



Australian Government

**my** **medicare**

# MyMedicare practice registration

## Frequently asked questions

Version 4.0 – August 2024



## Registration for practices

### Why should practices register for MyMedicare?

By registering for MyMedicare, practices will receive better information about which patients see them as their usual practice. This will make it easier to tailor services to fit the needs of those regular patients.

Practices and general practitioners (GPs) who register in MyMedicare will be able to access longer MBS telehealth items and new blended funding payments, including the General Practice in Aged Care Incentive. From November 2024, the Chronic Condition Management incentive will provide a framework to support patients with one or more chronic conditions.

The information and additional benefits supported through MyMedicare will enable practices and GPs to provide greater continuity of care for their patients, boosting health outcomes.

### Is there a timeframe for practices to register in MyMedicare?

Registration in MyMedicare is voluntary and practices can register at any time. To be able to register patients, first the practice and providers will need to be registered in MyMedicare.

From 1 November 2023, practices and patients registered in MyMedicare will be able to access the new longer telehealth rebates (see Benefits of MyMedicare for practices and patients at [health.gov.au/MyMedicare](https://health.gov.au/MyMedicare)).

### Do practices have to register GP registrars and locums as they move in and out of practices?

Yes, practices must register GP registrars and locums in MyMedicare. Complete the registration using their provider number to access MyMedicare-linked MBS items and incentives.

### How are 'mobile and outreach services' defined for the purposes of the accreditation exemption?

The accreditation exemption allows practices to participate in MyMedicare if:

- they do not have a main physical 'bricks and mortar' location for the provision of face-to-face general practice services.
- they operate mobile and outreach models, including to residential aged care, disability residential settings, First Nations Australians, rural and remote areas, or homeless people.

The practice should otherwise operate within the model of general practice described in the [Royal Australian College of General Practitioners definition of general practice](#).

### How do general practitioners, including sole providers, apply for accreditation exemption?

General practitioners, including sole providers, can apply for exemption when completing the registration process in the Organisation Register. This is an integrated process to capture all requirements for MyMedicare registration.





## Can sole providers register for MyMedicare?

Yes, sole providers can register for MyMedicare. For the purposes of MyMedicare, a sole provider is a GP delivering primary healthcare services as an individual and claiming MBS items.

A General Practitioner who is seeking to register as a sole provider should complete the registration process using their sole provider organisation information (i.e. Business name as registered with the ABR) in response to the fields relating to General Practice registration in the [Organisation Register \(servicesaustralia.gov.au/linking-your-organisation-to-use-organisation-register\)](https://servicesaustralia.gov.au/linking-your-organisation-to-use-organisation-register).

The independent GP or sole practitioner can link themselves in the Organisation Register if they are:

- a vocationally registered GP, or
- a non-vocationally registered GP, or
- a GP registrar.

An accreditation exemption is available until 30 June 2025 for non-accredited practices (including sole providers) who deliver general practice services entirely through mobile and outreach models.

## Can a practice withdraw their MyMedicare registration? If so, under what circumstances?

After registering in the MyMedicare program, a practice will remain registered in the organisation register.

If a practice decides they no longer want to participate in the program, they can set their practice profile in the system to automatically reject any new registrations from patients. However, the practice will remain visible in practice searches.

If the practice no longer meets the eligibility requirements to participate in MyMedicare, their status will change to “not eligible”, and they will not be shown in practice searches when patients are registering for MyMedicare.

## What happens if a provider stops working at the practice?

When a patient registers for MyMedicare, they are required to select a preferred GP at their regular practice. If a preferred GP stops working at their regular practice or is no longer eligible for MyMedicare, the patient will remain registered with the practice. However, the practice will be notified to assign a new preferred GP to the patient. Any affected patients will be notified of the change to their preferred GP.

## Registration for patients

### What is the process for registering a patient? Does the practice need to confirm the registration?

MyMedicare is a voluntary registration system for practices, providers, and patients. The system is based on a dual consent process where both the practice and the patient need to consent to participate in MyMedicare.

