Medicare Benefits Schedule](#) – see explanatory note ‘Better Access redesign from 1 November 2025’

Services Australia

- [MyMedicare - eLearning - Health Professional Education Resources](#)

How the GPIDE team can help you

- MyMedicare / GPACI
- POLAR/Walrus education and support
- Education, Practice report and MBS opportunities Report
- e-referrals, e-prescribing, secure messaging
- My Health record and My Health APP
- Provider Connect Australia
- Telehealth
- Quality Improvement
- Australian General Practice Training program

Contact us : digital.health@emphn.org.au



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MyMedicare Update

Practice Manager's Day
20 November 2024

Leonie Tarrant - Program Facilitator MyMedicare and
Raylea Sola – Program Manager GP Improvement &
Digital Enablement

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Eastern Melbourne PHN is primarily funded
by the Australian Government through the
Department of Health and Aged Care





Overview

- MyMedicare Registrations
- Changes to CDM in 2025 -What you can do to Prepare now
- How Polar can help
- General Practice Aged Care Incentive (GP ACI)
- Quick tips
- Handy Resources
- How the GPIDE team can help you?

MyMedicare Timeline

We are here



MyMedicare Registrations as of November 2024

Nationally there are:

6000 general practices
registered for MyMedicare

Approximately 2000 general
practices registered for GPACI

Approximately 2 million
Australian's registered with
MyMedicare

Most practices in the Eastern Melbourne
PHN catchment are now registered for
MyMedicare.

88%

of practices are now registered
for MyMedicare.

What you can do to Prepare now

Changes to CDM coming July 2025 will be linked to MyMedicare.

This gives you a great opportunity to start preparing now.

- Data cleaning – patient database
- Encouraging those patients with a chronic condition or other vulnerable cohorts to register for MyMedicare e.g. HAT report in POLAR
- Ensuring current SHS information is uploaded to MyHR
- Regularly checking MyMedicare patient data in PRODA and updating practice software so registered patients can be easily identified
- Streamline practice processes by importing lists from HPOS into clinical software
- Regularly checking MyMedicare notifications for those patients that have withdrawn from your practice

POLAR Walkthrough- Finding patients registered/not registered for My Medicare

How POLAR can help ?

Walkthrough for finding patients registered or not registered for MyMedicare.

Step 1

Open POLAR under Reports select the Clinic Summary Report: either the new report or the Clinic Summary



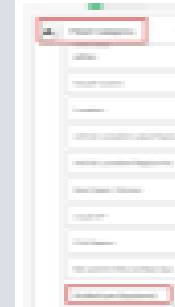
Step 2

Select the Patient Filter on the left side then select the Active Patient status and confirm the selection.



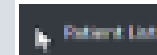
Step 3

Under the Patient Categories select the My Medicare filter then select Registered or Not Registered



You now have a list of Active patients that are registered/not registered for My Medicare

Go to patient list to export the list for further sorting.



Or you can now select other filters to apply such as Chronic Diseases etc.



Where to get help

GPMPH general practice improvement & digital enablement
digitalhealth@gpmpn.org.au

Having trouble accessing the MyMedicare Tile?

- Have members been added to the organisation register ?
- Have members been delegated the necessary attributes ? **HPOS- Access and HPOS – MyMedicare - Program**
- Have the dates expired in the organisation register for the member ?
- Have you updated your accreditation date and added the new standardised accreditation number in the Organisation Site Record ?



General Practice in Aged Care Incentive (GP ACI)

If your practice is participating in the General Practice Aged Care Incentive

Have you registered for MyMedicare GP ACI program in the Organisation Site Record, including updating the practice banking details ?

Has the GP updated their personal banking details ?

Don't set an end date when adding the incentive indicator to your patients or you will have to register them again for every new quarter.

The Program Registration tab

Organisation Register - Organisation Site Record

[Amend](#)

| | | | |
|----------------------|-----------------------------|------------------------|---------------------|
| Organisation Site ID | XXXXXXXXXXXX | Organisation Site Name | XXXXXXXXXXXX |
| Physical Address | 1 Test Street Test VIC XXXX | | 'RODA RA Number |
| Status | Active | From | 01/12/2022 12:49:38 |

Organisation Site Physical Address Services Contact Key Individuals Accreditation Provider **Program Registration**

New Program MyMedicare GPACI Add Program

| Program | BSB | Account Number | Account Name | Action |
|---------------------|---------|----------------|----------------------|-------------------------|
| ART Storage Funding | | | | Details |
| GTP | XXX XXX | XXXXXXXX | BANKING TEST ACCOUNT | Details |
| MyMedicare | XXX XXX | XXXXXXXX | NEXT BANK ACCOUNT | Details |

Showing Rows 1-3 of 3

[Submit](#) [Reset](#) [Cancel](#)

Note: You can only nominate one bank account for the MyMedicare program and its associated MyMedicare incentives. The banking details from MyMedicare will automatically display when you register for a MyMedicare incentive.

