

 **HotDoc** | WEBINAR

MyMedicare Update: Where Are We Now & What's Next?



HOSTED BY

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BA, Dip Bus Mgt, Dip HR, Cert IV TAE

Establish Practice


 **dapm**

Australian Association of
Practice Management
excellence in healthcare management

AAPM Approved 2024
5 CPD Points

 REGISTER


Wed 7th August
12:30pm AEST



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.

Before we begin -

- This session is being recorded & you will be sent a link 4-6 hours after this session has concluded with the recording & resources.
- Use the Q&A tool on your screen to submit a questions through the session & we will address at the end. If we don't get a chance to address during the LIVE session, we will reach out to you afterwards to discuss further.
- In the “related content” you'll find our further feedback form.
- Your CPD certificate will be accessible at the 40 minute mark, you can access via the  certificate icon on your console.
- Have a play around with the console/ icons on your screen, it's an interactive experience.
- Please take some time to complete our feedback survey to let us know what you thought of today's session.



“In an **ideal** world, programs that are developed to help general practice and their patients are easy to understand and simple to implement.

The **real** world is different.”

- Sue, Practice Manager





What Exactly is MyMedicare?

Response to the Strengthening Medicare Taskforce Report 2022, with the aim to increase access to primary care.

What did that look like originally?

- Voluntary registration for patients and practices
- Triple bulk billing incentives for longer MBS telehealth
- Longer MBS funded telephone calls
- Continuity of care can improve health outcomes





What does it look like right now?

General Practice Aged Care incentive (GPACI)

- Supporting older patients living in residential care
- MyMedicare registration required for patient and practice
- Combined SIP and PIP - \$300 a year per patient paid to responsible provider and \$130 a year to the practice
- Two eligible care planning services every 12 months
- 8 eligible regular visits, 2 per quarter, per year
- Second visit per quarter can be another provider, registrar, nurse practitioner, practice nurse, Aboriginal and Torres Strait Islander health practitioner/health worker
- MMM 4-7 4 regular visits per year of eligible telehealth



Any day now?

Frequent Hospital Users (FHU) incentive

- Rolled out across 9 PHNs with others to follow by July 2026
- People with complex, chronic disease who frequently attend hospital
- Multidisciplinary team care
- >10 visits per year
- Blended funding
- Sign on payments??
- Outcomes-based payment??





What is it going to look like?

Chronic disease management - 1st November

- GP Chronic Condition Management Plan replaces GP Management Plan (721) and Team Care Arrangement (723)
- Management plans through the practice they are enrolled with
- If patient not enrolled, can still access GPCCMP
- Encourage reviews by making GPCCMP and reviews similar rebate
- Plan establish or review in last 18 months to keep access to allied health
- Change referral process for allied health so more like other referrals
- Patients won't lose access to current services if GPMP and TCA in place now



What does it look like to us?

- Patient hesitation
- Loads of work
- No information
- Not seeing the point
- Hard to get the team on board
- Manual forms piling up
- Red tape drowning
- Registration complicated
- **What's the benefit to us?**





What does it look like to the patient?

- No real understanding
- Don't want to commit
- No media campaign to educate
- Lack of interest through practice
- Makes no sense
- Voluntary, so if I don't have to...
- My doctor hasn't said anything
- **What's the benefit to us?**





What Are The Benefits?

For Patients

- ✓ Continuity of care including aged care
- ✓ Seen as more commitment by the practice to their care
- ✓ Increased funding for their practices
- ✓ Incentives for practices to bulk bill longer consults
- ✓ Telehealth
- ✓ Frequent hospital admittances minimised



What Are The Benefits?

For the Practice

- ✓ Supporting continuity of care
- ✓ Financial
- ✓ Removal of Item 723 Team Care Arrangement
(rebalancing of GPMP 721 and Review 732)
- ✓ Administration/Compliance easier
- ✓ Your patients, your GPCCMP
- ✓ Doctors get a better balance of patient presentations
- ✓ More information access
- ✓ Possible increase SWPE = increase PIP/WIP

How do we ignite the enthusiasm?

Leadership

- If we're not interested then why should anyone else be?
- Walk the Walk – Be enthusiastic!
- Just another change management exercise...
- Get stakeholder involvement



Motivation

What motivates your team?

