

Mental Health

Referral Guidance for General Practitioners

Medicare Mental Health Intake vs Medicare Mental Health Check In

This guide should be used to support the selection of the most appropriate Medicare Mental Health eReferral pathway. Both services are free, confidential and do not require a diagnosed mental health condition, Mental Health Treatment Plan, Medicare card or Australian citizenship.

	 Mental Health 1800 595 212	 Mental Health Check In
Service type	Phone intake, assessment and referral	Digital mental health service
Service offering	- Assessment using the IAR-DST by trained professionals - Referral to the most appropriate local or digital mental health or alcohol and other drug (AOD) service - Information about mental health and AOD use and services	- Low-intensity cognitive behavioural therapy (LiCBT) delivered through online tools - Self-guided or supported by qualified mental health practitioners via telehealth
Eligible age	Over 18 years	16 years and older
Location	Anywhere in Australia	Anywhere in Australia
Operating hours	8:30am-5pm weekdays (excluding public holidays)	- Guided LiCBT: 8am to 8pm weekdays, 10am to 4pm on weekends and public holidays - Self-guided LiCBT: 24/7
Best suited to	- Patients needing support for mental health and/or AOD use – right across the spectrum of need - Where help is needed to find the right mental health or AOD service for your patient	- Patients with mild mental health challenges or transient distress - Patients who can engage with structured, online LiCBT
Do not use as	- An emergency or crisis response – contact 000 or Lifeline (13 11 14) - A therapy or counselling service	- An emergency or crisis response – contact 000 or Lifeline (13 11 14) - A substitute for urgent care, intensive monitoring, specialist care or longer-term therapy - A navigation service
Referral Form	Select “Medicare Mental Health Intake” form in the eReferral software	Select “Medicare Mental Health Check In” form in the eReferral software

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Mental Health Centres

Free support for patients is also available through the national network of Medicare Mental Health Centres. Centres provide short- to medium-term care as well as immediate support and follow up for people experiencing distress or mental health challenges. Patients can walk into a Centre during opening hours and get mental health information, services and support. No referral or appointment is needed, though some Centres will accept eReferrals if part of their integration with local services. Further information can be found at www.medicarementalhealth.gov.au/medicare-mental-health-centres

Referral Decision Flow Chart

