Chronic Conditions Management changes: MyMedicare readiness

Effective care for chronic conditions is best achieved when individuals work in partnership with their chosen healthcare provider through a person-centred approach. To support this relationship, we strongly encourage both patients and practices to register with MyMedicare.

The following activities are designed to ensure your practice is MyMedicare-ready for the Chronic Conditions Management (CCM) changes. Once registered with MyMedicare, patients will only be able to claim CCM items with their chosen provider.

Goal: Our practice is registered for MyMedicare, and patients are encouraged to register

You could:

1. Consider registering for MyMedicare, if your practice has not done so. Information and instructions on how to register are available on the [Department of Health and Aged Care (DoHAC) webpage.](https://www.health.gov.au/our-work/mymedicare/practices-and-providers#how-to-register)
2. Review the current approach to patient registration in your practice. Consider:
	1. Encouraging patients to self-register via their [Medicare Online](https://www.servicesaustralia.gov.au/register-for-mymedicare?context=37386#moa) or [Medicare Express app](https://www.servicesaustralia.gov.au/register-for-mymedicare?context=37386#ep) to reduce workload for the practice.
	2. Check whether your administrative team has access to [registration forms](https://www.health.gov.au/resources/publications/mymedicare-registration-form?language=en) for patients.
	3. Check who is responsible for completing the in-practice registration process. Does the workload need to be shared amongst the team? Do they have the required PRODA access and knowledge they need? Education modules can be found at [the Services Australia eLearning Portal](https://hpe.servicesaustralia.gov.au/mymedicare.html).

Goal: Our practice team members understand their roles in MyMedicare, and why MyMedicare is important for our practice

You could:

1. Hold a team meeting or develop a staffroom poster to discuss MyMedicare: what is it, what are the benefits for patients and what does it mean for your practice? A template to support your team discussion is included in [Appendix A](#_Appendix_A_-).
2. Allocate roles and responsibilities to embed MyMedicare at your practice. A blank template and role suggestions are included in [Appendix B](#_Appendix_B-_Team) and [Appendix C](#_Appendix_C_–).
3. Develop a MyMedicare value proposition for your practice. Consider:
	1. Why should a patient register for MyMedicare at your practice? Think about your practice values, what is special about your team, what special interests and expertise does your practice offer for your regular patients?
	2. Identify how MyMedicare incentives and programs can support your regular patients. These might include longer telephone and video appointments; or a commitment to regular, proactive care for patients with chronic conditions and those living in residential aged care.
	3. Could you use MyMedicare to support a mutual commitment framework for quality care from the patient? This could include agreements of what is done in care plan reviews, attending scheduled appointments, when to make an appointment to notify their care team about changes in their health.

Goal: Our team can confidently discuss MyMedicare with patients and our practice has a communications strategy to promote it

You could:

1. Brainstorm scripts for your practice team of key messages and FAQs to support patient conversations. Some examples are included [Appendix D](#_Appendix_D-_Suggested).
2. Nominate a MyMedicare champion in your practice who can be a reference for other staff or patients with questions.
3. Create MyMedicare awareness in your practice by displaying posters or flyers (use [existing](https://www.health.gov.au/resources/collections/resources-for-mymedicare-general-practices-and-healthcare-providers?language=en#brochures-and-posters), or create your own), or promoting it through your webpage or [social media platforms](https://www.health.gov.au/resources/publications/mymedicare-social-tiles?language=en).
4. Identify groups of patients your practice would like to prioritise for registration. These might be patients who would benefit from longer consults, or high users of telehealth services, or patients with chronic conditions. Develop a strategy amongst your team on how best to communicate with this group.

Appendix A – MyMedicare team meeting template

|  |
| --- |
| How does MyMedicare align with our practice values and business strategy? |
|  |
| What benefits does MyMedicare provide for our practice?  |
|  |
| What benefits does MyMedicare offer to our patients with chronic conditions? What are the key messages we can communicate with patients? |
| Benefits | Message to patients |
|  |  |
| What are concerns we have about the changes? What are some strategies we can use to manage these? |
| Concern | Mitigation strategy |
|  |  |

Appendix B – Team roles and responsibilities

|  |  |
| --- | --- |
| **Practice team member** | **MyMedicare role and responsibilities** |
| ***Practice manager*** |  |
| ***Practice principal*** |  |
| ***Practice nurse, Aboriginal and Torres Strait Islander health practitioner*** |  |
| ***Patient’s nominated general practitioner*** |  |
| ***Reception team*** |  |
| ***Allied health*** |  |

