



An Australian Government Initiative



# Gold Coast Primary Health Network and General Practice Gold Coast MyMedicare – the next steps

Tuesday 10 October 2023



# Acknowledgement to Country



*Gold Coast Primary Health Network would like to acknowledge and pay respect to the land and the traditional practices of the families of the Yugambah Language Region of South East Queensland and their Elders past, present and emerging.*

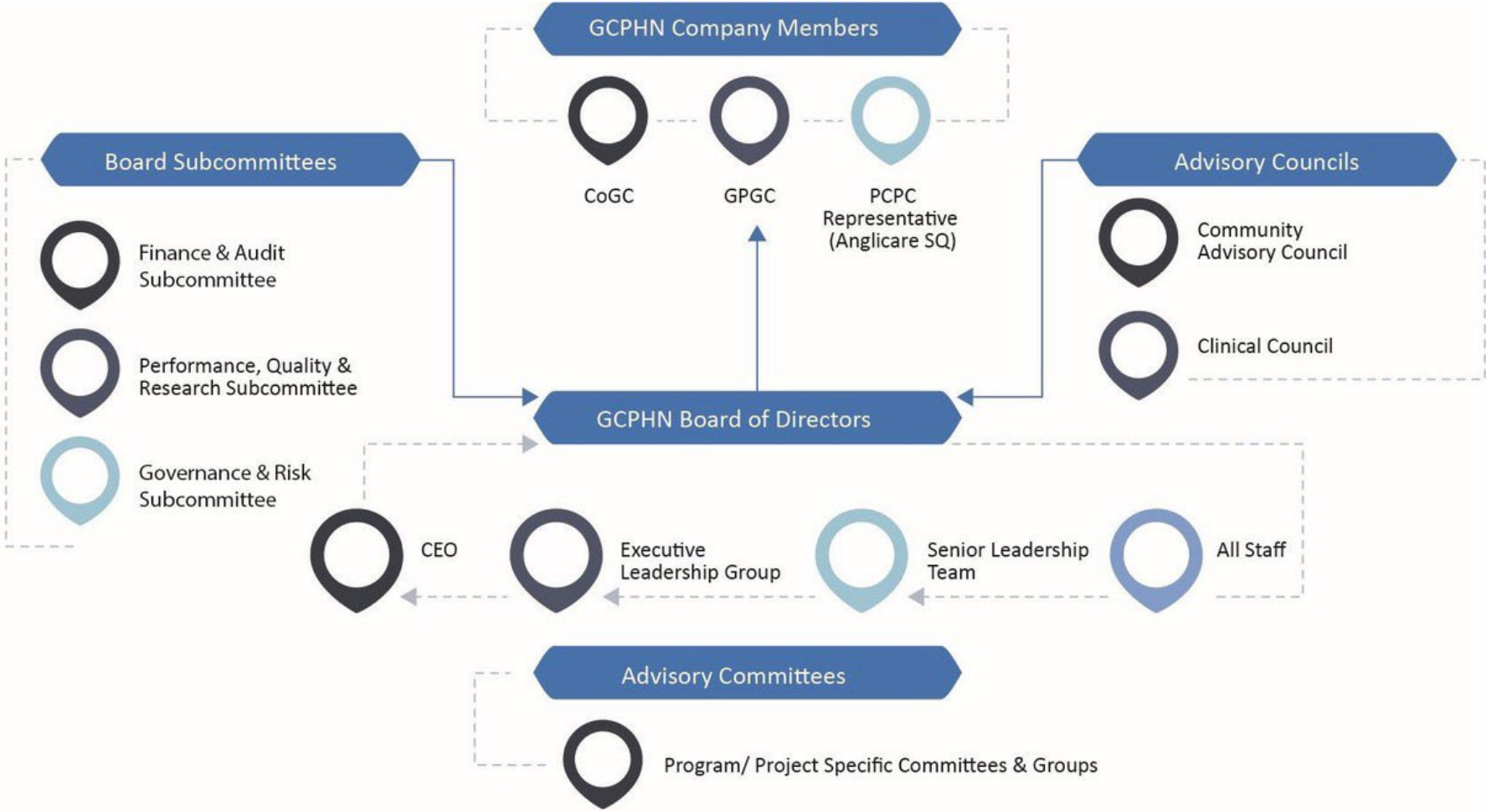
**Artist: NARELLE URQUHART, WIRADJURI WOMAN**

