



Update to Assignment of Medicare Benefit requirements

Talking points for communicating with patients (bulk billing)

What, how and why messages

What – ask patients to assign their Medicare benefit

There is/will be no charge for your consultation today.

Before you go for/after your appointment, I need you to provide consent that you agree to us billing Medicare for your appointment/service today.

How – explain how patients can assign their benefit

Episodic

You can sign electronically or sign a paper form.

You can sign now, or after your appointment.

If you are unable to sign, you can verbally agree. This is allowed until 30 June 2027 as part of a transition period for the changes.

Enduring (if offered)

If you are registered for MyMedicare or a patient of an Aboriginal Community Controlled Health Organisation, Aboriginal Medical Service, or residential aged care home, you will be able to provide consent to

an agreement allowing a healthcare provider to bill Medicare for your future visits or services – so you only have to agree once.

What would you prefer?

Why – explain why patients need to assign their benefit

The Australian Government is updating bulk billing processes.



We have to ask you to provide consent for each bulk billed service we claim for and keep a record of it.

This doesn't change how bulk billing works – you won't pay anything for your appointment/service.

Answering patient questions

What if I don't want to sign?

This is a legal requirement, so we need your agreement to bill Medicare on your behalf.

Or we can bill you directly and you can claim a rebate from Medicare later.

What would you prefer?

Will I have to sign every time – I've already signed before?

Episodic

Yes, we must ask patients to provide consent each time they use our service. We provide this as evidence when we claim that specific service.

Enduring

No. An enduring agreement can cover future services, as long as those services are within the agreement.

Optional extra information

Medicare online

If you have a Medicare online account, you can log in to see which of your healthcare services have been covered by Medicare.

Information on the Department of Health, Disability and Ageing website

If you'd like more information about this you can visit the Department of Health, Disability and Ageing website: <https://www.health.gov.au/assignment-of-medicare-benefit>