National MyMedicare PHN Implementation Program

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An Australian Government Initiative

MyMedicare, Chronic Conditions Management and Mental Health Treatment Plans

Conversations Starters for General Practices

These conversations starters provide some suggested scripts that your practice can use or adapt to help your team have consistent communication with patients about MyMedicare and Chronic Conditions Management.

For more information, visit the MyMedicare and Chronic Conditions Management pages on the North Western Melbourne Primary Health Network website. or contact us primarycare@nwmphn.org.au

More information is also available at the links below:

- MyMedicare | Australian Government Department of Health and Aged Care
- Register for MyMedicare - Medicare online account - Services Australia
- PDF Version - Upcoming Changes to Chronic Disease Management Framework - GPCCMPs.pdf
- MBS Online - MBS Online

Purpose: The purpose of this document is for general practice staff to use the prompts to assist in verbal conversations either face to face or over the phone with patients/ consumers, this document is not intended to be published as scripts on websites. It is a guiding tool to enable consistency in messaging about MyMedicare and Chronic Condition Management.

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Conversation Starters for General Practitioners:

MyMedicare Practices

We are a MyMedicare practice.

MyMedicare allows you as a patient to choose a general practice for ongoing care for your health and wellbeing needs.

MyMedicare is voluntary and you can change your registered general practice if you need to.

MyMedicare links you to our practice for ongoing coordination of your care. This relationship helps other providers (allied health, hospitals, ambulance, specialists) identify your general practice through your My Health Record.

If you haven't already registered, you can register today using the **myGov App.** You will need to have a myGov Medicare Online Account to be able to use the myGov app for Medicare purposes.

If you have enabled notifications, we can send you a link to register MyMedicare with our practice.

If you prefer, our reception team do have some printed forms, just ask them to provide you with a MyMedicare Registration form to complete.

Chronic Condition Management - Patients not currently on a GPCCMP:

As you have (insert chronic conditions) I would like to prepare a Chronic Condition Management Plan with you.

A Chronic Condition Management Plan helps us manage your (insert health condition) and includes:

- ✓ Discussing and agreeing on your health goals
- ✓ Outlining how we'll support you with regular care and the actions you can take to manage your health
- ✓ Up to 5 Medicare-subsidised visits to allied health providers

We also recommend registering for MyMedicare, this will help link you to us as your regular practice — to assist with coordinating your care. Patients that are not registered in MyMedicare may access GPCCMP services through their usual GP.

🕑 Longer appointments are needed to set up your plan

🗓️ You'll have periodic reviews to update your management plan with me and the care team here. These can help us actively work together to manage your chronic condition, pick up any changes early and keep you healthy. Your GP will advise you when your management plan is due for review.

Our reception team can help you today to make the first appointment to develop the Chronic Condition Management Plan so we can all work together to help you manage your condition(s).

Chronic Condition Management - Patient already on a GPCCMP:

I have noticed on your health record that you are due for a new Chronic Condition Management Plan or Management Plan Review for your chronic condition(s) (insert chronic condition).

A Chronic Condition Management Plan helps us manage your (insert health condition) and includes:

- ✓ Discussing and agreeing on your health goals
- ✓ Outlining how we'll support you with care and actions you can take to manage your health
- ✓ Up to 5 Medicare-subsidised visits to allied health providers as referred by your GP

We also recommend registering for MyMedicare, this will help link you to us as your regular practice — for ongoing coordinated care. Patients that are not registered in MyMedicare may access GPCCMP services through their usual GP.

🕑 As you know, longer appointments are needed to set up your management plan.

🗓️ You'll have periodic reviews to update your management plan with me and the care team here. These can help us actively work together to manage your chronic condition, pick up any changes early and keep you healthy. Your GP will advise you when your management plan is due for review.

At your management plan appointment, we will discuss how to actively manage your condition together and plan for any tests and scripts as well as track progress on your health goals and allied health appointments.

Mental Health Treatment Plan - Patients not currently on a MHTP:

As you have (insert mental health conditions) I would like to discuss preparing a Mental Health Treatment Plan with you.

A Mental Health Treatment Plan helps us manage your (insert health condition) and includes:

- ✓ Discussing and agreeing on your mental health goals
- ✓ Outlining how we'll support you with regular care and the actions you can take to manage your health
- ✓ Up to 10 individual and 10 group Medicare-subsidised treatment sessions with mental health care providers.

Are you registered with our practice for MyMedicare, or are you registered at another general practice, and do you have a chronic condition management plan with another practice?

- **IF YES**- If you are registered at another practice for MyMedicare or have a Chronic Condition Management plan, we can still support you to develop a Mental Health Treatment Plan. If you like, we can communicate with them to ensure your Mental Health and Chronic Condition care is coordinated (with your consent).
- **IF NO** - If not, you may wish to register with our practice for MyMedicare, this will help link you to us as your regular practice — to assist with coordinating your care, this is voluntary, and you do not need to register for us to develop a Mental Health Treatment Plan.
- **IF UNSURE** – Have the patient check their MyGov app, click on services, then Medicare, then MyMedicare OR Check their MyHealth Record, or their MyMedicare registration status in your practice software.

