



Assignment of Medicare Benefit Changes - What You Need to Know

HOSTED BY



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**Tue 9th December
12:30pm AEDT**

In the spirit of reconciliation, HotDoc acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.



Housekeeping

- 🌟 This session is being recorded & will be sent to you 4-6 hours after this session has concluded along with the resources.
- 🟠 Use the Q&A tool on your screen to submit a questions through the session & we will address at the end.
- 🔹 In the “related content” you’ll find our further feedback form.
- 🟡 Your certificate of attendance will be accessible at the 40 min mark, you can access via the  certificate icon on your console.
- 🔺 Have a play around with the console/ icons on your screen for an interactive experience.
- 🌟 Please take some time to complete our feedback survey to let us know what you thought of today’s session.

At the end of this session you will...

- Understand key changes for Assignment of Benefits processes and associated timelines
- Have an action plan to implement the changes
- Know how to support patients with technological challenges
- Identify your current workflows and compliance pressure points
- Have strategies for communicating the changes with your team
- Understand how to communicate the changes with your patients



Today's Session

- ◆ **Current State Analysis** - Understanding today's processes
- **Legislative Changes** - What's actually changing
- ◆ **Assignment Types** – Three new pathways forward
- **Technology Infrastructure** - Systems and integration
- ◆ **Implementation Strategy** - Practical steps for your practice
- ◆ **Timeline & Compliance** - Critical dates and requirements

Current State

- 350 million bulk billed services annually
- Paper based (DB4E forms)
- 'Press the button'
- Copy of the transaction **MUST** be offered to patients
- No need to retain evidence
- Process makes little sense – to practices and patients
- Most....practices are currently non-compliant

New State (From July 2026)

- Patient can provide electronic consent via:
 - ◆ Practice tablet/kiosk at check-in
 - ◆ Online booking system
 - ◆ Patient portal before visit
 - ◆ In-consultation via integrated software
 - ◆ SMS link for remote authorisation
 - ◆ Use current paper forms
- Automatic integration with Medicare claiming
- ◆ Electronic storage with audit trail
- Instant verification and processing









Key Changes

- ✓ **Multiple consent points** - Patient can sign at convenience
- ✓ **Real-time processing** - Immediate Medicare submission
- ✓ **Automatic record keeping** - No manual filing required
- ✓ **Enduring agreements** - One-time consent for ongoing services (later - 2026)

BOTTOM LINE

- ✱ Same legal requirement, same Medicare benefit → Digital signature option in addition to pen and paper

Why Digital? Why Now?

-  **Efficiency:** Eliminate manual processing delays
-  **Transparency:** Governance, oversight & integrity
-  **Security:** Enhanced data protection
-  **Accessibility:** Real-time verification
-  **Integration:** Seamless workflow with existing systems
-  **Sustainability:** Reduced environmental impact
-  **Improve** automation and integration with practice and hospital software
-  **Improve** record keeping & patient awareness of claiming

HotDoc: Current state of bulk-billing consent

We already offer a digital solution for bulk-billing consent:

- 1 Once an invoice is generated, HotDoc **automatically sends a consent request** to the patient.
- 2 Patient **verifies their identity** and gives consent with a single tap.
- 3 Upon consent, a **PDF record is instantly created** and saved directly in the practice's PMS.
- 4 If the patient doesn't respond they get an automatic final reminder.
- 5 After this, the request is **flagged for manual follow-up** by the practice.
- 6 For some consult types (e.g., **telehealth**), practices can still capture **verbal consent**.
- 7 Practitioners must complete a **DB4 / DB4(e)** form when verbal consent is obtained.

Assignment Touchpoints

Pre-Service:

- Online booking systems
- Patient portal pre-registration
- SMS confirmation links

Point of Service:

- Reception desk tablets
- Consultation room integration
- Kiosk self-service

Post-Service:

- Retrospective assignment
- Remote authorisation
- Follow-up confirmation



HotDoc: What's changing?

- ✿ We'll update the form to match the language requirements of the **new AOB legislation**.
- ✿ We're providing the option to seek **pre-consent** before the patient arrives for their appointment.
- ✿ The existing consent workflow, upon the generation of an invoice, will now only happen **if a patient hasn't already given pre-consent or they're billed for an item their consent doesn't cover**.