Patient registration can be completed in one of the following ways:

- Patients can commence the registration process in their Medicare online services (Medicare Online Account or the Express Plus Medicare mobile application). The practice staff can then accept or decline the registration in the MyMedicare system.
- Practices can set a default to accept all patient requests or can accept/decline requests individually as they come into the system.
- Practice staff can commence the patient registration process in MyMedicare. Patients can then complete the registration and provide consent in their Medicare online services.  
**Note:** Patients must have online notifications enabled to receive and accept the request from the practice.
- Patients can fill out a registration form at the practice. Practice staff will then complete the registration in the MyMedicare system with the patient’s consent captured on the form.

### **How do aged care residents register for MyMedicare?**

Patients living in residential aged care homes can register for MyMedicare by completing a paper registration form or by signing up online through Medicare online services. They do not need to physically attend a practice for the purpose of completing their registration.

### **How do DVA Veteran Card holders register for MyMedicare?**

DVA Veteran Card holders can register for MyMedicare using their Veteran Card or Medicare card (if they have one). Patients can only have one registration, which will apply to any relevant MBS or DVA-funded service, regardless of whether a Veteran Card or Medicare Card has been used to register.

Patients who register with a DVA Veteran Card will need to fill out a registration form at the practice. A patient registering via Medicare online services must use a Medicare care. DVA clients who choose to use their Medicare card to register will have access to self-service features via their Medicare Online Account.

### **What should a practice do with a completed paper registration form?**

If the patient completes a paper registration form and provides it to their practice, the practice must complete the patient's registration in the MyMedicare system.

The practice will also need to retain a copy of the completed registration form in the patient's clinical records, for compliance with record keeping obligations in accordance with federal, state and territory legislation applicable to their practice.

**Note:** Any forms sent to Services Australia or the department will not be processed.

### **How will a practice know if a patient is already registered at another practice?**

A practice will know if a patient is registered outside of their practice when the patient discloses their MyMedicare registration, or when the practice sees the MyMedicare registration on My Health Record for the patient.

### **Can a practice withdraw a patient registered in MyMedicare?**

If a practice tries to withdraw a patient from their existing registered practice, the patient, and the practice where the patient is registered will be notified. The patient will need to provide consent for this change in registration.

If a patient consents to changing practices or registers themselves at a new practice, so long as they meet the eligibility criteria, they will be automatically withdrawn from their previous practice registration. The practice will receive a notification in Health Professional Online Services (HPOS) advising of the automatic withdrawal.

## ‘About You’ questions

### What are the ‘About You’ questions in the updated MyMedicare Registration Form?

The Department of Health and Aged Care (the department) has introduced an updated MyMedicare patient registration form. This form allows patients, during their MyMedicare registration process, to voluntarily provide and manage information about themselves. This includes information on disability status, cultural and linguistic background, First Nations status, gender, and sexual orientation. This information can be updated by patients at any time to ensure it is current. Patients can choose not to respond to the questions, and still register for MyMedicare.

### Why is MyMedicare collecting additional information about patients?

By collecting voluntary patient information, the department aims to ensure that the MyMedicare system and related programs are implemented in a way that maximises benefits for Australians. This effort aligns with the Australian Government’s commitment to primary care reform.

This information will inform policy and program design, enabling the department to better target resources, communication strategies and support.

### Can practices change answers to the “About You” voluntary patient questions on behalf of patients?

Practices do not have the ability in the MyMedicare system to change or add answers to the “About You” voluntary patient questions, once submitted by the patient. However, practices will have the ability to remove existing answers to the “About You” questions if requested by the patient.

Patients with access to MyMedicare online services can update their responses at any time. If a patient cannot access Medicare online services, they will need to contact Services Australia for support.

### Will patients who have already registered in MyMedicare have to complete the voluntary “About You” questions?

The “About You” voluntary patient questions will be automatically added to the MyMedicare registration of existing patients. The patient has the option to provide responses should they choose to. There is no impact to MyMedicare registrations for patients who registered with the previous version of the registration form.

