

Register your organisation and patients for MyMedicare

MyMedicare is a part of the Commonwealth Government's Strengthening Medicare efforts. MyMedicare is a voluntary patient registration model aimed at improving the provision of health services.

Overview

The Australian Government has committed funds to help general practices enhance patient-centred care. General practices and patients enrolled in MyMedicare will benefit from better continuity of care through improved telehealth access, increased bulk-billing and bundled funding incentives to assist high-end users and residents of aged-care facilities.

Why should a general practice register?

- Strengthens the role of general practice in the Australian health system.
- Improves access to care via telehealth, supports GP services to aged care & supports patients who are frequent hospital users.
- Encourages continuity of care for patients.
- Practices will have better information about which patients see them as their usual practice, making it easier to tailor services to fit their needs.

What's involved?

STEP ONE: Check your eligibility

Providers must meet the following criteria to be eligible to register:

1. be a VRGP, non-VRGP, GP Registrar or Nurse Practitioner
2. work at a Medicare eligible practice
3. be registered in Provider Digital Access (PRODA)
4. be linked to a practice listed on the Organisation Register in HPOS
5. have valid provider number
6. be eligible to deliver MBS, or DVA (equivalent) services
7. Ensure your GPs have individual PRODA accounts and individual RA numbers (these will be required for linking GPs to MyMedicare) Organisations must meet the following criteria to be eligible to register: Ensure your HPOS has an active organisation record and organisation site record. To set this up, go to [Register an Organisation and an organisation site record](#)

STEP TWO: Link Providers and add MyMedicare health program

If eligible, the registered general practice can link the provider to the organisation site record

1. Check you have the correct delegation attributes if you are setting up the MyMedicare program. See [Setup and maintain organisation attributes](#) for guidance.
 1. HPOS-Org-Admin
 2. HPOS-Org-site-admin
 3. HPOS-Org-Finance
 4. HPOS-MyMedicare-Program-Staff (NEW)
2. Follow the step-by-step guidance to [Link your providers](#)
3. Follow the step-by-step guidance to add [MyMedicare program](#)
4. You'll need to **wait 24 hours** after you have entered the bank details before GPACI is selectable in the next steps.
5. Providers are required to [update bank details and add the MyMedicare + MyMedicare incentive program](#) to receive their payments. Print or send to each of your providers to complete.

STEP THREE: Register patients to MyMedicare

1. Check patient meets the [eligibility requirements](#) OR is eligible under one of the patient [exemption reasons](#).
2. Ensure patient exemption is recorded at point of registration and on the MyMedicare Registration form if paper form is completed by patient
3. Registration pathways
 1. Patient can self-register via their [Medicare online account](#)
 2. Patients can complete the registration form available [here](#), and their General Practice can then register patient on their behalf.
 3. (if available) Use practice software .rtf for MyMedicare registration form, print off for patient/guardian signature, once completed General practice can then register patient on their behalf
4. If patients are incapacitated the registration form will be required to be completed by:
 1. Next of Kin
 2. Power of Attorney
 3. Parent/Guardian
5. Ensure you have the patient's Medicare Card or DVA file numbers, you can **ONLY** use these for MyMedicare registration **NOT** the patient's name and DOB
6. Follow the step-by-step instructions to [Register patients to MyMedicare](#) in General Practice
7. If you don't see the MyMedicare tile, review all of the above steps to ensure each was correctly completed

8. If you have completed your [MyMedicare GPACI](#) program registration, you can follow the step-by-step guidance to add [GPACI incentive indicator](#) to eligible Aged Care patients.

Services Australia Resources

- [MYMEDM01-MyMedicare – Overview](#) (servicesaustralia.gov.au)
- [ORGREGINFO5-PRODA Attributes at a Glance](#) (servicesaustralia.gov.au)
- [MYMEDM02-Managing patient registrations](#) (servicesaustralia.gov.au)
- [MYMEDINFO3-Health Professional Online Services \(HPOS\) messages for organisations registered with MyMedicare](#) (servicesaustralia.gov.au)

Contact for more information

PRODA Helpdesk

Monday to Friday, 8 am to 5 pm (local time)

Phone 1800 700 199 and select option 1

Email: proda@servicesaustralia.gov.au

HPOS helpdesk

Monday to Friday, 8am – 5pm (local time)

Phone: 13 21 50, select option 6

WNSW PHN

Practice Development & Digital Health Teams

Phone 1300 699 167

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