

MyMedicare Patient Registration and Managing MyMedicare in General Practice

This guide is for MyMedicare registered general practices to provide information relevant to managing MyMedicare in their practice. This guide will cover the following topics:

- **Setting your practice's MyMedicare preferences**
- **accepting/declining patient-initiated MyMedicare registrations**
- **practice-initiated MyMedicare registrations**
- **amending a patient registration**
- **deleting a patient registration**
- **withdrawing a patient registration**
- **exporting the patient list.**

Setting Your Practices MyMedicare Preferences

MyMedicare Preferences settings allow the practice to manage new patient-initiated pending registrations. These are requests submitted from patients via their Medicare Online Account. The **MyMedicare Preferences** will appear initially when your practice adds MyMedicare as a program in the Organisation Register.

If you do not select a preference, it will default to Manually Accept/Decline.

To manage your practice's patient list **MyMedicare Preference** settings:

1. Navigate to the MyMedicare tile in HPOS and view the patient list.
2. Select the **Preferences** button.
3. Select the Organisation site from the list (if you are managing more than one site).
4. Select the preferred registration type from the following:
 - Auto-accept – automatically accepts patient-initiated MyMedicare registrations submitted from eligible patients to your practice.
 - Auto-decline – automatically declines patient-initiated MyMedicare registrations submitted from eligible patients to your practice.
 - Manually Accept/Decline – manually code accept or decline to the pending patient-initiated MyMedicare registrations submitted from eligible patients to your practice.

If **Auto-decline** is selected, the **Auto-decline reason** drop down box will appear, prompting you to select one of the following:

- Practice closing
- Practice at capacity
- Other, Patient to contact practice.

Once a preference has been chosen, select **Confirm**.

Accepting/Declining Patient-Initiated MyMedicare Registrations

A patient can initiate and complete their consent to MyMedicare registration from their Medicare Online Account. If the practice has their registration preference set to Manually Accept/Decline these patient registrations will appear in the Pending Registrations list. Practices need to ensure they are regularly monitoring this to either accept or decline these pending registrations.

To accept a registration/s:

1. Select the patient/s you wish to accept.
2. Select the *Accept Selected Registrations* button.

Initiated By	Organisation Site ID	Preferred GP	Medicare Card Number - IRN	First Name	Surname	DOB	Date Created	Date Withdrawn	Action
Patient	1111111111	1234567F	1234567891-1	SANDY	KNIGHTS	13/11/1987	03/04/2023	03/05/2023	
Practice	1111111111	1234567F	1234567891-1	PETA	PATIENT	07/11/2008	13/04/2023	13/05/2023	Delete
Practice	1111111111	1234567F	1234567891-1	EMILY	EXAMPLE	05/04/1985	13/04/2023	13/05/2023	Delete

3. A pop-up box will appear, showing the details of the request to accept the patient registration. Select *Confirm*. The pop-up box will vary depending on whether this is for single or multiple patients.

Accept Patient Registration Request

The following patient's pending registration will be accepted.
The patient will be able to participate in the MyMedicare Program at your practice.

Patient Details

Patient: SANDY KNIGHTS
DOB: 29/05/1968
Medicare Card Number - IRN: 1234567891-1

Practice Details

Organisation Site ID: 1111111111
Practice Name: GP PRACTICE RA
Preferred GP: 1234567F

Confirm **Cancel**

^ : If you see this symbol against an Organisation Site or Preferred GP it indicates the Organisation Site or Preferred GP is ineligible.

The patient will be notified of the practice approving their pending registration in their Medicare Online Account.