## Support available

### How can practices receive help to complete the MyMedicare registration process?

For more information and support with registering in MyMedicare, practices visit the Services Australia Health Professional Education website at [hpe.servicesaustralia.gov.au](http://hpe.servicesaustralia.gov.au)

For assistance using the **Organisation Register**, ([hpe.servicesaustralia.gov.au/orgreg\\_orgreg.html](http://hpe.servicesaustralia.gov.au/orgreg_orgreg.html)) contact the Services Australia Provider General Enquiries line on **132 150** and select option 2 for Organisation Register support. Alternatively, send an email enquiry to [Organisation.Register@servicesaustralia.gov.au](mailto:Organisation.Register@servicesaustralia.gov.au)

It is recommended that practices talk to their providers regarding participation in MyMedicare prior to linking them in the Organisation Register.

### Where can practices go for support to register patients in MyMedicare?

Practices can find information on ‘how to register patients’ in MyMedicare by visiting the Services Australia Health Professional Education website at [hpe.servicesaustralia.gov.au](http://hpe.servicesaustralia.gov.au)

For further assistance, practices can phone the Medicare provider enquiry line on **132 150** and select option 2, general enquiry.

### What support is available for sole and mobile providers?

The department is working with Primary Health Networks (PHN) and the Australian Association of Practice Management (AAPM) to support MyMedicare implementation. All practices, including sole and mobile providers, can contact either their PHN or the **AAPM** for support.

## MyMedicare and My Health Record

### What is the difference between MyMedicare and My Health Record?

MyMedicare enables patients to identify and register with their regular general practice, preferred GP, and primary care team for greater continuity of care.

My Health Record is the secure national electronic health record system. It provides patients and their healthcare providers with access to clinical health information at the point of care, including in an emergency.

MyMedicare does not hold clinical health information about the patient. The purpose of MyMedicare is to link patients with their regular practice and support continuous care at that practice. The details of a patient's registered practice and preferred GP will be visible in the patient's My Health Record. This will allow other treating clinicians to see who the patient's regular practice and preferred GP are. Patients can choose not to display this information to other clinicians.

More information on My Health Record is available at [healthdirect.gov.au/my-health-record](https://healthdirect.gov.au/my-health-record)

## MyMedicare and practice management software integration

### When will MyMedicare registration be integrated with practice management systems?

MyMedicare practice software integration is a key priority of the department and Services Australia as part of the ongoing MyMedicare roll-out. Through collaborative workshops with software developers, the project has prioritised 4 services as mentioned:

1. Complete Patient Registration Check - Confirms if a patient is or has been registered with the practice on a given date.
2. Pending Patient Registration Check - Checks if a patient has a pending registration with the practice.

3. Patient Eligibility Check for Registration - Determines if a patient meets the MyMedicare MBS service eligibility requirement based on service history.
4. Incentive Indicator Check and Responsible Provider Return - Determines if a patient is registered with a MyMedicare incentive and identifies the responsible provider.

These will be made available to developers for integration with practice management software in the first half of 2024-25 FY.

**Note:** Services Australia have worked closely with all software vendors to ensure equal access to software specifications. It is a commercial decision of software vendors in regard to utilisation and integration into their products. The current Health Professionals Online Services (HPOS) solution will remain in place as an option for practices to manage MyMedicare administrative processes.

## MyMedicare privacy notice

### What are the privacy protections for registration in MyMedicare?

A MyMedicare Privacy Notice is available for patients on the Health website at [www.health.gov.au/resources/publications/mymedicare-privacy-notice](https://www.health.gov.au/resources/publications/mymedicare-privacy-notice)

The notice explains how the department will manage personal information consistent with our obligations under the Privacy Act. It also outlines how the department will collect, use, and disclose information about MyMedicare program participants.

Practices are encouraged to inform their patients to read the MyMedicare Privacy Notice on the Health website, including other privacy-related information available at practices.

**For more information, please visit [health.gov.au/mymedicare](https://health.gov.au/mymedicare)**