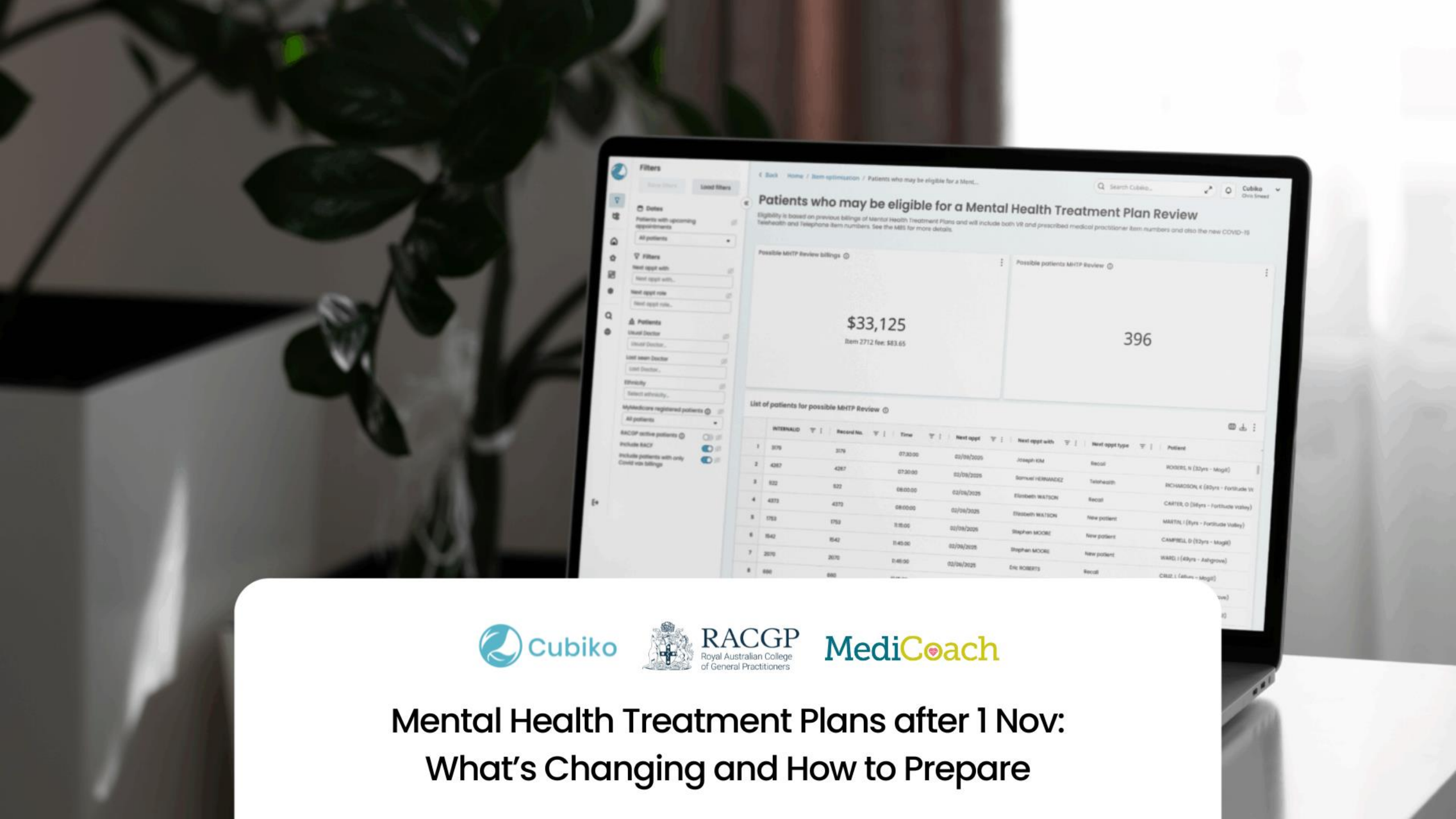


Cubiko RACGP Royal Australian College of General Practitioners MediCoach

Mental Health Treatment Plans after 1 Nov: What's Changing and How to Prepare

Acknowledgement of Country

In the spirit of reconciliation, Cubiko, the RACGP and Medicoach acknowledge 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.