The Pre-Consent Journey

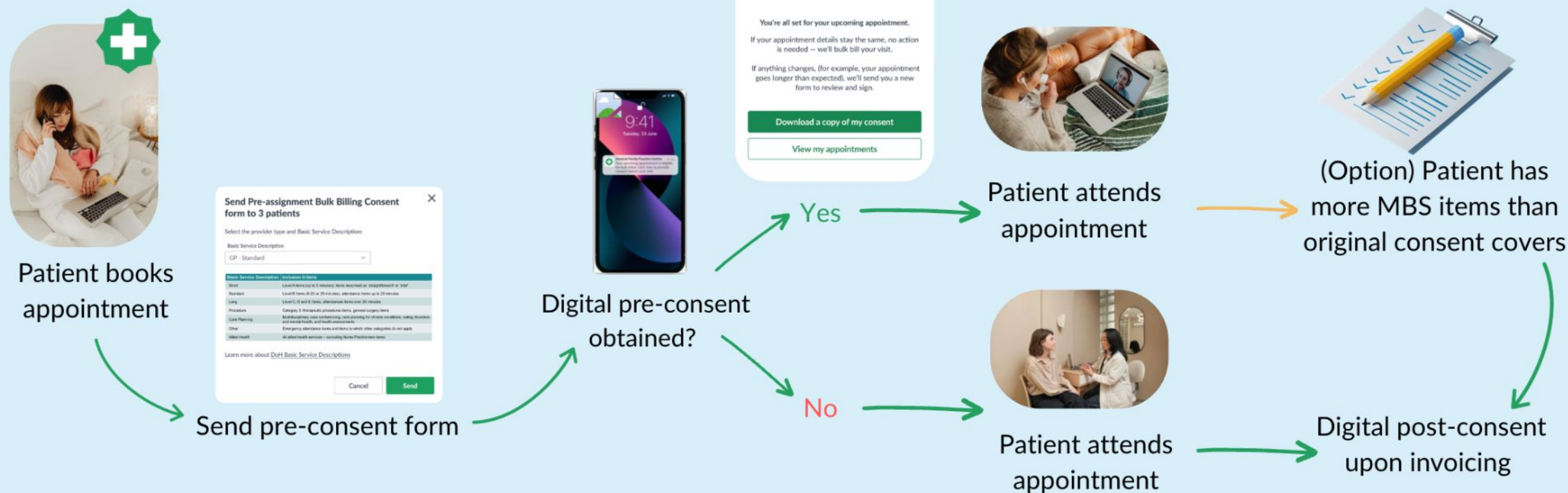
You'll go into the HotDoc dashboard and see who is arriving at the practice today and tomorrow and has a valid Medicare and/or DVA card.

You will select any number of patients, and choose a **Basic Services Description** to send them from a drop down menu that matches the appointment type booked.

You can then send them pre-consent before their appointment.
The patient attends their appointment as scheduled.

HotDoc: The Pre-Consent Journey...

CONSENT WORKFLOW



Workflow Redesign

Reception

- Digital consent at check-in
- Troubleshooting common issues
- Alternative options for patients

Clinical Staff

- In-consultation assignment
- Integration with clinical notes
- Verification procedures

Administration

- Electronic record management
- Reconciliation processes
- Compliance monitoring



Supporting Your Team

Communication Strategy

- Clear timeline communication
- Regular update meetings
- Feedback mechanisms

Training Approach

- Role-specific training modules
- Hands-on practice sessions
- Quick reference guides

Support Structure:

- Designated champions
- Vendor support contacts
- Peer support network



HotDoc's Medicare Hub

- Home
- Calendar
- Bookings
- Vaccinations
- Payments
- Patients
- Recalls
- Reminders
- Repeats
- Inform
- Broadcasts
- Check-in
- Forms
- Medicare Hub

MyMedicare Forms

Bulk Billing Consent

Settings

Medicare Hub Settings

Bulk Billing Consent

With Bulk Billing Consent, you can collect and store patient consent forms to support your Medicare billing processes. You can choose to send consent forms before or after a patient's appointment. Consent forms are in line with the standards set forth by the Department of Health.

Post-assignment

- Sends automatically once an invoice allocated to direct bill, with applicable Medicare items is stored.
- Delivery method depends on appointment type:
 - **Telehealth:** Push notification, email or SMS
 - **Face-to-face:** Push notification or Email

Post-assignment

Automatically send a consent form to patients after their appointment

Pre-assignment

Optionally send a consent form to patients before their appointment.
Only available if also using Post-assignment

Pre-assignment

- Send an **ad-hoc consent form** directly to a patient through the HotDoc Dashboard 1 day prior to their appointment
- Delivery methods are **push notification or email**
- Available if using Post-assignment so HotDoc can follow up with an additional form if the appointment changed during consult.

☒ Telehealth appointments ☐ Face-to-face appointments

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Patient Communication

Key Messages:

- Improved convenience and security
- Multiple signing options available
- No change to Medicare benefits
- Privacy protection enhanced

Communication Channels:

- Practice website updates
- Waiting room information
- SMS notifications

HotDoc: The Pre-Consent Patient Journey



Hi Jason,

We look forward to seeing you at your upcoming appointment. So we can easily bulk bill your service, we ask that you complete a Medicare pre-assignment form before your appointment.