To decline a registration/s:

1. Select the patient/s you wish to decline.
2. Select the *Decline Selected Registrations* button.

Initiated By	Organisation Site ID	Preferred GP	Medicare Card Number - IRN	First Name	Surname	DOB	Date Created	Date Withdrawn	Action
Patient	1111111111	1234567F	1234567891-1	SANDY	KNIGHTS	13/11/1987	03/04/2023	03/05/2023	
Practice	1111111111	1234567F	1234567891-1	PETA	PATIENT	07/11/2008	13/04/2023	13/05/2023	Delete
Practice	1111111111	1234567F	1234567891-1	EMILY	EXAMPLE	05/04/1985	13/04/2023	13/05/2023	Delete

3. A pop-up box will display, showing the details of the request to decline the patient registration. This step will require you to select a decline reason before selecting *Confirm*. The pop-up box will vary depending on whether this is for single or multiple patients.

Decline Patient Registration Request

The following patient's pending registration will be declined.
The patient won't be able to participate in the MyMedicare Program at your practice.

Patient Details

Patient: SANDY KNIGHTS
DOB: 29/05/1968
Medicare Card Number - IRN: 1234567891-1

Practice Details

Organisation Site ID: 1111111111
Practice Name: GP PRACTICE RA
Preferred GP: 1234567F

*Decline Reason:
 Practice closing
 Practice at capacity
 Other, Patient to contact practice

Confirm **Cancel**

*: If you see this symbol against an Organisation Site or Preferred GP it indicates the Organisation Site or Preferred GP is ineligible.

The patient will be notified of the practice declining their pending registration and the reason in their Medicare Online Account.

Initiating a MyMedicare Registration on Behalf of a Patient

General practices can initiate a MyMedicare registration on behalf of a patient. These registrations will remain active under the practice's Pending Registrations list until accepted or declined by the patient in their MyMedicare Online Account or until it expires (one month from the date it was created).

1. Log onto **HPOS** using your **PRODA** account.
2. Select the **Find a Patient** service from the main menu.
3. Enter the required patient details (as indicated by the *), tick the declaration box and select **Find**.
4. A result with the patient details will display at the bottom of the screen, select **Next** to continue.
5. The Patient's profile screen will display, if this is the correct patient, proceed by selecting the **Register for MyMedicare** button.

Patient profile

Personal Details

Medicare Program

Medicare card type
6

Bank details
Banking details recorded

Name: SANDY
Medicare card number: 1234567891-1
IRN: 1
Card expiry date: 31/12/2026

Register for MyMedicare

6. The **Patient Registration** screen will display, at the top of the page it will show if the patient is eligible for a **Pending** or **Complete** registration. As this is a practice-initiated registration the **Registration Type** is to be set as **Pending**.

0752 - The patient is eligible for a Pending or Complete registration.

A pending registration - Enables the practice to notify the patient to complete their registration through their Medicare Online Account.

A complete registration - Requires the practice to enter the details provided by the patient on their MyMedicare Registration Form.

7. The **Registration Date** will automatically populate with the current date. Select **Next**.

Patient Registration

Patient Details

Patient	SANDY KNIGHTS
Medicare Card Number - IRN	1234567891-1
DOB	13/11/1987
Registration Type*	<input checked="" type="radio"/> Pending <input type="radio"/> Complete
Date Created	03/04/2023

8. If the organisation has more than one Organisation Site eligible for MyMedicare (under the same ABN) a list of practices will populate to choose from. If a list displays, click **Select** in the **Action** column next to the relevant practice for the patient's registration.

Select a Practice

Patient Details

Patient	SANDY KNIGHTS			
Medicare Card Number - IRN	1234567891-1			
DOB	13/11/1987			
Registration Type	Pending			
Date Created	03/04/2023			
Organisation Site ID	Parent Organisation ABN	Practice Name	Practice Address	Action
1111111111	35 121 976 696	PROVIDER TEST3	100 TEST ST MELBOURNE VIC 3000	Select
1111111111	35 121 976 696	ORGANISATION TEST SITE1	100 TEST ST MELBOURNE VIC 3000	Select

Back Cancel

- A list of eligible GPs for MyMedicare will populate to choose from. Click **Select** in the **Action** column next to the relevant GP for the patient's registration. Note: selecting a GP is not mandatory for a Pending Registration Type. Select **Next** to continue.