# Introduction & Agenda

Time	Item	Speaker
6:30pm	Welcome, Acknowledgement to Country & Housekeeping	Carolynne Gillies, Engagement & digital Health Project Officer   GCPHN
6:35pm	General Practice Gold Coast (GPGC) Update	Dr Tammra Warby   GPGC Board Chair
6:45pm	Update on MyMedicare including commencement of voluntary patient registration	Bev Korn, Director Primary Health Care   GCPHN Bec Norris, Project Officer   GCPHN
7:15pm	Interactive Information Stations	Facilitated by GCPHN staff and Dr Warby
8:15pm	Wrap up	Bev Korn, Director Primary Health Care   GCPHN
8:30pm	Close	

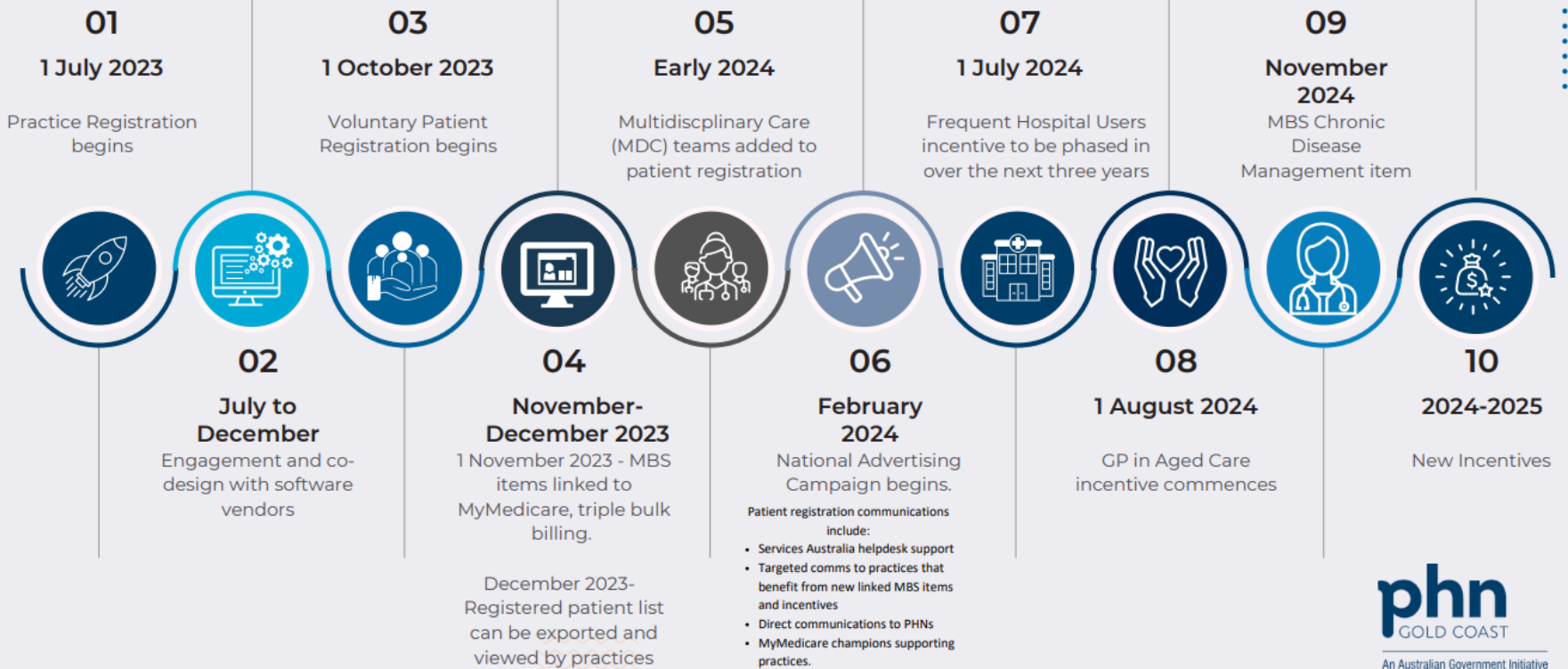


# General Practice Gold Coast (GPGC)



# MyMedicare Journey

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



## Setting up your practice for MyMedicare Registrations



### 1. Check Eligibility

Accredited practices that provide Medicare funded services are eligible for MyMedicare.