What does this mean?

- Medicare allows you to assign your benefit directly to your doctor.
- This is called bulk billing — it means there's no out-of-pocket cost and Medicare pays your doctor directly the service you've received.
- By signing the form, you're giving us permission to process this claim on your behalf.

What do I need to do?

- Click the link below to complete your pre-assignment form online. It should only takes a few minutes.

[Complete Medicare Pre-assignment](#)

If you have any questions about bulk billing or this form, please call our clinic on [Phone Number].

Thank you for helping us make your appointment as smooth as possible.

[Clinic name]



General Medical Clinic
(03) 9999 9999

Your Doctor requests your consent to assign your Medicare Benefits to them for the Health service will receive

For security purposes, please confirm your details:

Last Name

Date of Birth

[Verify](#)

Unable to verify?

This could mean your patient record at General Medical Clinic doesn't match what you have entered. Please ensure you are typing your last name and date of birth as supplied at the time of registration.

Do you consent to this service being bulk billed?

Pre-assignment Consent

Name

Jane Smith

Professional details

Dr. James Johnson [provider number]

Professional address

1234 Shell Street, Sydney, NSW 2000

Date of assignment

Wed, 1 Oct 2025

Date of service

Thu, 2 Oct 2025

Description of service

GP-Standard - Level B items (6-20 or 25 minutes), attendance items up to 20 minutes

Is the assignor the patient? ☒ Yes ☐ No

[I agree to bulk bill this service](#)

[Skip consent](#)



Thank you! Your consent has been stored

You're all set for your upcoming appointment. If your appointment details stay the same, no action is needed — we'll bulk bill your visit. If anything changes, (for example, your appointment goes longer than expected), we'll send you a new form to review and sign.

[Download a copy of my consent](#)

[View my appointments](#)



Medical Business Services



Practical Considerations

Technology-challenged patients:

- Assisted digital signing
- Alternative verification methods & (verbal) telehealth consent processes
- Family member support options
- Paper forms

System downtime:

- Contingency procedures
- Retrospective assignment
- Service continuity plans

Multi-practitioner services:

- Shared assignment protocols
- Coordination requirements

Risk Management

Technical Risks:

- Software delays → Early vendor engagement
- Integration failures → Comprehensive testing
- Data migration → Backup procedures

Operational Risks:

- Staff resistance → Change management program
- Patient confusion → Clear communication
- Workflow disruption → Phased implementation

Your Next Steps

NOW:

- Contact software vendor
- (Register for PRODA)
- ◆ Assess current processes
- ◆ Plan implementation timeline
- Schedule staff training
- Prepare patient communications




By July 2026:

- ◆ Complete system testing
- ◆ Finalise workflows
- Launch digital assignment

Key Messages

- Transition - July 2026
- Three new assignment options available
- Paper based forms can still be used
- PRODA registration essential
- Software upgrades critical
- Staff communication essential
- Patient communication important

HotDoc: Where to from here?

-  When the government defines the legislation for enduring consent, we'll also work to support **enduring consent**.
-  We'll continue to listen to what's important to you and factor that into our product roadmap.
-  We'll also support practices to communicate the new consent options to patients, with email templates and other resources (posters etc.)



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Business Planning & Setting Goals for 2026



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ROADMAP

STRATEGY

RISKS

GOALS

VISION

**Tue 3rd February, 2026
12:30pm AEDT**

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improvements



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Lifestyle medicine
focus



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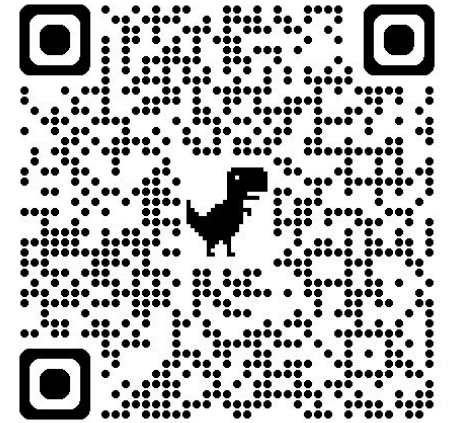
Kim Poyner | Riwka Hagen

December 2025 - June 2026

- Care Planning
- Health Assessments
- Early Intervention
- Nurse-led clinics
- Health Coaching
- Optimising care & revenue



Primary Care
Innovation



Scan the QR code or register via the link in the related content section

INTRODUCING THE NEW

Medicare Hub

- The MyMedicare Hub is your all-in-one workspace for managing MyMedicare registrations directly from the HotDoc Dashboard.
- Empower your team to register patients more efficiently, reduce manual work, and stay compliant while improving the patient experience.

Learn more via the flyer in the 'related resources' section or access the hub via your dashboard.

Have a Question?



Thank You!

