Email or letter template – Episodic assignment of Medicare benefit

Practice update – patient agreement required for bulk billing

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Dear <Patient Name>

We would like to tell you about an update to how we manage bulk billed consultations.

From 1 July 2026 when your service is bulk billed, you will sign an agreement so Medicare can pay us directly.

This does not change how bulk billing works – we bill Medicare, Medicare pays us, and you will not pay anything for your consultation.

The updated process is easier and more flexible.

At your next consultation you will be asked to sign the agreement either:

- before or after your appointment
- electronically, for example by SMS, email or on a screen at reception
- verbally, or
- on paper at reception.

In some cases, the person responsible for payment (the 'assignor') may agree on your behalf.

Thank you for your understanding and cooperation as we make these updates. This will ensure we can continue to provide bulk billed services to our patients.

If you have any questions, please speak with our reception team.

You can find more information on the Department of Health, Disability and Ageing website.

Kind regards,

[Practice Name]

[Contact Details]

Email or letter template – Enduring agreement (MyMedicare patient)

Practice update – patient agreement required for bulk billing

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Dear <Patient Name>,

We're writing to let you know about an update to how we manage bulk billing.

As a patient registered with MyMedicare at our practice, you are eligible to set up an enduring agreement to receive bulk billed GP services.

What this means for you

If you choose this option:

- we can bill Medicare directly for your GP services
- you will continue to pay no out-of-pocket cost for bulk billed services
- you will receive notifications after services are bulk billing in your name.

How this will work

To set this up, you (or a responsible person acting on your behalf) will be asked to:

- complete agreements with your GPs at our practice
- agree to assign your Medicare benefit so we can bill Medicare on your behalf
- agree to receive a notification each time a claim is made for your services.

Important information

- This agreement will remain in place while you are registered with MyMedicare at our practice.
- You (or your representative) can withdraw your agreement at any time.
- Depending on your agreement, some services may still require your agreement on each visit.
- If you prefer, you can agree to assign your Medicare benefit at each visit instead.

If you would like to set this up or find out more, please reply to this email or speak with us at your next visit.

You can also find more information on the Department of Health, Disability and Ageing website.

Kind regards,

[Practice Name]

[Contact Details]

Email or letter template – Enduring agreement (ACCHS/AMS patient)

Practice update – patient agreement required for bulk billing

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Dear <Patient Name>,

We're writing to let you know about an update to how we manage bulk billing at our service.

As a patient of our *[Aboriginal Community Controlled Health Service / Aboriginal Medical Service]*, you are eligible to set up an enduring agreement to assign your Medicare benefits to us for your care.

What this means for you

An enduring agreement allows you to complete one agreement that applies to your ongoing care with us, instead of completing a new agreement at each visit.

If you choose this option:

- we can bill Medicare directly for your services, and
- you will continue to pay no out-of-pocket cost for bulk-billed services.

How this will work

To set this up, you (or a responsible person acting on your behalf) will be asked to:

- complete one agreement with our service.
- agree to assign your Medicare benefit so we can bill Medicare on your behalf.

This agreement can cover services provided by health professionals working at our service.

Important information

- This agreement will remain in place while you continue to receive care through our service.
- You (or your representative) can withdraw your agreement at any time.
- Depending on your agreement, some services may still require your agreement on each visit.
- If you prefer, you can agree to assign your Medicare benefit at each visit instead.

If you would like to set this up or learn more, please reply to this email or speak with our team.

You can also find more information on the Department of Health, Disability and Ageing website.

Kind regards,

[Practice Name]

[Contact Details]

Email or letter template – Enduring Agreement (Residential Aged Care Home patient)

Practice update – patient agreement required for bulk billing

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Dear <Patient Name>,

We're writing to let you know about an update to how bulk billing is managed for your care.

As a resident of a Residential Care Home, you are eligible to set up an enduring agreement to assign your Medicare benefits to us for your bulk billed GP services.

What this means for you

An enduring agreement allows you to complete one agreement that applies to your ongoing care, rather than completing a new agreement for each visit.

If you choose this option:

- we can bill Medicare directly for your GP services, and
- you will continue to pay no out-of-pocket cost for bulk-billed services.

How this will work

To set this up, you (or a responsible person acting on your behalf) will be asked to:

- complete one agreement with the GP providing your care
- agree to assign your Medicare benefit so we can bill Medicare on your behalf.

This agreement will apply to services provided to you in your aged care home and by your usual GP.

Important information

- This agreement will remain in place while you continue to receive care in your residential care home, including respite care.
- It will cease if you permanently leave the residential care home.
- You (or your representative) can withdraw your agreement at any time.
- If you prefer, you can agree to assign your Medicare benefit for each bulk billed service instead.

If you would like more information or to set this up, please reply to this email or speak with your care team.

You can also find more information on the Department of Health, Disability and Ageing website.

Kind regards,

[Practice Name]

[Contact Details]

Email or letter template – Enduring agreement (Residential Care Home patient – responsible person)

Practice update – responsible person agreement required for bulk billing

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Dear <responsible person>,

We are writing to you as the responsible person acting on <name>'s behalf to let you know about changes to how bulk billing is managed for their care.

As a resident of a Residential Care Home, <name> is eligible to set up an enduring agreement with our general practitioners for bulk-billed GP services.

What this means for you

An enduring agreement allows a responsible person to make one agreement that applies to a patient's ongoing care, rather than completing a new agreement for each visit they receive.

If you choose this option:

- we can bill Medicare directly for their GP services, and
- they continue to pay no out-of-pocket costs for bulk-billed services.

How this will work

To set this up, you will be asked to:

- complete one agreement with the GP providing their care
- agree to assign their Medicare benefit so we can bill Medicare on their behalf.

This agreement can apply to services provided to <name> in their aged care home and by their preferred GP.

Important information

- This agreement will remain in place while <name> continues to receive care in their residential care home.
- You can withdraw your agreement at any time.
- It will cease if <name> permanently leaves the residential care home.
- Depending on the agreement, some services may still require your agreement on each visit they receive.
- If you prefer, you can agree to assign their Medicare benefit for each bulk-billed service instead.

If you would like more information or to set this up, please reply to this email or speak with your care team.

You can also find more information on the Department of Health, Disability and Ageing website.

Kind regards,

[Practice Name]

[Contact Details]