### 2. Set up Organisation PRODA

The person setting up the Organisation in PRODA must have an individual PRODA account, and also be listed against the ABN on the ABR as an associate or authorised contact.



### 3. Link with HPOS

Linking your organisation to HPOS with your ABN allows you to unlock the Organisation Register.



### 4. Organisation Register

Using the Organisation Register tile on the HPOS home screen record details of your Organisation.



### 5. Add providers

Link all GPs providing services at your practice to the Organisation Site Record.



### 6. Add MyMedicare

Add the MyMedicare Program in the Program Registration tab of the Organisation Site Record.



### Lift off!

Now you are ready to manage MyMedicare Patient Registrations.

Scan for more information



# Managing MyMedicare Patient Registration

There are three ways patients can register with your practice

1. Completed and signed Patient Registration Form (completed registration)
  2. Practice Initiated Registration (pending registration)
  3. Patient Initiated Registration
- Eligibility: 2 visits within the last 24 months or 1 visit in rural areas (exemptions available)
  - Patients can transfer their registration at any time.
  - Patients and practices are able to withdraw registration at any time.



## 1. Manage Attributes

Staff members will need to have HPOS-Access and HPOS-MyMedicare-Program-Staff.



## 2. Go to Service

Go to service in HPOS on behalf of the organisation and select My Programs/MyMedicare tile to manage patient registrations



## 3. Set Preferences

More information on Patient Registration



# Benefits to Patients

My Medicare is a voluntary patient registration system to formalise the relationship between patients, their general practice, GP and primary care teams.

By registering as a patient of your chosen general practice and selecting a preferred GP, additional funding will be available from the government over the coming years to assist your primary care team to deliver care.

MyMedicare voluntary patient registration is the first step to achieve better patient outcomes through continuity of care at both individual GP level and practice level.





# Benefits of MyMedicare Registration for Telehealth (From 1 November 2023)

Please note that the telehealth triple bulk billing incentives referred to are only applicable to children under 16, pensioners and concession card holders at General Practices that choose to bulk bill for these services

Patients Registered for MyMedicare	Patients Not Registered for MyMedicare
<ul style="list-style-type: none"><li>• Level B telehealth (video and telephone) – triple bulk billing incentive available</li><li>• Level C and D telehealth (video and telephone) and Level E video consultations – triple bulk billing incentive available</li></ul> <p><b>POINTS OF DIFFERENCE</b></p> <p>Patients registered for MyMedicare will have access to level C and D telephone items (including triple bulk billing incentive) and triple bulk billing incentive available for Level C,D and E video consultations</p>	<ul style="list-style-type: none"><li>• Level B telehealth (video and telephone) – triple bulk billing incentive available</li><li>• Level C, D and E video consultations – current (single) bulk billing incentive available</li></ul> <p><b>POINT OF DIFFERENCE</b></p> <p>Patients not registered for MyMedicare will not have access to level C and D telephone items and only current (single) bulk billing incentive available for Level C, D and E video consultations</p>

## OTHER KEY GENERAL PRACTICE FINANCING MEASURES

### TRIPILING OF BULK BILLING INCENTIVES

\$3.5 billion over five years.

Supports GPs to bulk bill Australians who feel cost of living pressures most acutely.

### REFORM OF MBS GENERAL PRACTICE ATTENDANCE ITEMS

\$98.2 million over five years

Higher rebates for consultations of 60 minutes or longer

### GP LEVELS C AND D PHONE CONSULTATIONS

\$5.9 million over five years.

Longer GP telehealth consultations for MyMedicare registered patients.

### IMPLEMENTATION OF MY MEDICARE

\$19.7 million over four years

A new voluntary patient registration model to deliver continuity of care.

### GENERAL PRACTICE IN AGED CARE INCENTIVE

\$112 million over four years.

