Chronic Coniditions Management: MBS Changes, 1 July 2025

Activity 1 – Practice Preparation

Activity 1A – MyMedicare Registration	
Is your practice registered for MyMedicare?	MyMedicare patients will have access to: • greater continuity of care with their registered practice, improving health outcomes • longer MBS-funded Level C and D telephone calls with their usual general practice • triple bulk billing incentive for longer Level C, D and E MBS telehealth consultations for those under 16, pensioners, and concession card holders. MyMedicare practices will have access to: • more information about regular patients, making it easier to tailor services to fit their needs • the new longer telehealth items linked to MyMedicare outlined above • the General Practice Aged Care Access Incentive, starting from 1 August 2024, which will support regular health assessments, care plans and regular GP visits for people in residential aged care homes • starting from 2024-25, new blended funding payments to support better care in the community for people with complex, chronic disease who frequently attend hospitals • from November 2024, chronic disease management items linked to a patient's registration, to support continuity of care for people with chronic and complex conditions. Organisation Registration: • Register for MyMedicare • Access Services Australia training modules on MyMedicare to guide you through the registration process, including practice eligibility • Patient eligibility and patient registration
Activity 1B – Practice team communication	

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Planning with the practice team of upcoming changes and activities	Awareness and practice team roles. • Meet with Practice Principal to discuss pending changes, anticipated activities and practice approach • Share eligibility requirements for health professionals with clinical team • Meet with the practice team and discuss what these changes mean for your team • Identify any processes you need to review or update • Discuss new workflows to manage influx of activity around MyMedicare registration • Prepare Practice Nurse/Aboriginal Health Practitioners of their role with CDM patients and CCM plans • Share ongoing updates and meeting milestones to the practice team via staff meetings; GP pigeonholes, memos or emails
Activity 1C – Data Cleansing	
There are both third party tools and tools within your clinical software to assist in cleaning your data. Data cleansing should not be a one-off process but should become embedded in your quality processes.	The cleansing could include: • Deactivating inactive patients • Merging duplicate patient files • Checking for missing dates of birth, gender, or allergies • Managing deceased patients Clinical Information Software Guides: • Using Best Practice – See attached document • Using Medical Director – See attached document • Using Genie – see attached document • Using PractiX – see attached document Your software guide not listed? Reach out to your provider for support. QI and Accreditation opportunities • Clean, complete and updated patient data is a criteria to meet accreditation
Communicating MyMedicare to your patients	

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Informing patients of the changes and what it means for them	• Prepare your practice team to speak with patients about MyMedicare. Discuss MyMedicare at a practice meeting and print copies of MyMedicare brochures and MyMedicare patient registration frequently asked questions to use in conversations with patients. • Include the MyMedicare Registration form and brochure with your patient consent form • Update your practice website to include links to MyMedicare patient registration information. • Place MyMedicare posters and brochures in your practice waiting room/reception and display MyMedicare Patient videos in your waiting room screens. • Post information about MyMedicare in your practice social media page using Social Media Tiles.