The patient can only nominate a preferred GP who is eligible to provide MyMedicare services at the selected practice.
Selecting a preferred GP is not mandatory for a Pending Registration Type. Select 'Next' to continue if the patient has not nominated a preferred GP.

Select a Preferred GP

Patient Details		Practice Details	
Patient	SANDY KNIGHTS	Organisation Site ID	111111111
Medicare Card Number - IRN	1234567891-1	Parent Organisation ABN	35 121 976 696
DOB	13/11/1987	Practice Name	PROVIDER TEST3
Registration Type	Pending	Practice Address	100 TEST ST MELBOURNE VIC 3000
Date Created	03/04/2023		

Preferred GP	Name	Action
1234567F	DR JOHNS CITIZENS	Select
1234567F	MRS ASHLEY ADAMSON	Select

Back Cancel **Next**

- The system will verify if the patient meets the eligibility against their claim history with the practice. Accept the declarations by selecting the **Tick Box** then **Confirm Button** at the bottom of the **Patient Registration Confirmation** screen.

Patient Registration Confirmation

Patient Details	
Patient	SANDY KNIGHTS
Medicare Card Number - IRN	1234567891-1
DOB	29/12/1965
Registration Type	Pending
Date Created	14/11/2023

Patient Eligibility Reason* Verified by system check

Practice Details	
Organisation Site ID	111111111
Parent Organisation ABN	35 121 976 963
Practice Name	GP PRACTICE RA
Practice Address	100 TEST ST COBAR NSW 2853
Preferred GP	Not Selected
Name	Not Selected

Change Practice

Change Preferred GP

Declarations

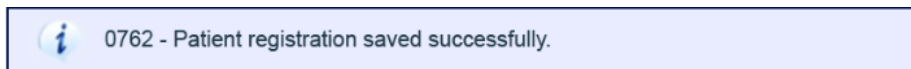
I declare that:

- The patient meets the eligibility requirements set out at Patient Eligibility Requirements.
- The practice is accredited against the RACGP Standards for General Practice or meets the eligibility requirements set out at Practice Eligibility Requirements.

The information I have provided is true and correct, and I understand that giving false or misleading information is a serious offence.

Confirm Cancel

- After the pending registration has been submitted, a message will display at the top of the screen confirming **Patient registration saved successfully**.



Once submitted, the patient will be notified of the practice-initiated MyMedicare registration in their MyMedicare Online Account. Following action by the patient in their MyMedicare Online Account, the practice will be notified through HPOS messaging of the patient accepting or rejecting the pending registration.

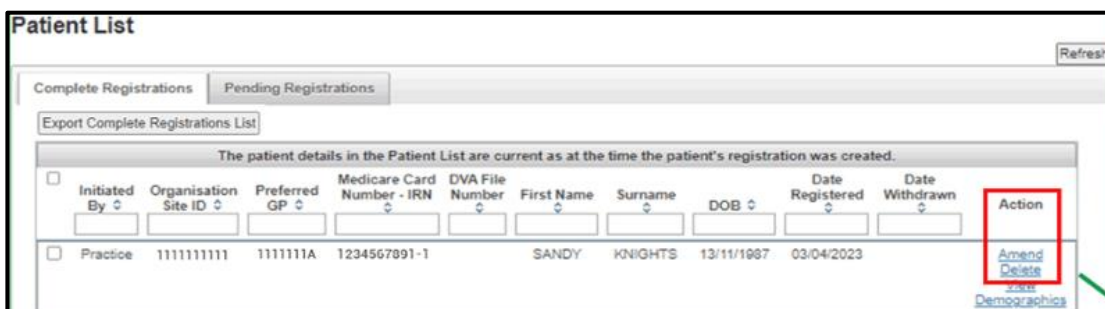
Deleting a Previously Accepted Patient Registration

If a registration is accepted by the patient in their Medicare Online Account, but is later determined to be incorrect, the registration can be deleted from the **Complete Registrations** list. This must be done on the same day as the **Date Registered**.

