QDN MyMedicare Information Session – Summary

On Wednesday 28 February guest speaker Angela How, Manager of Evidence, Translation and Innovation from Brisbane South PHN. Angela covered the following points:

1. What is MyMedicare?
2. How does MyMedicare work?
3. What are the benefits of registering for MyMedicare?
4. How to register for MyMedicare.

## What is MyMedicare?

MyMedicare is a new voluntary patient registration scheme designed to formalise the relationship between patients and their preferred care providers, usual general practitioners (GPs). It aims to strengthen the continuity of care and help GPs provide comprehensive care to their usual patients. It enables better communication to your nominated care provider in a timely manner so they can follow up with any care that you might need. For example, if you’ve been hospitalised, your hospital discharge information will be sent to your nominated GP.

MyMedicare officially launched for patients on 1 October 2023. Registrations for care providers opened on 1 July 2023. In the Brisbane South region 85% of eligible practices have signed up to participate.

## How does MyMedicare work?

MyMedicare registration is a two-way consent process; you and your nominated GP have to accept. You can only have one registration at a time for MyMedicare. You can choose to withdraw from MyMedicare at any time by speaking to your practice, through your Medicare Online Account or by calling Services Australia. Where a patient is unable to provide consent themselves to register for MyMedicare, a responsible person can consent on their behalf. This includes children or people who have guardians or powers of attorney.

**Eligibility criteria to register for MyMedicare:**

1. You must have either a Medicare card or a DVA Veteran card.
2. You must have been to the practice you want to register at twice within the past 2 years – this is to make sure your GP knows you.

**There are some exceptions:**

1. If you register at a practice your children can be registered at that practice, regardless of if they’ve visited before, and you can register at a practice your children have visited before, regardless of if you’ve visited there before.
2. If you live in regional or rural areas you only need to have visited a practice once in the past 12 months to register.
3. There are reduced restrictions for people experiencing homelessness or domestic and family violence. You can speak with practices about that if you fit those criteria.

## What are the benefits of registering for MyMedicare?

1. Continuity of care – uninterrupted high-quality care.
2. New Medicare Benefits Schedule (MBS)-funded telehealth items including longer telephone and video call appointments (introduced late 2023).
3. New triple bulk billing incentives (introduced late 2023 – eligibility criteria applies).
4. New incentives for MyMedicare registered patients.
5. People who live in residential aged care facilities will be eligible for more face-to-face visits with their registered care provider and other additional benefits from August 2024.
6. From November 2024, MBS funded items associated with chronic disease management and chronic disease management plans will be tied to the patient's MyMedicare registered GP.
7. In the future there is a chance additional cohorts may also be eligible for these kinds of incentives.

## How to register for MyMedicare

There are currently 3 ways that patients can register for MyMedicare.

**Registering online or through the app:**

You can register through your Medicare Online Account which can be accessed through the Medicare website or through the Medicare app. This involves finding your practice to make sure they are participating and then choosing your nominated GP from that practice. You will then receive confirmation that you have initiated the registration process before your nominated practice will accept your registration.

**Your practice can register you:**

Your practice can also register you through their system. Once your practice has started the registration process, you will get a request through your Medicare Online Account, which you must accept to complete the registration.

**Completing a paper form at your GP practice:**

Your practice can supply a paper form to register for MyMedicare. Visit your practice and ask for a paper form. You will need to fill out and sign the form and give it to your practice. They will complete your registration through their system. You will be notified when the process is completed.

# Q&A

**Question:** Can I register with multiple GPs/practices at a time?

**Answer:** You can only have one registered GP/practice at a time. If a new registration is done at a new practice, the new registration will cancel the previous one.

**Question:** If I change my mind, can I change my registered GP?

**Answer:** Yes, you can change your registered GP or practice at any time, however as the intention of MyMedicare is to build a long term relationship with a usual GP, there will be limitations on the number of times you can change practice.

**Question:** Is MyMedicare the same as yourQH?

**Answer:** No, MyMedicare is different to yourQH. The only information MyMedicare captures is about your preferred practice and GP.

**Question:** If you register for MyMedicare and nominate your GP, does it force your GP to apply the new triple bulk billing to consultations?

**Answer:** No, your GP can still choose to charge you privately. Triple bulk billing incentives mean that if a doctor bulk bills you for certain items, they will receive an incentive payment that is triple the usual amount.

