



MyMedicare Minute – SIXTEEN

One key message. One minute to read.

Set up and amend BBPIP details correctly to avoid payment issues

- Practices can resolve most MyMedicare, Organisation Register, PRODA and HPOS issues faster through self-service, using the dedicated Health Professional Education (HPE) resources provided by Services Australia.
- These resources are updated frequently and are the best first place to go before contacting Services Australia.
- The HPE tools offer the fastest and most reliable way to fix issues without waiting on the phone. If, after using the HPE resources, the issue is not resolved, practices can contact their local PHN or call Services Australia on 132 150 (option 2).

What practices need to know

- Check that accreditation or an approved BBPIP accreditation exemption is recorded correctly.
- Ensure every GP working at the practice is linked to the correct practice site in the Organisation Register, using their unique Medicare provider number for that location.
- Do not delete or overwrite historical accreditation or provider-linking records. Add new records and only amend details that were originally recorded incorrectly.
- Make sure the practice and all participating GPs have nominated valid bank account details for MyMedicare incentive payments.
- Submit eligible MBS and DVA claims before the end of the quarter so they can be included in the quarterly assessment.
- Payments are made by the last day of the month following the end of each quarter. Previous quarters may be reassessed when information or claims change.

Resources

Services Australia: Bulk Billing Practice Incentive Program (BBPIP) – Hints and tips to ensure practices and providers are paid correctly (MYMEDBOOK4), available through the Health Professional Education portal on the Services Australia [website](#).