Gaagal by Miimi and Jiinda

Housekeeping

This session is being recorded. A copy of the recording will be emailed to all registrants after the session.

This webinar is approved for RACGP CPD. Practitioners attending live and who have provided their RACGP member number will have their CPD hours automatically uploaded.

If you share the recording with others at your practice, and they're a practitioner they can also claim CPD for the recording by quick logging it via their RACGP CPD Home.

Questions? Drop them in the Q&A tab at the bottom of your screen and we'll answer them during the session. **Cubiko team are here to help.**

Cubiko RACGP Royal Australian College of General Practitioners MediCoach ENGAGE | STREAMLINE | PROSPER

RACGP
Royal Australian College of General Practitioners

Cubiko and RACGP have joined together to bring you a series of webinars in the lead up to changes to Medicare on 1 November.

Cubiko
RACGP Royal Australian College of General Practitioners
MediCoach ENGAGE | STREAMLINE | PROSPER

Meet our presenters

Chris Smeed
CEO & Founder of Cubiko

Kim Poyner
Founder & Director of MediCoach

Dr Toby Gardner
RACGP Tasmania Chair and Board Member

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

Who is this webinar for?

This session is for practices providing mental health care to patients. It's relevant for all team members, from GPs and PMPs through to nurses, admin and practice managers.

