



## MyMedicare – Extenuating or Unforeseen Circumstances (Fact Sheet)

*This document is intended to assist general practices to apply MyMedicare eligibility exemptions where patients may not meet standard registration requirements due to extenuating or unforeseen circumstances.*

### **What is MyMedicare?**

MyMedicare is a free voluntary patient registration program that enables patients to formally register with their practice and nominate a preferred GP for their ongoing care. When a patient registers in MyMedicare, it lets the person's practice or health clinic staff know they have been nominated to provide care for that patient.

It also allows patients to access additional Medicare benefits. In all cases, the patient or their authorised representative may choose not to register or may opt out of MyMedicare at any time.

Where a patient is experiencing extenuating or unforeseen circumstances, an exemption to the standard eligibility requirements may be applied by the practice to support registration.

### **What are extenuating or unforeseen circumstances?**

Extenuating or unforeseen circumstances recognise that some patients may be unable to meet standard MyMedicare eligibility requirements due to factors outside their control.

These include situations where a patient has been unable to attend face-to-face services due to:

- health-related limitations
- geographic access barriers
- recent relocation or disruption (for example, natural disasters or emergencies)
- other significant personal circumstances impacting access to care

### **What has changed?**

The MyMedicare Program Guidelines and Registration Form have been updated to:

- provide clearer definitions of extenuating or unforeseen circumstances, and
- better align guidance, registration form and system processes.

This includes:

- introduction of a dedicated tick box for extenuating or unforeseen circumstances on the registration form
- clearer separation of other exemption categories, such as:
  - patients following their usual GP
  - patients experiencing homelessness
  - patients experiencing family and domestic violence
  - patients living in a residential aged care home

These changes improve clarity and support more consistent application of exemptions across practices.



## ***When should this exemption be used?***

Practices should consider applying an exemption where:

- a patient does not meet standard eligibility requirements and
- there are valid circumstances that have limited their ability to access care.

The practice is responsible for applying the appropriate exemption at the time of registration.

## ***What practices need to do***

- Confirm whether the patient meets standard eligibility requirements.
- Where requirements are not met, assess whether an exemption pathway applies.
- Select the appropriate category on the MyMedicare Registration Form.
- Ensure records are maintained in line with existing compliance and record-keeping requirements.

## ***Important to note***

- Exemptions are intended to support patients experiencing genuine barriers to care.
- The most appropriate exemption category should be selected (not all circumstances fall under extenuating/unforeseen).
- Applying the correct category supports accurate reporting and program integrity.

## ***Further information***

For further information about MyMedicare registration pathways please refer to:

- [Resources for MyMedicare general practices and healthcare providers](#);
- Email [MyMedicare@health.gov.au](mailto:MyMedicare@health.gov.au); or
- [MyMedicare Program Guidelines](#) (Section 6.4 – Exemptions to patient eligibility requirements).