- Financial
- Quality care
- Wanting to be helpful
- Being asked for their opinion
- Competition
- When we ask for help





Patient Engagement

- ✓ Patients need to know we want them to register
- ✓ Information to backup requests to register
- ✓ Positivity
- ✓ Make it as easy as possible for them to register
- ✓ Your team know what to say



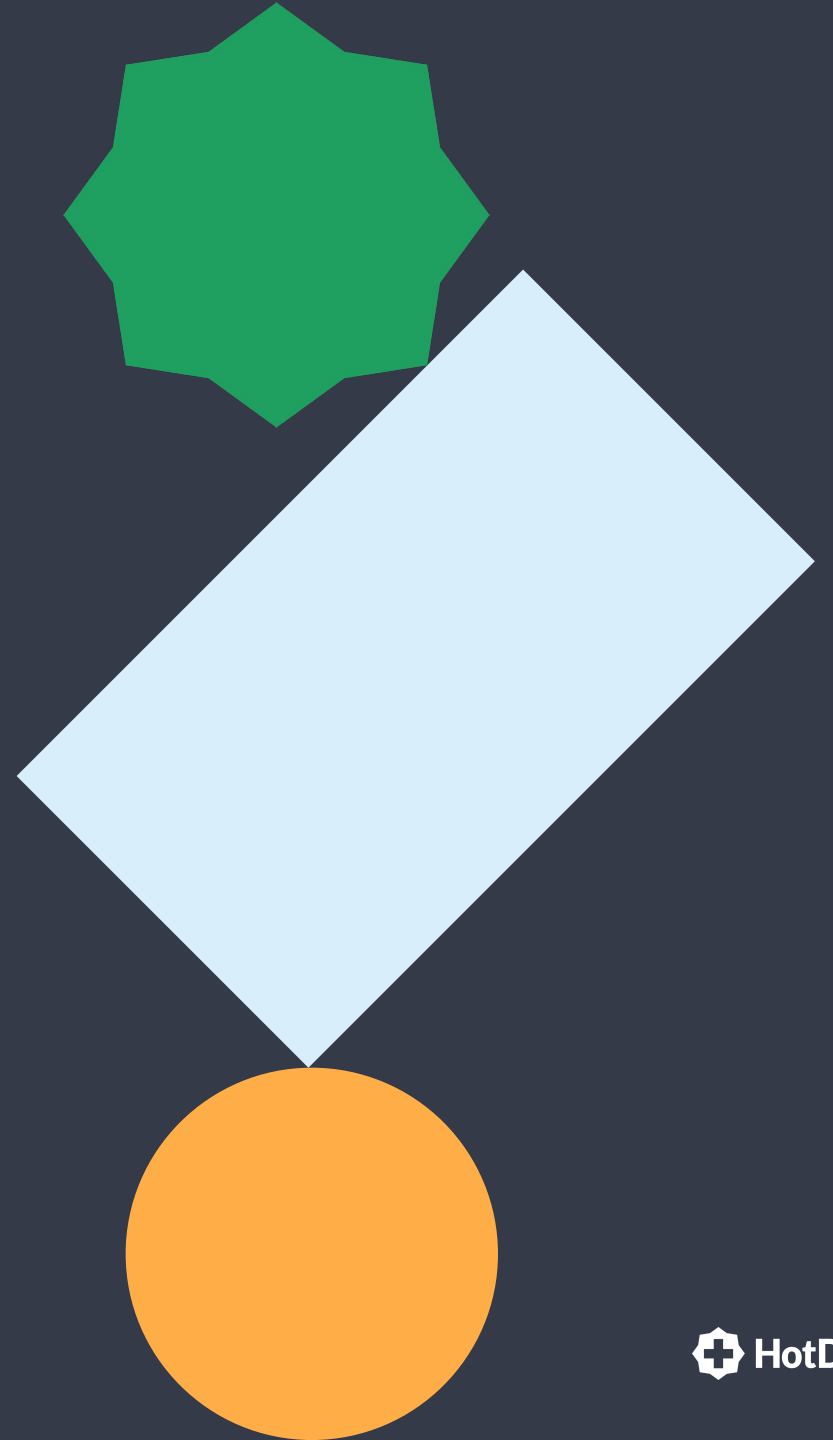
What the future might look like...