Incentive payment for quality GP care for MyMedicare registered RACH residents

## MORE KEY GENERAL PRACTICE FINANCING MEASURES

<b>WRAP AROUND PRIMARY CARE FOR FREQUENT HOSPITAL USERS</b>	<b>REFORM OF GENERAL PRACTICE INCENTIVES PROGRAM</b>	<b>REFORM OF AFTER HOURS PROGRAMS</b>	<b>WORKFORCE INCENTIVE PROGRAM - MDC TEAM CARE</b>	<b>PHN COMMISSIONING OF MDC TEAMS</b>
\$98.9 million over four years.	\$60.2 million in 2023-2024	\$142.9 million over two years.	\$445.1 million over five years.	\$79 million over four years.
Incentive payment for wraparound, tailored care for MyMedicare registered patients with complex chronic conditions.	Review and redesign of current incentive programmes and one year extension of PIPQI.	Review and redesign of primary care after hours programs and services, extensions of PHN after hours programs and support for the homeless and multicultural communities.	Increased incentive payments and indexation for team based multidisciplinary care.	PHN commissioning of allied health and nurses in smaller and solo practices

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## INCREASING ACCESS TO PRIMARY CARE

**Tripling of bulk billing incentives** - \$3.5 billion over 5 years  
Supports GPs to bulk bill Australians who feel cost of living pressures most acutely

**Reform of MBS General Practice Attendance Items** - \$98.2 million over 5 years  
Higher rebates for consultations of 60 minutes or longer

**GP levels C and D phone consultations** - \$5.9 million over 5 years  
Longer GP telehealth consultations for MyMedicare registered patients

**Implementation of MyMedicare** - \$19.7 million over 4 years  
A new voluntary patient registration model to deliver continuity of care

**General Practice in Aged Care Incentive** - \$112.0 million over 4 years  
Incentive payment for quality GP care for MyMedicare registered RACH residents

**Wraparound primary care for frequent hospital users** - \$98.9 million over 4 years  
Incentive payment for wraparound, tailored care for MyMedicare registered patients with complex chronic conditions

**Reform of general practice incentives program** - \$60.2 million in 2023-24  
Review and redesign of current incentive programs and 1 year extension of PIPQI

**Chronic Wound Consumable Scheme for patients with diabetes** - \$47.8 million over 5 years  
Eligible patients with a chronic wound and diabetes will have access to more affordable wound care

**Reform of after hours programs** - \$143.9 million over 2 years  
Review and redesign of primary care after hours programs and services, extension of PHN afterhours programs and support for the homeless and multicultural communities

**Supporting health, care and support services in thin markets** - \$47.2 million over 4 years  
Trials of market-strengthening approaches for care services in thin markets, and supporting intervention where primary care fails, or is unsustainable.

**Reducing disparity in access to primary care** - \$29.1 million over 2 years  
Funding for the Royal Flying Doctors Service to support remote communities

**Improving First Nations cancer outcomes** - \$238.5 million over 4 years  
Builds capacity of ACCHSs to respond to and support cancer care needs on the ground

**Reformed opioid dependency treatment program through community pharmacy** - \$377.3 million over 4 years  
Local pharmacy support for Australians who need treatment for opioid dependency

**Expanding pharmacist scope of practice to deliver National Immunisation Program vaccines** - \$114.1 million over 5 years  
Pharmacists funded to administer NIP vaccines at no cost to patients

**Medicare Urgent Care Clinics - additional funding** - \$358.5 million over 5 years  
Funding for 8 additional Medicare UCCs, with 58 clinics funded to open their doors in 2023



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## MODERNISING PRIMARY CARE

**Securing the Australian Digital Health Agency to lead Digital Enablement of Healthcare** - \$325.7 million over 4 years

ADHA to become ongoing entity to deliver important digital health infrastructure

**Investing in a modernised My Health Record** - \$429.0 million over 2 years  
Improving accessibility and compatibility so patients can access and securely share data

**Intergovernmental agreement on national digital health** - \$126.8 million over 4 years  
Renewed for four years to progress secure information sharing across health system

**Health Delivery Modernisation: enabling reform** - \$69.7 million over 4 years  
Enhance MyMedicare, digitise additional health services, and better connect health data to improve access to services for customers and health professionals

**Strengthening electronic prescribing and targeted digital medicines enhancements** - \$111.8 million over 4 years  
Electronic prescription delivery infrastructure and services

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## ENCOURAGING MULTIDISCIPLINARY TEAM-BASED CARE

**Workforce Incentive Program to increase payments to support multidisciplinary team care** - \$445.1 million over 5 years  
Increased incentive payments and indexation for team-based multidisciplinary care