**Question:** Will MyMedicare help to create a multidisciplinary team? What is the synergy for NDIS participants?

**Answer:** MyMedicare is about formalising the relationship with your care providers. At the moment it is registering with a GP but in future you may be able to nominate other members of your care team also.

**Question:** If you don't have access to the app, can you register through your GP?

**Answer:** Yes, your GP should have a paper form at their practice. There is also a way your GP can initiate the registration process, which you will have to confirm online.

**Question:** Is there a list of GPs that are choosing to participate in MyMedicare?

**Answer:** There is no central list. You can either go to your practice and ask or If registering online, you can search for your suburb and you will be able to find all the participating practices in that area.

**Question:** What happens if your doctor retires or leaves the practice, would you have to register again with another doctor?

**Answer:** Yes. If you want to see another GP at the same practice you can easily change. If you want to see another GP at a different practice, you still must meet the eligibility criteria, meaning you will have needed to visit that practice twice in the last 2 years. You can also follow your GP to their new practice without having to meet the eligibility criteria of previous visits to that practice.

**Question:** If you are not registered for My Health Record, can you still register for MyMedicare?

**Answer:** Yes, you can register for MyMedicare even if you haven’t registered for My Health Record.

**Question:** Is there is a summary that patients can share with their GP to share the benefits of MyMedicare with them?

**Answer:** We send a lot of communications to GPs and we have promoted the triple bulk billing incentives and the specific MyMedicare incentives. There is information on the Australian Department of Health and Aged Care website including videos, commonly asked questions and more. There a links to this information below.

**Question:** If I register with a GP, can I continue to see my other GP?

**Answer:** Yes – registering with a GP in MyMedicare does not prevent you from seeing other doctors. It is important to note that not all GPs participate in MyMedicare.

**Question:** Have people with disability been consulted about MyMedicare?

**Answer:** The Australian Government Department of Health and Aged Care did consultations with consumers to help understand the impact on consumers

**Question:** What happens if the doctor or clinic chooses or prefers not to bulk bill and you are asked to pay a fee for service?

**Answer:** It is each practice’s choice how they choose to bill regardless of being a part of MyMedicare. It might be worthwhile having a conversation with your practice or finding a new practice that will bulk bill.

**Question:** I’m a frequent hospital visitor. Will the frequent visitor incentive help me?

**Answer:** That is the intention, yes. Details of this initiative are not yet known but it is expected that as part of the initiative your GP will receive additional funding to help manage your care in the way you need.

**Question:** Can you register your specialist through MyMedicare?

**Answer:** No, currently specialists are not eligible to be registered in MyMedicare.

# More information

* [Word version - Supporting Bulk Billing in General Practice Factsheet.docx (live.com)](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fview.officeapps.live.com%2Fop%2Fview.aspx%3Fsrc%3Dhttps%253A%252F%252Fwww.mbsonline.gov.au%252Finternet%252Fmbsonline%252Fpublishing.nsf%252FContent%252FD204B38ED29B5FC8CA258A3E000EE282%252F%2524File%252FWord%252520vers%252520-%252520Supporting%252520Bulk%252520Billing%252520in%252520General%252520Practice%252520Factsheet.docx%26wdOrigin%3DBROWSELINK&data=05%7C02%7Cigordon%40qdn.org.au%7C6b178d938c084dfca0dd08dc37fa4b0a%7C48b6dda48af2471a9c312047a31d4ec8%7C0%7C0%7C638446797755292606%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=NKtbcOKalN1%2Bal9AwXYOKX69VRxnClG3CeYpAZGmdLs%3D&reserved=0)
* [Increases to Bulk Billing Incentive Payments | Australian Government Department of Health and Aged Care](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.health.gov.au%2Four-work%2Fincreases-to-bulk-billing-incentive-payments&data=05%7C02%7Cigordon%40qdn.org.au%7C6b178d938c084dfca0dd08dc37fa4b0a%7C48b6dda48af2471a9c312047a31d4ec8%7C0%7C0%7C638446797755300894%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=nqm3fKO4B93bpNOyoBGS8A9LuRHbVb6H3qScRIRxv0w%3D&reserved=0)
* The Australian Government Department of Health and Aged Care have a mobile web page and they have just released some consumer resources. [Resources for MyMedicare patients | Australian Government Department of Health and Aged Care](https://www.health.gov.au/resources/collections/resources-for-mymedicare-patients?language=en)
* On there, including some videos explaining what my Medicare is and some of the benefits.