



ASSIGNMENT OF RIGHT TO BENEFIT

Areas of Concern

Templates

- Examples Services Australia but Vendors will have solutions
- check BP and MD

Patient Education

- The Gov promised resources for practices and patients - yet to have found - create our own?

These will most likely be in the hub but not appear until closer to 1 July

<https://www.health.gov.au/our-work/improving-the-assignment-of-benefit-process>

FAQ's <https://www.health.gov.au/sites/default/files/2026-05/assignment-of-medicare-benefits-for-bulk-billing-frequently-asked-questions.pdf>

Areas of concern

You can't send a batch until all the claims have been consented – true but you can remove the unconsented ones from the batch

Challenging

You need to get the patient to consent to the assignment of right to benefit if a service is rejected and you want to submit a claim for a substitute service.

Patients rejecting many practice contacts

Some can't manage it at all

Options

- Concierge?
- Phone call v auto text

Challenging

Patient refuses to assign their right to benefit

a) Raise an account

(which not all practices can do)

b) No fee received for service

- Monitor**
- Block**
- Manage with pre consent**

Very Challenging

There is no verbal consent for anything. The Dr or practice or care facility staff cannot sign on behalf of the patient

The people who can sign when the patient can't, are people that would be responsible for payment of routine bills – eg friend, family member or power of attorney

Aged Care Homes – book meetings with care facility managers now

PHN – Communication strategy needed please

Solution whereby ongoing consent can be obtained will be implemented in late 2027

We can find solutions

We have to store this consent for two years - true (as it is now). Paper can be date stored, scanned and stored by date or stored into patient record. Electronic signatures are captured in the system

We can find solutions

Plan for more paper in the short term

Look for resource updates

Start education GPs and staff

Book meetings with Aged Care

What else?