**Primary Health Network commissioning of multidisciplinary teams** - \$79.4 million over 4 years  
PHN commissioning of allied health and nurses in smaller and solo practices

**Single Employer Models for rural health professionals** - \$4.5 million over 5 years  
GP registrars in regional community practices retain employment benefits

**Improving patient care through MBS nurse practitioner services** - \$46.8 million over 4 years  
30% MBS rebate increase, PBS medicine prescription, removal of collaborative arrangements

**Education for the future primary care workforce** - \$31.6 million over 2 years  
Support IMG learning and development and transition of the Puggy Hunter Memorial Scholarship Scheme to management by a First Nations organisation

**Expand the nursing workforce to improve access to primary care and scholarships for primary care nurses and midwives** - \$60.9 million over 4 years  
Scholarships and clinical placements to build the primary care nurse pipeline

**National scope of practice review (part of above measure)** - \$3.0 million over 2 years  
Review of barriers/incentives for all health professionals to work to full scope of practice

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## SUPPORTING CHANGE MANAGEMENT AND CULTURAL CHANGE

**Consumer Engagement in Primary Care Reform** - \$13.0 million over 4 years  
CHF and FECCA funded to drive consumer engagement in primary care reform

**Monitoring and evaluation** - \$6.1 million over 4 years  
Development of framework and support for an Implementation Oversight Committee

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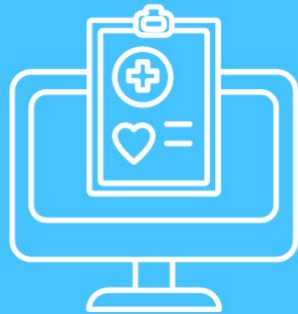


## Data privacy and security

- MyMedicare Privacy notice outlines how the Australian Government will manage personal information consistent with obligations under the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs)
- The Privacy Notice outlines how Australian Government Agencies will collect, use, and disclose information as part of the MyMedicare Program.

# Primary Sense Report – Voluntary Patient Registration

## New Primary Sense Report



September Release 2.17  
(Tuesday 26 August) for  
Voluntary Patient Enrolment -  
designed to highlight patients  
'at risk,' who would benefit  
from MyMedicare enrolment



# Quality Improvement Action Plan – MyMedicare Voluntary Patient Registration



## How can you access support?

- **Gold Coast PHN Primary Health Care Engagement and Digital Health Team**
  - Phone: 07 5612 5408 or email: [practicesupport@gcphn.com.au](mailto:practicesupport@gcphn.com.au)
  - Can provide in-practice, virtual and telephone support relating to MyMedicare including practice registration and patient registration.
- **Services Australia**
  - Support to register practice:
    - eLearning modules via [MyMedicare - Health Professional Education Resources \(servicesaustralia.gov.au\)](https://servicesaustralia.gov.au)
    - Phone: 132 150 select option 2 for Organisation Register support or email enquiry to [Organisation.Register@servicesaustralia.gov.au](mailto:Organisation.Register@servicesaustralia.gov.au)
  - Support to register patients:
    - eLearning module – MyMedicare – Managing patient registrations [MyMedicare - Health Professional Education Resources \(servicesaustralia.gov.au\)](https://servicesaustralia.gov.au)
    - Medicare provider enquiry line 132 150 and select option 2 general enquiry.



## Interactive tables

**Table 1. – Primary Sense (Harry Howell)**

**Table 2. – Patient Registration Process (Carolynne Gillies & Deb Barnes)**

**Table 3. – Practice Registration (Bec Norris)**

**Table 4. – Quality Improvement (Michelle Everington)**

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**Table 5. – General Enquiries (Bev Korn & Susan Sullivan)**

**Table 6. – GPGC (Dr Tammra Warby)**

***Thank you for your attendance.***

**For further support:**

**MyMedicare and Quality Improvement support contact:**

Phone: 07 5612 5408

Email: [practicesupport@gcphn.com.au](mailto:practicesupport@gcphn.com.au)

**Primary Sense:**

Phone: 07 5612 5476

Email: [primarysense@gcphn.com.au](mailto:primarysense@gcphn.com.au)

***Post event resource email coming soon.***



An Australian Government Initiative

***Building one world class health service for the Gold Coast***

Level 1, 14 Edgewater Court Robina QLD 4226

[www.gcphn.org.au](http://www.gcphn.org.au)

ABN: 47 152 953 092