

MyMedicare

- MyMedicare is a new voluntary patient registration model.
- Aims to strengthen the relationship between patients, their general practice, general practitioner, and primary care teams.
- Patient-initiated registrations* can be completed online through a Medicare Online account or via the Express Plus Medicare mobile application.
- Alternatively, patients can consent to their practice completing a MyMedicare registration on their behalf.

Auto-accept, Auto-decline, and Manually Accept/Decline:

Auto-accept: Patients can complete their registration for MyMedicare with a preferred general practice without the need for practice staff to accept the registration. Auto-accept may mitigate the administrative burden for staff to review pending patient registrations and to streamline patient access to telehealth. New patient registrations will automatically appear in the **'Complete Registrations'** tab (see image below).

MyMedicare Preferences

Your preference settings will be applied to new pending registrations submitted by a patient

Practice Details

Organisation Site ID: 2308522891
 Practice Name: PROVIDER TEST3
 Address: 100 COLLINS ST MELBOURNE VIC 3000

Preference Settings

Patient initiated pending registrations

Auto-accept - New registrations submitted by a patient will be automatically accepted

Auto-decline - New registrations submitted by a patient will be automatically declined

Manually Accept/Decline - New registrations submitted by a patient will require to be actioned by the practice

Auto-decline reason:

Practice closing
 Practice at capacity
 Other, Patient to contact practice

Confirm Cancel

Auto-decline: Patient-initiated registration is not available; the practice must register the patient. A practice that has “closed their books” may choose auto-decline to self-manage their list of MyMedicare registered patients.

Manually Accept/Decline: Patients can commence their registration for MyMedicare with their preferred general practice, however practice staff must accept or decline the registration as appropriate. New patient registrations will automatically appear in the **'Pending Registrations'** tab (see image below).

Patient List

Complete Registrations Pending Registrations Refresh

The patient details in the Patient List are current as at the time the patient's registration was created.

Initiated By	Organisation Site ID	Preferred GP	Medicare Card Number - IRN	DVA File Number	First Name	Surname	DOB	Date Registered	Date Withdrawn	Action
<input type="checkbox"/>	Practice 2308522891	0000011H	2308652351-1		SANDY	KNIGHTS	13/11/1987	03/04/2023#		Amend View Demographics
<input type="checkbox"/>	Practice 2308522891	0000011H	2308652991-1		THI	NGUYEN	13/11/1987	05/04/2023#		Amend View Demographics
<input type="checkbox"/>	Practice 2308522891	0000011H	3505745161-1		ELANA	EWIN	02/03/1986	08/03/2023#	28/03/2023	Amend View Demographics
<input type="checkbox"/>	Practice 2308522891	0000011H	3505746041-1		ROXANNA	HAFNER	24/12/1976	08/03/2023#	03/04/2023	Amend View Demographics
<input type="checkbox"/>	Practice 2308522891	0000011H	6502029532-4		MIRANDA	SMYTHE	19/11/1994	23/01/2023		Amend View Demographics

Find a Patient Export Complete Registrations List Preferences

*: If you see this symbol against an Organisation Site or Preferred GP, it indicates the Organisation Site or Preferred GP is ineligible.

These automation settings can be amended by accessing the preferences within the MyMedicare tile:

The following considerations should be reviewed for managing MyMedicare patient registrations

PATIENT INITIATED REGISTRATION

Patient-initiated registration occurs when a patient commences a registration for the MyMedicare program with their preferred general practice. Patient-initiated registration is only available for practices who choose the following registration preferences: auto accept and manual accept/decline. The registration preference will influence the type of registration for the patient:

- I. **Auto-accept:** patient registration will automatically become a **'Complete registration'**.
- II. **Manual accept/decline:** patient registrations will be a **'Pending registration'** whereby practice staff must manually accept or decline to complete the registration*
***NB.** Practice staff will have one month to accept a Pending registration.

Consideration: If the registration preference is to manually accept/decline, do the necessary staff have a PRODA account that is linked to the organisation with appropriately delegated attributes which allow them to access and manage the MyMedicare program?

- ▶ PRODA

Consideration: Do the appropriate staff know how to view and manage the patient list?

- ▶ [How to view the organisation's patient list for MyMedicare](#)
- ▶ [How to accept/decline a patient for MyMedicare](#)
- ▶ [How to amend and manage patients registered for MyMedicare](#)

OTHER CONSIDERATIONS

Consideration: When making telehealth appointments do reception staff know how to check the MyMedicare patient list? Is there a process marking this in the appointment book and for billing?

Consideration: Do the necessary staff have a PRODA account that is linked to the organisation with appropriately delegated attributes which allow them to access and manage the MyMedicare program?

- ▶ [How to create a PRODA account](#)
- ▶ [How to link a PRODA account \(member\) to an organisation](#)
- ▶ [How to delegate attributes to a member of an organisation](#)

PRACTICE INITIATED REGISTRATION

Practice-initiated registration occurs when a practice commences a consented patient registration for the MyMedicare program. The format of patient consent influences the type of registration the practice can commence; currently there are two options:

- I. **'Complete registration'** if a [MyMedicare patient registration form](#) has been submitted.
- II. **'Pending registration'** whereby patients can provide consent via a [Medicare Online account or the Express Plus Medicare application](#).
***NB.** Patients will have one month to complete their registration.

Practice-initiated registration is available for all registration preferences: auto accept, auto decline, and manual accept/decline.

Consideration: How will your practice be identifying and contacting patients to invite them into the MyMedicare program? e.g. opportunistically when attending the practice; telehealth patients seen in the last 12 months; patients with a chronic disease with 2+ visits in the last 24 months.

Consideration: Has a process been outlined for securely storing the MyMedicare patient registration (consent) form in the patient's file?

- ▶ [MyMedicare patient registration form](#) (manual)
- ▶ Best Practice RTF template
- ▶ Medical Director RTF template

Consideration: For a 'pending registration', does the patient have the capacity to provide their consent via a [Medicare Online account or the Express Plus Medicare application](#)? **within one month?**

Consideration: Who is registering the patient on PRODA, do they have the necessary access & permissions?

- ▶ PRODA

Consideration: Do the appropriate staff know how to register and manage the patient list?

- ▶ [How to register a patient for MyMedicare](#)
- ▶ [How to amend and manage patients registered for MyMedicare](#)

FURTHER RESOURCES:

- ▶ [Managing MyMedicare patient registrations \(servicesaustralia.gov.au\)](#)
- ▶ [MyMedicare - Australian Government Department of Health and Aged Care](#)
- ▶ [MyMedicare - COORDINARE South Eastern NSW PHN](#)
- ▶ [Organisation Register eLearning modules \(servicesaustralia.gov.au\)](#)