The Organisation Register will support several programs and incentives as they become available.

You can add a new program or incentive by selecting from the **New Program** drop-down box.

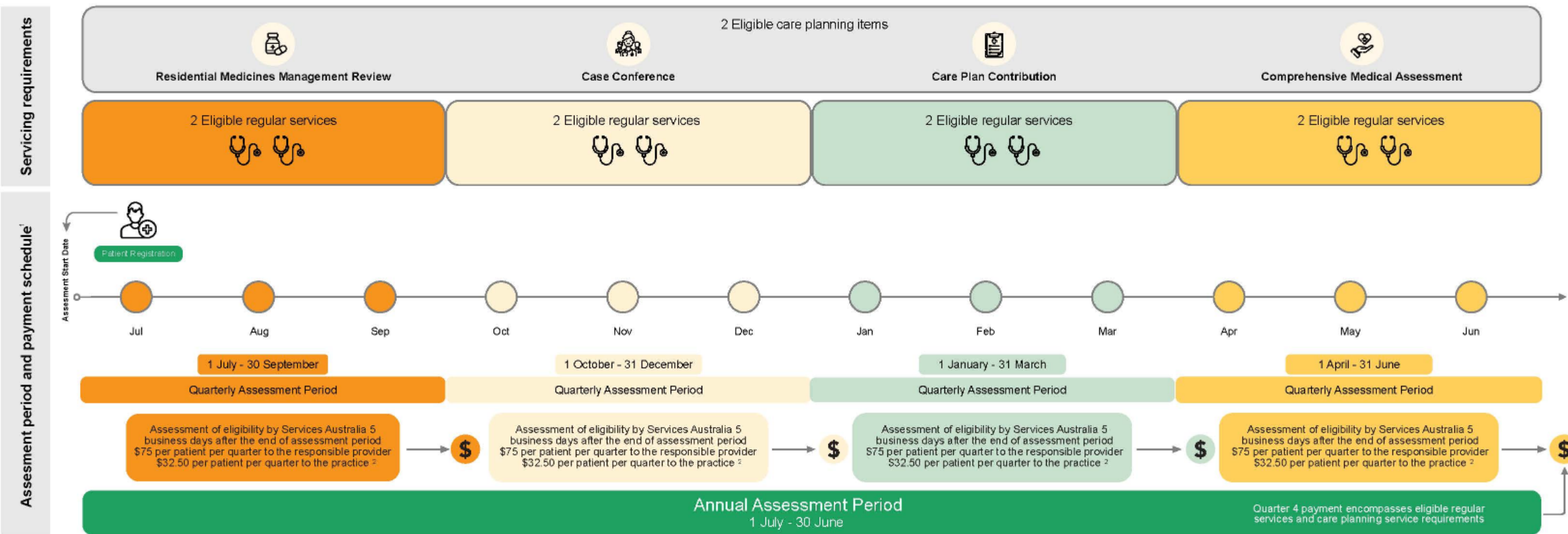
In this example, we have selected MyMedicare GPACI.

Select the **Add Program** button. Review and complete (if required) the fields on the Program Details screen.

Note: Banking details are now added and displayed under Program Registration.

Select **Submit** and **Save**.

Incentive payment structure



1 - The 12 month assessment periods are dependent on each patient's quarterly assessment start date
2 - Rural loading to be applied

Handy Resources

- EMPHN Website
- [EMPHN Quality Improvement Toolkits](#)
- [Identifying patients at risk of Hospitalisation - QI Activity Webinar](#)
- [Identifying patients at risk of hospitalisation QI toolkit](#)
- How to import MyMedicare patient lists into clinical software:
 - [Medical Director](#)
 - [Best Practice](#)

Handy Resources

- [MyMedicare Resources for General Practices and Patients](#)
- Services Australia eLearning modules [Managing Patient Registrations](#)
- Services Australia eLearning modules [General Practice In Aged Care Incentive](#)
- [General-practice-in-aged-care-incentive-program-guidelines-2024](#)
- [General Practice in Aged Care Incentive GP and Practice information kit](#)
- [PRODA Organisation Attributes](#)
- [Updating Practitioner banking details](#)

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