



MyMedicare practice registration – Frequently asked questions

27 June 2023

As a practice, why should I register for MyMedicare?

Practices will receive better information about which patients see them as their usual practice, making it easier to tailor their services to fit patient needs.

Practices and GPs who register in MyMedicare will be able to access longer MBS telehealth items and new blended funding payments.

The information and additional benefits supported through MyMedicare will enable practices and GPs to provide greater continuity of care for their patients, boosting health outcomes.

Is there a timeframe for when I need to register my practice in MyMedicare?

Registration for practices and providers is voluntary. You can choose to register at any time. To be able to register your patients, first your practice and providers will need to be registered in MyMedicare.

From 1 November 2023, practices and patients who are not connected in MyMedicare will not be eligible to access the new long telehealth rebates (see Benefits of MyMedicare for practices and patients).

From FY2024-25, practices and patients who are not registered in MyMedicare will not be eligible for the new General Practice in Aged Care Incentive or Frequent Hospital Users Incentive.

Do I have to register GP registrars and locums as they move in and out of my practice?

Yes, if you want them to be able to access the linked MBS long telehealth items from 1 November 2023. As long as you know their provider number, it will only take a few minutes.

How do you define ‘mobile and outreach services’ for the purposes of the accreditation exemption?

This exemption is intended to allow practices and providers to participate in MyMedicare if:

- they do not have a main physical ‘bricks and mortar’ location for the provision of face-to-face general practice services;
- they operate mobile and outreach models, including to residential aged care, disability residential settings, First Nations Australians, rural Australia and homeless people.

The practice or provider should otherwise operate within the model of general practice described in the RACGP's definition of general practice.

What if I have more questions on the MyMedicare eligibility of my practice?

If you need more information on registering your practice, including eligibility criteria, you can visit the [Services Australia Health Professional Education website](#) and follow the instructions to seek further advice.

If you are a provider and have questions about your participation in MyMedicare, including eligibility criteria, you should talk to your practice.

What is the General Practice in Aged Care Incentive and how do I access it?

The General Practice in Aged Care Incentive aims to support every aged care resident to receive continuous quality primary care services from their regular GP and practice. From 1 August 2024, GPs and practices registered in MyMedicare will receive an incentive for providing their registered patients in a Residential Aged Care Home (RACH) with a quality bundle of care, including regular visits. Access to the incentive will only be available through MyMedicare registration.

If your practice currently accesses the Practice Incentives Program Aged Care Access Incentive, has patients in residential aged care or you intend to expand your patient cohort into residential aged care settings, you should ensure your practice is registered before 1 October 2023 so that you can link to your RACH patients and ensure you maintain their current continuity of care.

What is the Frequent Hospital Users Incentive and how do I access it?

The Frequent Hospital Users Incentive will support patients with chronic conditions to connect to a general practice to receive comprehensive, multidisciplinary care in the community and reduce their visits to hospital. The incentive payment will enable the provision of comprehensive, multidisciplinary team care tailored to each patient's needs to improve chronic disease management and deliver better outcomes for patients. The funding per patient, criteria for payment and recipient of the payment will be developed through a co-design process with stakeholders in FY2023-24. The incentive will commence in FY2024-25 with nine Primary Health Network regions and expand to national coverage over three years. Access to the incentive will only be provided through MyMedicare registration.

Your practice should register with MyMedicare if you would like to be considered for this incentive in the future.

How will MyMedicare improve the delivery of primary care in general practice?

General practice is the backbone of our healthcare system. MyMedicare will provide new blended funding to support practices, GPs and other primary care professionals to deliver person-centred care. Over time, MyMedicare will support a range of reforms to improve access to general practice and support practice viability. This includes the new General Practice in Aged Care Incentive and Frequent Hospital Users Incentive, which will commence in FY2024-25.