



# Changes to Chronic Disease Management MBS Items – Implications for MyMedicare Registration

Last updated: 7 July 2025

## Patient Case Studies

### MyMedicare Patient Registrations

#### Background

Amina is a patient who regularly visits two different general practices. She sees her long-time family doctor at Practice A for ongoing health concerns, such as managing her asthma and monitoring her blood pressure. However, when she needs a quick medical certificate for work, she visits Practice B, which is closer to her office.

#### What happens for Amina from 1 July 2025

Patients like Amina can continue to access GP chronic condition management plan preparation and review services from their usual GP - even if they are not registered for MyMedicare.

If Amina chooses to register for MyMedicare, she will need to nominate a single practice (Practice A) as her MyMedicare practice. Once registered she can access GP chronic condition management plan preparation and review services from Practice A. Amina can continue to visit Practice B for consultations not directly related to management of her chronic condition or other MyMedicare linked services, such as medical certificates, scripts or a referral for blood tests.

#### Action required

If Amina registers for MyMedicare at Practice A, she will need to access all GP chronic condition management and care planning services from this practice. This includes ensuring that any telehealth appointments for these services are also booked at Practice A.

### Managing Chronic Conditions Management (CCM) Appointments for MyMedicare Registered Patients Across Multiple Practice Locations

#### Background

Connor is a MyMedicare registered patient whose preferred GP works at two different locations within the same general practice - Location A and Location B. Connor books appointments based on where his GP is working on a given day, attending either location or via telehealth as needed. The practice is not set up in MyMedicare as a 'hub and spoke' model (available to ACCHS and AMS) and Connor has registered with MyMedicare at Location A.

#### What happens for Connor from 1 July 2025

Because Connor is registered for MyMedicare, he accesses GP chronic condition management plan preparation and review services at the specific practice location where he is registered (Location A).

If Connor's GP is working at Location B, Connor can book appointments for services unrelated to his GP Chronic Condition Management Plan at this location. This could range from a script, medical certificate or referrals for blood tests or radiography, for example. For any medical issues associated with his chronic condition or other MyMedicare linked services, Connor will need to make an appointment at Location A.

#### **Action required**

Connor and his practice team will need to schedule all GP chronic condition management plan preparation and review appointments at Location A. This includes ensuring that any telehealth appointments for these services are also linked to Location A.

### **Managing CCM Appointments for MyMedicare Registered Patients when their preferred GP Works at Multiple Practices**

#### **Background**

Sarah is a MyMedicare registered patient who follows her preferred GP, Dr. O'Brian, for all her healthcare needs. Dr. O'Brian works part-time at two entirely separate general practices, Practice X and Practice Y. Sarah books appointments at either practice depending on Dr. O'Brian's schedule.

#### **What happens for Sarah from 1 July 2025**

Because Sarah is registered for MyMedicare at Practice X, she can access GP chronic condition management plan preparation and review services at this practice. These services can be delivered by any eligible provider at Practice X, not just Dr. O'Brian.

Even if Dr. O'Brian is consulting from Practice Y, Sarah cannot access GP chronic condition management plan preparation and review services at that practice. These services are available from the practice where she is officially registered. However, she can continue to access other services from Dr O'Brian at Practice Y if they are not directly related to management of her chronic condition or other MyMedicare linked services, such as medical certificates, scripts and referrals for blood tests or radiology services.

#### **Action required**

Sarah needs to book all GP chronic condition management plan preparation and review appointments at Practice X, where she is registered. This includes ensuring that any telehealth appointments for these services are also linked to Practice X.

### **Managing CCM Appointments for MyMedicare Registered Patients Registered at Practices using the 'Hub and Spoke' Model**

#### **Background**

Leah is a MyMedicare registered patient who receives care through an Aboriginal Medical Service (AMS) that operates under a MyMedicare 'hub and spoke' model. She usually visits the 'spoke' clinic in her local community for regular check-ups and health advice but occasionally travels to the main 'hub' clinic.

#### **What happens for Leah from 1 July 2025**

Because Leah is registered for MyMedicare at a practice that is set up as a 'hub and spoke' model, she can access GP chronic condition management plan preparation and review services at either the 'hub' or any of its 'spoke' locations.

However, Leah cannot access these MyMedicare-linked services at another practice or 'hub' where she is not registered, even if she sees her preferred provider there.

**Action required**

Leah and her care team need to ensure that all GP chronic condition management plan preparation and review services are delivered through her registered practice 'hub' or one of its linked 'spoke' locations. This gives her flexibility to receive care close to home while still benefiting from coordinated services across the network.