Appendix C – Example roles and responsibilities

|  |  |
| --- | --- |
| **Practice team member** | **MyMedicare role and responsibilities** |
| **Practice manager** | * Business planning with the practice principal to establish preferred model of care and billing practices for MyMedicare registered patients.
* Work with the practice team and practice principal to determine roles and responsibilities for MyMedicare registered patients.
* Document policy and procedures to describe how the practice engages MyMedicare registered patients. These should include:
* MyMedicare practice, provider, and patient registration processes
* [Organisation Register](https://hpe.servicesaustralia.gov.au/orgreg_orgreg.html), site record and program registration, including up-to-date RACGP accreditation or exemption details, certificate number and renewal period
* access to timely care and appointment availability
* bulk-billing incentives and telehealth access
* communication to maintain engagement and advise of changes or practice news
* regular attendance to support ongoing comprehensive and proactive care
* allocations of patients to GPs aligned to capacity, work schedule, interests, and preferences.
* Develop communication material for patients about the benefits of MyMedicare registration with the general practice.
* Engage the practice team to communicate and plan for changes such as new practice incentives or MBS items.
* Manage succession planning and staff changes that impact MyMedicare patients
 |
| **Practice principal** | * Determine participation in MyMedicare and associated measures in PROD/HPOS.
* Engage with general practitioners to explore target numbers of MyMedicare patients for each, based on their interest areas, work schedule and preferences.
* Determine if the practice will automatically accept MyMedicare patient registrations.
 |
| **Practice nurse, Aboriginal and Torres Strait Islander health practitioner** | * Develop and implement quality improvement activities for MyMedicare registered patients including:
* routine health care checks and screening
* immunisation planning.
 |
| **Responsible or preferred MyMedicare general practitioner** | * Appointment or diary planning with practice manager to improve access for MyMedicare registered patients.
* Developing enduring care relationships with patients, discussing and documenting shared expectations for ongoing care, life goals and health outcomes.
* Identifying and participating in a quality improvement clinical audit.
 |
| **Reception team** | * Engage patients, describe MyMedicare benefits to encourage registration.
* Enter completed paper registration forms into HPOS/PRODA.
* Check patient registration status in advance of CCM appointments to ensure eligibility for CCM MBS items.
* Monitor PRODA/HPOS for MyMedicare system notifications for patients de-registering for from your practice. Inform the team or contact the patient to check in.
* Monitor practice email to ensure notifications of expiring RACGP accreditation or exemption are updated.
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| **Allied health** | * Engage patients, describe MyMedicare benefits to encourage registration.
 |

Appendix D – Suggested scripts for practice staff

**Explain MyMedicare and explore if your practice is the right one for the patient.**

*MyMedicare is a voluntary registration that allows you to nominate or choose the main practice you want to attend.*

*Would you say that our general practice is the one you wish to visit for most of your health care needs?*

OR

*Is our practice the main one you wish to attend, or is there another you prefer?*

OR

*Have you already registered for MyMedicare with this or another practice?*

**Explain why they should register with your practice, or explain how you will communicate and coordinate with their preferred general practice.**

(If the patient identifies you as their main practice)

*You might like to register with us for MyMedicare, so we know that we are your preferred practice. This helps us put in place processes to manage your care into the future.*

(If the patient says you are not their main practice)

*That’s ok, would you mind letting us know the name of your usual practice, so that we can coordinate your care with the team there? Do I have your permission to do that? Have you registered for MyMedicare with them? Are you aware that patients registered with MyMedicare will access CCM items through their registered practice.*

OR

*That’s ok, if you ever decide you’d like to make our practice your preferred one, please let us know, and register us as your MyMedicare practice.*

**Explain how to register for MyMedicare.**

*If you would like to register for MyMedicare you can do it through* [Medicare Online](https://www.servicesaustralia.gov.au/medicare-online-account), or the [Express Plus Medicare Mobile app](https://www.servicesaustralia.gov.au/express-plus-medicare-mobile-app).



We acknowledge the peoples of the Kulin nation as the Traditional Custodians of the land on which our work in the community takes place. We pay our respects to their Elders past and present.