



Fact sheet for the cessation of the additional 10 individual MBS mental health services temporarily introduced during COVID-19, under the Better Access Pandemic Support measure

On 7 August 2020, an additional 10 individual treatment services were temporarily introduced for eligible patients under the existing *Better Access to Psychiatrists, Psychologists and General Practitioners through the MBS (Better Access)* initiative. Initially, the additional 10 services were for eligible patients subject to public health orders due to COVID-19 (either because movements within the state/territory were restricted or because they were required to isolate or quarantine). People in eligible areas who had used their 10 services were able to receive up to 10 additional services in a calendar year delivered face-to-face, or via telehealth or phone.

From 9 October 2020, the additional 10 services under Better Access were extended nationally for all eligible patients in response to the ongoing mental health impacts stemming from the COVID-19 pandemic. This temporarily increased the permitted number of Better Access individual treatment services from up to 10 per calendar year to up to 20 per calendar year across all modes of delivery (face-to-face, telehealth and phone).

The temporary increase of the additional 10 services ceased on 31 December 2022 as planned.

Am I able to access any of my unused additional 10 services after 31 December 2022?

No. The additional 10 services ceased on 31 December 2022 and cannot be used after this date.

Where can I find more information about Better Access?

Further information about the Better Access initiative including how the initiative works, who is eligible and how support can be accessed can be found by visiting the [Better Access initiative](#) website.

The full item descriptor(s) and information on other changes to the MBS can be found on the MBS Online website at www.mbsonline.gov.au. You can also subscribe to future MBS updates by visiting [MBS Online](#) and clicking 'Subscribe'.

The Department of Health and Aged Care provides an email advice service for providers seeking advice on interpretation of the MBS items and rules, the Health Insurance Act 1973 and associated regulations. If you have a query relating exclusively to interpretation of the Schedule, you should email askMBS@health.gov.au.

For providers, further information is available from the Services Australia provider enquiry line on 132 011.

If you are a patient seeking advice about Medicare services, patient benefits, or your Medicare claims, please contact Services Australia on the Medicare General enquiry line on 132 011.