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

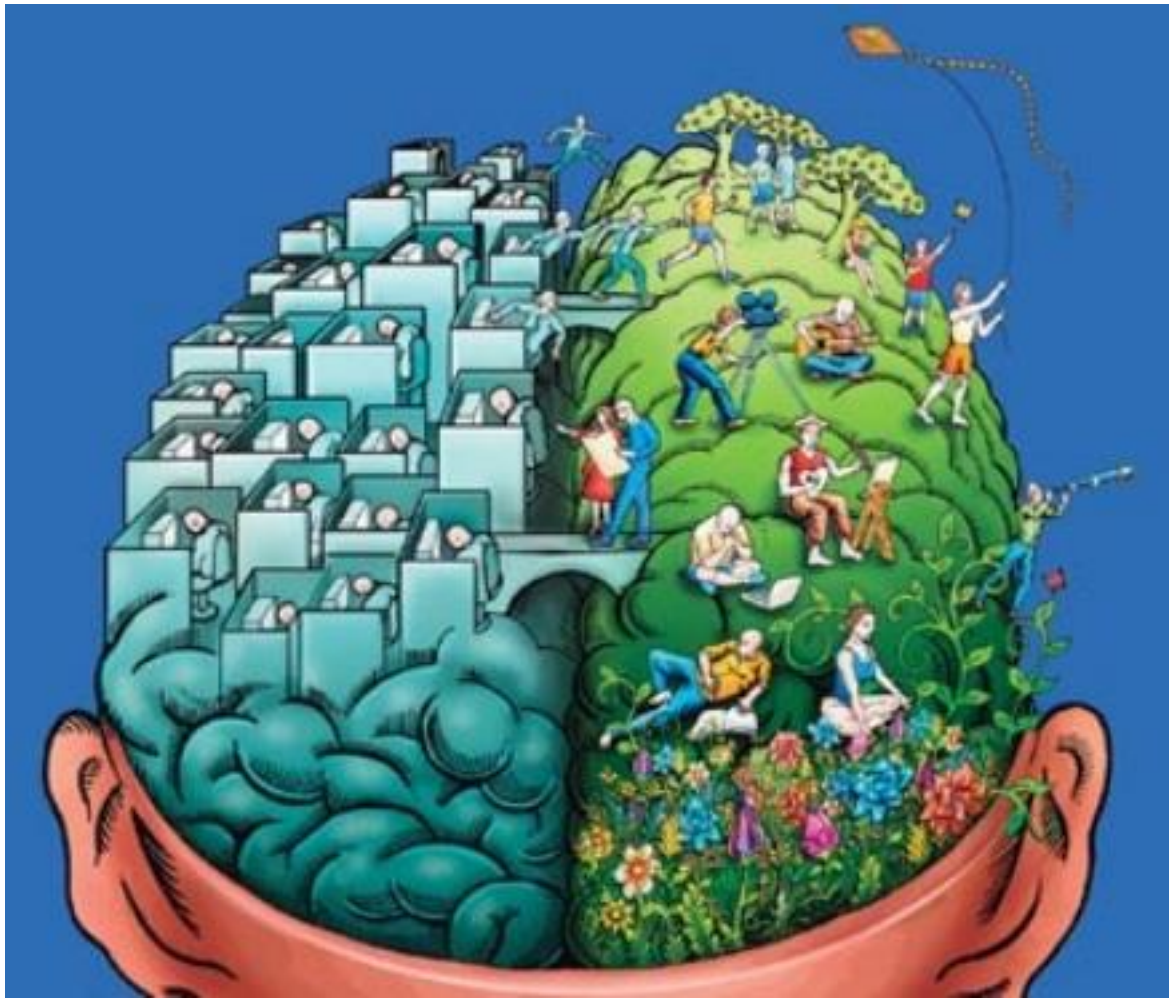
What today's session will cover

- Better Access initiative and the upcoming changes
- Billing and consult structure for business sustainability
- Delivering MHTPs end to end
- Whole team approach to MHTPs
- Monitoring and continuous improvement

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER



Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

How confident do you feel about your practice's understanding of the Better Access changes?

- [ ] Very confident, we've already started preparing
- [ ] Somewhat confident, we understand the basics but need more detail
- [ ] Not confident, we need more guidance and clarity
- [ ] Confident but more worried about the financial impact

Cubiko RACGP Royal Australian College of General Practitioners MediCoach ENGAGE | STREAMLINE | PROSPER

What is the Better Access initiative?

The Better Access initiative makes mental health care more affordable and accessible for Australians by providing Medicare rebates for eligible services, with access through a Mental Health Treatment Plan initiated by a GP, PMP or psychiatrist.

Core features of Better Access

The key features of the program remain unchanged.

- Patients can receive 10 individual and 10 group sessions per calendar year
- Sessions can be delivered face to face or via telehealth
- Rebates remain available for eligible allied health providers
- The overall model of care is not changing

Cubiko RACGP Royal Australian College of General Practitioners MediCoach ENGAGE | STREAMLINE | PROSPER

Two Key Changes

1. New referral rules

- MHTPs, referrals and reviews must come from the patient's usual GP or MyMedicare practice

Key exemptions to clinical relationship rules

- FPS items remain exempt from clinical relationship rule
- Eating Disorder Plan reviews unchanged

2. Shift to timed consults

- Review and consultation items 2712, 2713, 277, 279, 92114, 92115, 92120, 92121, 92126, 92127, 92132 and 92133 will be removed
- Standard time-tiered consults will be used for reviews

Business sustainability

- New funding models mean changing economic realities
  - No silver bullet, but opportunities to adapt
- Shift the mindset: from frustration to reinvention
- Strengthen existing workflows, don’t rebuild from scratch
- Rethink business models for long-term viability
- Reinvention creates space for quality improvement

