

Chronic Conditions Management: Troubleshooting guide for general practice

This guide outlines common issues practices may encounter when claiming the new Chronic Conditions Management (CCM) items.

Doctor registration

Before submitting claims for CCM services, confirm all doctors, including registrars, are registered in the Organisation Site Record in HPOS.

- **Action:** Log into the Organisation Site Record and ensure all providers in your practice are listed under the “Providers” tab. For registrars, enter the end date of their rotation at your practice.
- **Help:** See the Services Australia eLearning guide to managing the Organisation Site Record.

Items rejected within practice software

Claims may be rejected for various reasons, typically accompanied by an error code (a guide to error codes can be found on the [Services Australia website](#)).

A key rejection code to look out for is **443 – Patient registered for MyMedicare with another practice**.

There have been reported instances where a patient was unaware they had registered for MyMedicare with another practice. To avoid billing issues, always check the patient’s MyMedicare status prior to completing the plan. You could:

- Have the patient check their status through their MyGov account or MyGov app.
- Check the practice’s MyMedicare patient list in HPOS and maintain a regular schedule for importing the list into your practice software.
- Check the patient’s MyMedicare registration on their MyHealth Record.

If your software doesn’t provide a rejection code but the claim fails, contact the **Medicare Provider Line on 132 150 (Option 2)** for further investigation and support.

HPOS MBS Eligibility Check

The HPOS MBS Item Checker can be used to verify patient eligibility for CCM services. However, some practices have encountered the following error code:

Message: 720 – Eligibility cannot be determined for this item

This can indicate:

- The patient is registered with another practice for MyMedicare **or**
- The claim is within 3 months of a previous MBS CCM/CDM service.

There is also a known error currently affecting this system when checking Chronic Conditions Management items. This issue is under urgent investigation by Services Australia. In the interim, practices should call [Services Australia](#) for assistance with eligibility checks if they receive this error code.