Possible Maybe:

- More incentives/items linked to MyMedicare
- Changes to funding models
- PIP reform
- More demand for patients to be registered to our practice

MyMedicare Update from HotDoc



PRODUCT FEATURE

Sync MyMedicare Registration

Gaining access to the MyMedicare field in BP, opens the door to use information in other HotDoc products



MyMedicare Broadcast template

Ability to target patient registered or not registered



MyMedicare Inform Campaign

Ability to target patients not yet registered

The screenshot shows the 'Edit patient' form in HotDoc. The form is divided into several sections. The 'Registered for MyMedicare' field is highlighted with a red box. The form contains the following information:

- Title:** Mr.
- Family name:** Abbott
- Given name:** Alan
- Middle name:**
- Preferred name:** Alan
- Date of Birth:** 30/06/1945
- Age:** 78 yrs
- Birth Sex:** Male
- Gender Identity:**
- Pronouns:**
- Ethnicity:** Both Aboriginal and Torres Strait Islander
- Country of Birth:**
- Prof. Language:**
- Address Line 1:** 12 John St
- Address Line 2:**
- City/Suburb:** Woodlane
- Postcode:** 4035
- Postal Address:**
- City/Suburb:**
- Postcode:**
- Home phone:** 07 50505050
- Work phone:** 07 50505999
- Mobile phone:** 0427556232
- Contact via:** SMS
- E-mail:** alan.abbott@tpssoftware.com.au
- Consents to:**
- Opt Out De-identified Data Extraction
- Update address of all family members
- Update address of all currently at original address
- * These name fields are used for Health Identifier lookups.
- Created By:** Practice
- Created On:** 11/02/2004
- Health Identifier:**
- Lookup HI using:** HI Medicare No. DVA No.
- HI Status:**
- Medicare No.:** 4133180467
- IRN:** 1
- Expiry:** 12/13
- Pension/HCC No.:** 123456789
- Expiry:** 13/01/2014
- Pension card type:** Health Care Card
- DVA No.:**
- Safety Net No.:**
- Record No.:** 101
- Patient ID:** 2
- Usual provider:** Dr Frederick Findacure
- Des only
- Registered for MyMedicare:** 25/10/2023
- Usual visit type:**
- Usual account:** Direct Bill
- Health Ins. Fund:** Medhealth
- Health Ins. No.:** 123123123
- Expiry:** 25/10/2023
- Religion:** Baptist
- Head of family:** Self
- Next of kin:** Madeline Abbott
- Emergency contact:**
- Occupation:**
- Health Care Home:** NI
- Expiry:** 25/10/2023
- HCH:**
- eScript Token:**
- Last Updated By:** Frederick Findacure
- Last Updated On:** 08/03/2012 04:32:17 PM
- General notes:**
- Appointment notes:**
- Contact Notes**
- Comms Consent**
- SMS:** Not Enabled
- Best Health App:** Not Enrolled
- Inactive
- Deceased
- Registered for CTG PBS Co-payment relief
- Verified:** Not yet verified
- Medicare/DVA eligibility check**
- Date of death:** 25/10/2023
- Referral details**
- Bank account**
- Save**
- Cancel**

MyMedicare Broadcast Template

HotDoc Dashboard [View my Bookings page](#) admin@hotdoc.com.au Feckles Demo Clinic

Home
Bookings
Quick Consults
Payments
Patients
Recalls
Caller ID
Reminders
Vaccinations **Setup**
Inform
Broadcast
New Broadcast
Broadcast History
Check-in
Forms
Reputation
Billing
Setup
Support Hub
Resources & Posters
HotDoc Academy
Support Options
Remote Support
Log Out

← Back | Create Broadcast

New Broadcast

Name

SMS Message 148/160 characters

Hi {{patient-first-name}}, complete this form to register {{clinic}} as your Practice with MyMedicare {{form-url}} {{opt-out}}

Insert Placeholder ▼ **Reset Message**

SMS Preview

Hi, Please complete this form to register General Medical Clinic as your Practice with MyMedicare <https://hotdoc.com/3h34sdd78> Reply STOP to opt out

155 characters | 1 credit

Select a doctor

Who are you sending to?

How would you like to select your target audience? Manually select audience Upload a .csv file

Target audience by Age range Birthday range

Gender Female Male Other

Appointment date range

Arrival state

MyMedicare Registered Not Registered

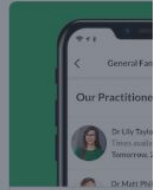
Appointment type

MyMedicare Registered Not Registered

MyMedicare Inform Campaign

Inform

Basic Camp



HotDoc E

- Show
- Show
- Show
- Show




Kiosk Ch

- Show on Bookings
- Show on Check-in Kiosk
- Show on Bookings
- Show on Check-in Kiosk