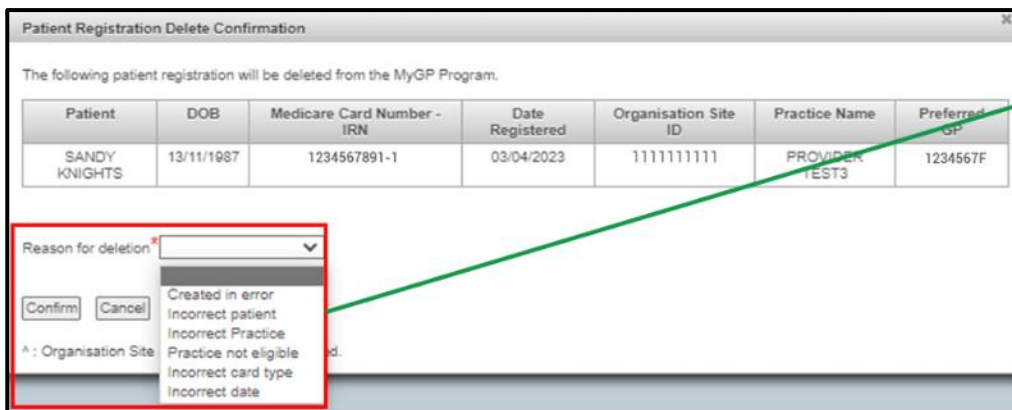
Under the **Pending Registrations** list, the practice can delete registrations for patients where the registration was initiated by the practice.

To delete a patient registration:

1. Locate the relevant patient in the **Patient List**
2. select **Delete** in the **Action** column



3. A pop-up box will show the **Patient Registration Delete Confirmation** screen
4. Select a **Reason for deletion** from the drop-down menu.



5. Select **Confirm**.

Deleted registrations will be removed from the applicable list.

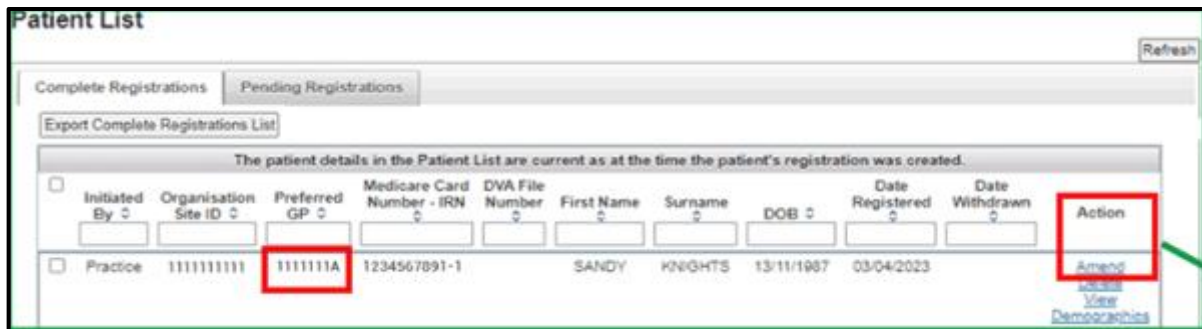
Only Completed Registrations will trigger a notification to be sent to the patient in their Medicare Online Account.

Amending a Patient Registration

You can amend a patient registration to change their preferred GP.