🕑 Longer appointments are needed to set up your plan

🗓️ You'll have periodic reviews to update your management plan with me and the care team here. These can help us actively work together to manage your mental health condition, pick up any changes early and keep you healthy. Your GP will regularly review and update your mental health treatment plan.

Our reception team can help you today to make the first appointment to develop the Mental Health Treatment Plan so we can all work together to help you manage your condition(s).

Practice Nurses and Aboriginal or Torres Strait Island Health Practitioners or Workers

MyMedicare Practices

We are a MyMedicare practice.

MyMedicare allows you to choose a general practice for ongoing care for your health and wellbeing needs.

MyMedicare is voluntary and you can change your registered general practice if you need to.

MyMedicare links you to our practice for ongoing coordination of your care. This relationship helps other providers (like allied health, hospitals, ambulance, specialists) identify your general practice through your My Health Record.

If you haven't already registered, you can register today using the **myGov App.** You will need to have a myGov Medicare Online Account to be able to use the myGov app for Medicare purposes.

If you prefer, our reception team do have some printed forms, just have ask them to provide you with a MyMedicare Registration form to complete or ask them about sending a link inviting you to register.

Chronic Condition Management - Patient not currently on a management plan:

As you have (insert chronic conditions) I would like to discuss preparing a Chronic Condition Management Plan with you.

A Chronic Condition Management Plan helps us manage your (insert health condition) and includes:

- ✓ Discussing and agreeing on your health goals
- ✓ Outlining how we'll support you with regular care and actions you can take to manage your health
- ✓ Up to 5 Medicare-subsidised visits to allied health providers as referred by your GP

We also recommend registering for MyMedicare at our practice as this will help link you to us as your regular practice — for ongoing coordinated care. Patients that are not registered in MyMedicare may access GPCCMP services through their usual GP.

🕑 As you know, longer appointments are needed to set up and regularly review your plan.

🗓️ You'll have periodic reviews to update your management plan with your GP and the care team here. This can help us actively work together to manage your chronic condition, identify any changes early and keep you healthy. Your GP will advise you when your management plan is due for review.

At your management plan appointment, we will discuss how to actively manage your condition together and plan for any tests and scripts as well as track progress on your health goals and allied health appointments.

I can help you today to make the first appointment with both your GP and I to develop the Chronic Condition Management plan so we can all work together to help you manage your condition(s).

Chronic Condition Management - Patient already on a management plan:

I have noticed on your health record that you are due for a new Chronic Condition Management Plan/ Management Plan Review for your chronic condition(s) (insert chronic condition).

A Chronic Condition Management Plan helps us manage your (insert health condition) and includes:

- ✓ Discussing and agreeing on your health goals
- ✓ Outlining how we'll support you with regular care and actions you can take to manage your health
- ✓ Up to 5 Medicare-subsidised visits to allied health providers

We also recommend registering for MyMedicare, this will help link you to us as your regular practice — for ongoing coordinated care. Patients that are not registered in MyMedicare may access GPCCMP services through their usual GP.

🕑 As you know, longer appointments are needed to set up and regularly review your plan.

🗓️ You'll have periodic reviews to update your management plan with your GP and the care team here. These can help us actively work together to manage your chronic condition, pick up any changes early and keep you healthy. Your GP will advise you when your management plan is due for review.

At your management plan appointment, we will discuss how to actively manage your condition together and plan for any tests and scripts as well as track progress on your health goals and allied health appointments.

I can help you today to make the first appointment with your GP and I to develop your Chronic Condition Management plan so we can all work together to help you manage your condition(s).

Practice Manager/ Reception Staff

MyMedicare

We are a MyMedicare practice.

MyMedicare allows you to choose a general practice for ongoing care for your health and wellbeing needs.

MyMedicare is voluntary and you can change your registered general practice if you need to.

MyMedicare links you to our practice for ongoing coordination of your care. This relationship helps other providers (like allied health, hospitals, ambulance, specialists) identify your general practice through your My Health Record.

If you are comfortable using the **myGov App** it's a quicker way to register**.** You will need to have a myGov Medicare Online Account to be able to use the myGov app for Medicare purposes. If you would rather a paper form, we have some registration forms here**.**

(Suggestion: Have the MyMedicare poster handy in reception to point to with the QR code that patients can scan in the waiting room and register for MyMedicare while waiting).

Chronic Condition Management

If you have a health condition that lasts six months or more, you may be eligible for a Chronic Condition Management Plan. This allows us to work with you to develop a clear plan for health management and provides up to 5 subsidised allied health appointments such as a physio, chiropractor, podiatrist or dietitian with a referral from your GP.

We also recommend registering for MyMedicare, this will help link you to us as your regular practice — for ongoing coordinated care. Patients that are not registered in MyMedicare may access GPCCMP services through their usual GP.

Would you like to book a longer appointment to get started or get more info?