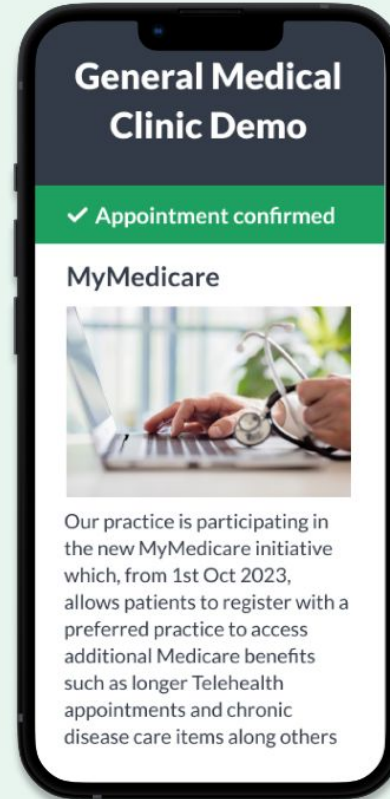
Inform Campaign

MyMedicare

Educate patients about MyMedicare

 **Impressions** Total: 1,234
Last 30 days: 532

 **Targeting** Patients not registered with MyMedicare

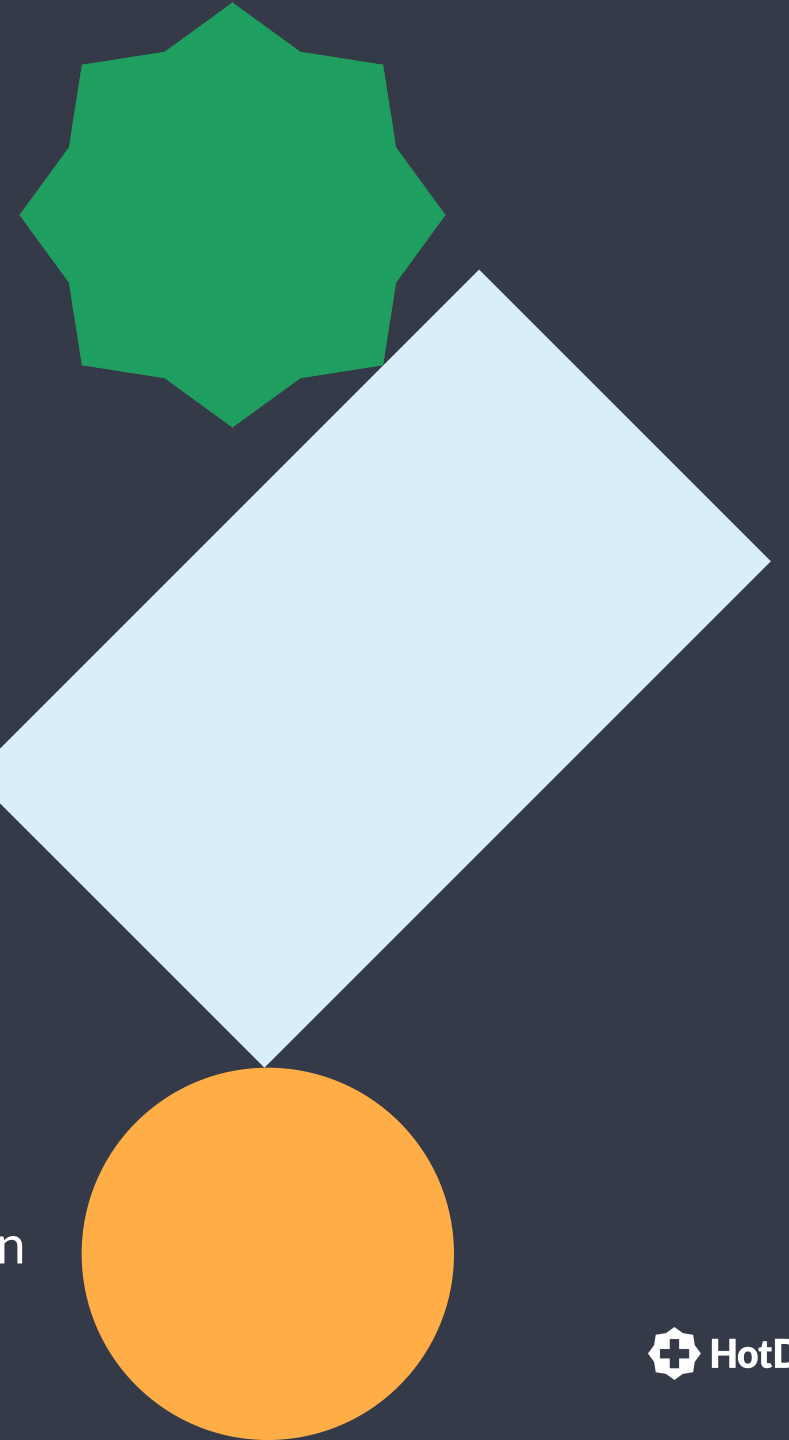