To update a patient's preferred GP:

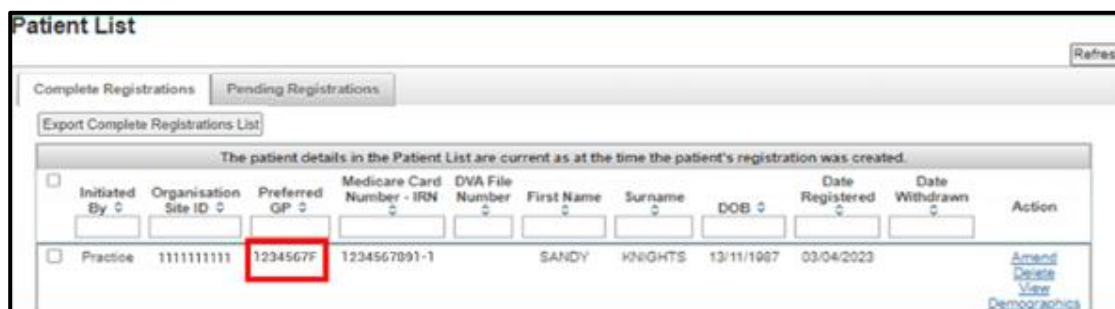
1. Locate the patient from the **Complete Registrations** list.
2. In the **Action** column, select **Amend**



3. A pop-up box will display the **Patient Registration Amendment Confirmation** screen.
4. Select a new **Provider Number**.



5. Select **Confirm**. The updated preferred GP will now display on the **Complete Registrations** list.



The patient will be notified of the update to their preferred GP in their Medicare Online Account.

Withdrawing a Patient's MyMedicare Registration

You can withdraw one or more patients on the **Completed Registrations Patient List**.

To locate a patient, one or more of the search filters can be applied.

To withdraw a patient:

1. Select one or more patients to be withdrawn by selecting the **tick box** next to the patient.
2. Below the **Patient List** enter the **Patient Withdrawal Date**.
3. Select **Withdraw**.

Patient List

Complete Registrations | Pending Registrations

Export Complete Registrations List

The patient details in the Patient List are current as at the time the patient's registration was created.

<input type="checkbox"/>	Initiated By	Organisation Site ID	Preferred GP	Medicare Card Number - IRN	DVA File Number	First Name	Surname	DOB	Date Registered	Date Withdrawn	Action
<input checked="" type="checkbox"/>	Practice	1111111111	1234567F	1234567891-1		SANDY	KNIGHTS	13/11/1987	03/04/2023#		Amend View Demographics
<input type="checkbox"/>	Practice	1111111111	1234567F	1234567891-1		PERCY	PERSON	13/11/1987	05/04/2023#		Amend View Demographics
<input type="checkbox"/>	Practice	1111111111	1234567F	1234567891-1		EMILY	EXAMPLE	02/03/1986	08/03/2023#	28/03/2023	Amend View
<input type="checkbox"/>	Practice	1111111111	1234567F	1234567891-1		PETA	PATIENT	24/12/1976	08/03/2023#		Amend View
<input type="checkbox"/>	Practice	1111111111	1234567F	1234567891-1		SOPHIA	SAMPLE	19/11/1994	23/01/2023		Amend View Demographics

Patient Withdrawal Date: 21/11/2023

^ : If you see this symbol against an Organisation Site or Preferred GP it indicates the Organisation Site or Preferred GP is ineligible.

4. The **Patient Withdrawn Confirmation** pop up will display.
5. Select the tick box **Withdraw above listed patients**
6. Select **Confirm** to withdraw patient/s.

Patient Withdrawal Confirmation

The following 1 patients will be withdrawn from the MyMedicare Program.

Patient	DOB	Medicare Card Number - IRN	DVA File Number	Organisation Site ID	Practice Name	Preferred GP
SANDY KNIGHTS	19/11/1987	1234567891-1		1111111111	GP PRACTICE RA	1234567F

The patient withdrawal date will be 21/11/2023

Withdraw above listed patients

^ : If you see this symbol against an Organisation Site or Preferred GP it indicates the Organisation Site or Preferred GP is ineligible.

