



# MyMedicare Patient Registration Checklist

**Medicare** ensures Australians and eligible visitors can access health services at little or no cost.

**MyMedicare** allows patients to **voluntarily register** with their preferred general practice to improve continuity of care.

## MyMedicare patient registration: key points for your practice

- ☒ **MyMedicare Registration is voluntary and free** for anyone with a Medicare or DVA Veteran Card.
- ☒ Patients **do not need to register for MyMedicare** to
  - continue receiving care or to access GP Chronic Condition Management Plan (GPCCMP) services
  - continue receiving care or access to Mental Health Treatment plans or Better Access MBS services
- ☒ MyMedicare Registered patients may receive **additional benefits**, like longer MBS-funded telehealth consults.

Fact Sheet: Introducing MyMedicare [Introducing MyMedicare – Fact sheet | Australian Government Department of Health, Disability and Ageing](#)

MyMedicare & Chronic Condition Management [MyMedicare and Chronic Condition Management MBS items and Patient Case Studies | Australian Government Department of Health, Disability and Ageing](#)

Better Access and Mental Health Treatment plans [Better Access initiative | Australian Government Department of Health, Disability and Ageing](#)

### ☒ What Practice Staff Can Do

- ☒ **Review your policies** to ensure that MyMedicare registration is communicated to patients as voluntary.

## MyMedicare Patient Registration

There are two methods for a patient to register for MyMedicare with your general practice.

1. **Self-Registration** via the MyGov app (\*preferred\*).
2. **Paper MyMedicare Registration form** – access the form [here](#) Ensure that the form is signed by the patient and the required details are entered into PRODA by the practice within 7 days of patient signing.

### ☒ What Practice Staff Can Do

#### 1. Self-Registration

- ☒ **Encourage patients to register themselves** using their [MyGov app](#) – it's the easiest and most efficient method. Patients must have received care from the practice recently (2 or more appointments in the last 24 months except where exemptions to this rule apply) to be eligible to register for MyMedicare. If a patient does not have an existing myGov account they can [create a MyGov account](#). Patients can follow these instructions to [link Medicare with their MyGov account](#).

The following basic steps are for *patients with an existing MyGov app, that is linked with their Medicare account*:

- **Step 1** – patient logs into their MyGov app on their mobile device
- **Step 2** – click 'Services' in the bottom right corner
- **Step 3** – click 'Medicare'
- **Step 4** – click 'MyMedicare'
- **Step 5** – select 'MyMedicare'
- **Step 6** – choose the person you are registering for in the 'select the registration you'd like to manage' field, and click 'Register for MyMedicare'
- **Step 7** – read the 'register for MyMedicare' information, and click 'start'
- **Step 8** – Search for practice by name, suburb and postcode, and select your practice from the list of practices (note - your practice will only appear in the search list if they are registered for MyMedicare).

## 2. Paper MyMedicare Registration Forms

☒ **Support patients** who prefer paper forms:

- **Step 1** - have the patient complete and sign the [MyMedicare Registration Form | Australian Government Department of Health, Disability and Ageing](#), and provide it to your practice.
- **Step 2** – Save a signed copy in the patient’s clinical record for audit purposes.
- **Step 3** - register the patient through PRODA: [MYMEDM02-Managing patient registrations](#)

## Informed Consent

When assisting patients to voluntarily register for MyMedicare ensure that they provide **informed consent**.

Patients should be fully aware of the benefits and potential restrictions and have considered that MyMedicare registration will not negatively impact their ability to access GP services in accordance with their preferences.

☒ **Informed consent is essential** – registration must be initiated by the patient or done with their informed and signed approval.

☒ **Unauthorised registration** is non-compliant and may lead to investigation.

☒ **Retain copies of all signed forms** and follow policy for patients unable to sign.

## Checklist to help patients to register for MyMedicare at their preferred practice

If the patient is a permanent resident of a Residential Aged Care Home (RACH), participation in the General Practice in Aged Care Incentive requires MyMedicare registration. For all other patients use the checklists below.

Firstly, ascertain whether the patient:

- 1) Attends your practice location for all their GP services (refer to scenario 1 below), or
- 2) Attends and accesses other practice locations or other practices (refer to scenario 2 below).

The Department of Health, Disabilities and Ageing appreciates your commitment to providing quality care. If you’re unsure about any part of the process, reach out to: [MyMedicare@health.gov.au](mailto:MyMedicare@health.gov.au) or [mymedicare@serviceaustralia.gov.au](mailto:mymedicare@serviceaustralia.gov.au) Or you can reach out to **your local PHN for support**.

## Scenario 1 – If your general practice is the only general practice the patient attends...

If the patient **only accesses your practice location** explain that if they register with MyMedicare:

- ☐ **This will formalise their relationship with your practice**, which will retain your continuity of care with them.
- ☐ **They will only be able to access GPCCMP (Chronic Condition Management Plan) and review services from this practice location**
  - patients will not be able to access these services from another practice or practice location, even if their preferred GP works at another location (for the same practice).
  - the exception to this is the [ACCHO/AMS services that operate as a 'hub and spoke' model](#). Patients can access the hub and all spokes if they register at the hub.
- ☐ **They will be eligible for 20 - 40min (Level C and D) telephone appointments and may be bulk billed for other telehealth services provided by your practice.**
- ☐ **They can [withdraw their registration](#) with MyMedicare or change to another practice** (or location) at any time.

**NOTE:** Patients can still access services from other practice locations (e.g. for emergent health needs such as acute health needs, medical certificate, script renewal etc) **except** for the following services:

- GP Chronic Conditions Management Planning and review services
- Long telehealth appointments

## Scenario 2 – If the patient attends multiple practice locations (with same general practice group) or multiple general practices...

If they access multiple practice locations or multiple general practices

- ☐ Check what services the patient usually accesses from other practice locations or general practices.
  - Are any of these services linked to [GP Chronic Conditions Management plans and review services](#)?
- ☐ Explain that if the patient registers with MyMedicare they can only access GP Chronic Conditions Management plans and review services from their MyMedicare registered practice location.
  - They cannot access these services from another practice location, even if their preferred GP works at another location within the same general practice group.
  - The **exception to this is [ACCHO/AMS services that operate as a 'hub and spoke' model](#). Patients can access the hub and all spokes if they register at the hub.**
- ☐ MyMedicare registration may not be preferable for patients that like to access their preferred GP for Chronic Conditions Management planning and review services from more than one practice location within the same practice group (where patient records are shared).
- ☐ If the patient is planning to visit multiple general practices (not part of the same practice group with shared records) for Chronic Conditions Management planning and review services, they cannot continue to do this if they are registered with MyMedicare.
  - Visiting multiple GPs in different practices is less likely to support the best health outcomes for their chronic condition than familiar GPs at a single practice
  - Explain to the patient that a GP who is familiar with their health needs and preferences and has access to all their health information (retained in a single practice) is more able to make better informed decisions about their health care.
- ☐ It is suggested to inform patients that they can [withdraw their registration](#) with MyMedicare or change to another general practice (or practice location) at any time.
- ☐ Inform patients that it is possible to access Chronic Conditions Management planning and review services without registering with MyMedicare BUT they must be registered with MyMedicare to be able to access longer telephone services (over 20 minutes).