Next steps

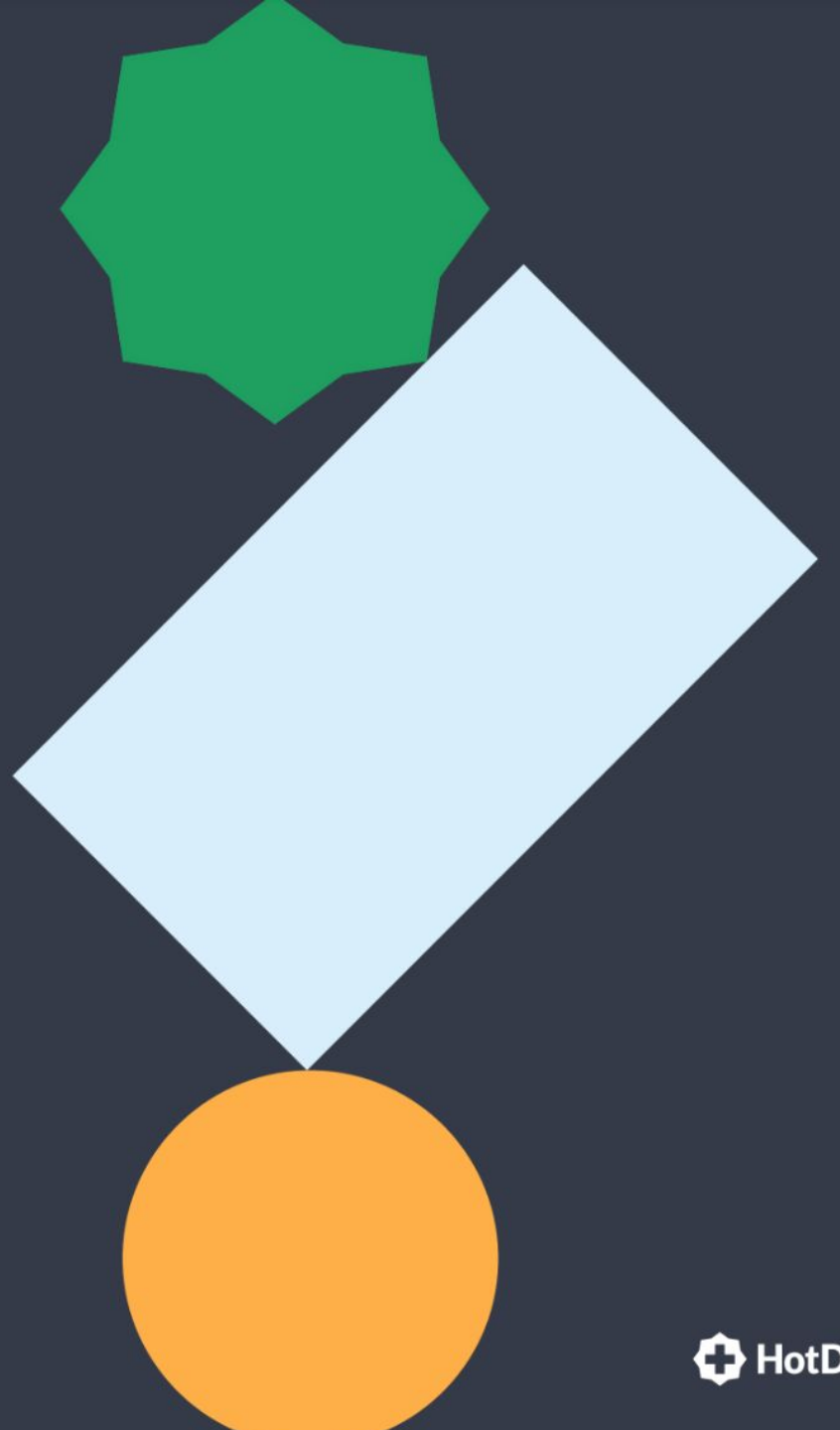
We value your feedback



Scan the QR code or click the link in the 'related content' section



Questions





Thanks for watching!

Find out more about HotDoc here:
practices.hotdoc.com.au