7. Patient withdrawal date will display on the **Completed Registrations** list. Note: if advanced notice of a withdrawal is provided/obtained, the withdrawal date can be set in the future.

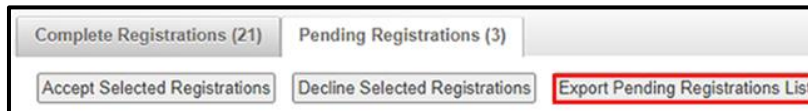
Exporting the Patient List

From the **Patient List**, you can export both the **Completed** and **Pending patient registrations** to a Microsoft Excel Spreadsheet. The Excel spreadsheet will download to your computer which you can use to cross reference with the practice records for registered and withdrawn patients.

Located under the **Completed** and **Pending registration lists** you can export per the following:
Under the **Completed Registrations** tab, select the **Export Complete Registrations List** button.



Under the **Pending Registrations** tab, select the **Export Pending Registrations List** button.



When the **Export** button has been selected, it will prompt you to download the list to your computer.

Request Date/Time: Requested by
3/04/2023 9:01

Filter Criteria: Filter Criteria value(s) selected

Initiated by:
Organisation Site ID:
Preferred GP:
Medicare Card Number - IRN:
DVA File Number:
First Name:
Surname:
DOB:
Date Registered:
Date Withdrawn:

Notes:
^The Organisation Site ID and Preferred GP columns in the Patient List may include an indicator. A more detailed explanation of this indicator is at the end of the Patient List. The patient details in the Patient List are current as at the time the patient's registration was created.

Initiated by	Organisation Site ID	Preferred C	Medicare CDVA File N:	First Name	Surname	DOB	Patient Elig	Date Register	Date Withdrawn
Practice	1111111111	1234567F	1234567891-1	SANDY	KNIGHTS	13/11/1987		3/04/2023	
Practice	1111111111	1234567F	1234567891-1	PETA	PATIENT	2/03/1986	3 in 24 moi	8/03/2023	28/03/2023
Practice	1111111111	1234567F	1234567891-1	EMILY	EXAMPLE	24/12/1976	3 in 24 moi	8/03/2023	
Practice	1111111111	1234567F	1234567891-1	PERCY	PERSON	19/11/1994	3 in 24 moi	23/01/2023	

^:Explanation
=====

For a Preferred GP:
The Preferred GP is not eligible to participate in the MyMedicare program.
This is due to one or both of the following reasons:

- They are **not linked to the Organisation Site** in the Organisation Register, or
- Their **MyMedicare program registration has ceased at this practice** and can no longer provide MyMedicare services to patients.

For an Organisation Site:
The Organisation Site is not currently eligible to register new patients for MyMedicare or amend existing patient registrations.
This is due to one or both of the following reasons:

- It has no accreditation or exemption details recorded, or
- It has no linked provider numbers that are eligible to provide MyMedicare services.

Please check your practice details and amend if required.

Complete-Registratio

Note: the patient list limit is 2000 and users may need to add multiple filters in the patient list search to refine the number of records returned.

Need Support?

For further support please contact your **GCPHN Practice Engagement Officer** via:

E: practicesupport@gcphn.com.au

P: [\(07\) 5612 5408](tel:(07)56125408)

Need Further Support?

Provider Digital Access (PRODA):

P: [1800 700 199](tel:1800700199) and select option 1 (available Monday to Friday 8am to 5pm local time)

E: proda@servicesaustralia.gov.au

Department of Health and Aged Care – Medicare provider enquiry line:

E: MyMedicare@servicesaustralia.gov.au

P: [132 150](tel:132150) and select option 6 (available Monday to Friday 8am to 5pm local time)

For Providers:

P: [1800 700 199](tel:1800700199) (Services Australia)

E: organisation.register@servicesaustralia.gov.au

For Consumers:

P: [132 011](tel:132011) (patient support hotline number)