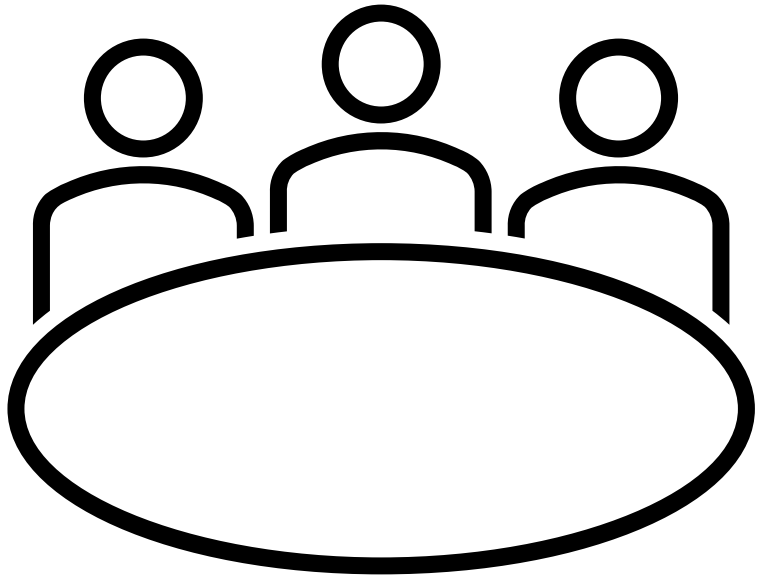
Things to consider when billing

- Bill based on time and complexity
- Co-billing with review items no longer applies
- FPS and EDMP's remain unchanged
- Book appropriate appointment length
- Train team on new item use and workflows
- Document outcome tools and plan updates
- Communicate billing changes to patients
- Pre-November referrals remain valid

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER



Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

Common billing scenarios: MHTP

	Pre-November 1 2025	Post-November 1 2025	Impact
MM1	Item 2712 MHTP Review Non-Concession Card Holder	Item 23 / 36 + Expanded BBI	Item 23 ☹ Item 36 ☺
MM1	Item 2712 MHTP Review + BBI Concession Card Holder or Under16	Item 23 / 36 + BBI	Item 23 ☹ Item 36 ☺
MM5	Item 2712 MHTP Review Non-Concession Card Holder	Item 23 / 36 + Expanded BBI	Item 23 ☹ Item 36 ☺
MM5	Item 2712 MHTP Review + BBI Concession Card Holder or Under16	Item 23 / 36	Item 23 ☹ Item 36 ☺

+ any BBPIP if your practice enrols

Cubiko

Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

Common billing scenarios: MHTP Review + Co-Bill

	Pre-November 1 2025	Post-November 1 2025	Impact
MM1	Item 2712 MHTP Review + Item 23 / 36 Non-Concession Card Holder	Item 23 / 36 + Expanded BBI	Item 23 ☹ Item 36 ☹
MM1	Item 2712 MHTP Review + Item 23/ 36 + BBI Concession Card Holder or Under16	Item 23 / 36 + BBI	Item 23 ☹ Item 36 ☹
MM5	Item 2712 MHTP Review Non-Concession Card Holder	Item 23 / 36 + Expanded BBI	Item 23 ☹ Item 36 ☹
MM5	Item 2712 MHTP Review + Item 23 / 36 + BBI Concession Card Holder or Under16	Item 23 / 36	Item 23 ☹ Item 36 ☹

+ any BBPIP if your practice enrols

Royal Australian College of General Practitioners

ENGAGE | STREAMLINE | PROSPER

Common billing scenarios: MHTP Consult + Co-Bill

	Pre-November 1 2025	Post-November 1 2025	Impact
MM1	Item 2713 MHTP Review + Item 23 / 36 Non-Concession Card Holder	Item 23 / 36 + Expanded BBI	Item 23 ☹ Item 36 ☹
MM1	Item 2713 MHTP Review + Item 23/ 36 + BBI Concession Card Holder or Under16	Item 23 / 36 + BBI	Item 23 ☹ Item 36 ☹
MM5	Item 2713 MHTP Review Non-Concession Card Holder	Item 23 / 36 + Expanded BBI	Item 23 ☹ Item 36 ☹
MM5	Item 2713 MHTP Review + Item 23 / 36 + BBI Concession Card Holder or Under16	Item 23 / 36	Item 23 ☹ Item 36 ☹

+ any BBPIP if your practice enrols

Cubiko

RACGP Royal Australian College of General Practitioners

MediCoach ENGAGE | STREAMLINE | PROSPER

Preparing your practice

- Consider FPS training for telehealth expansion – helps patients with financial barriers
- Check MBS Online fact sheets for details

Support for the transition

- Department guidance and resources will support the transition

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

Delivering MHTPs End to End

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

Patient / Practitioner Journey

1. Presentation
Patient with no prior mental health history experiences low mood for six weeks and seeks help.

2. Initial GP Appointment
Patient visits their MyMedicare-registered practice or usual GP. GP conducts an assessment and prepares a Mental Health Treatment Plan (MHTP). **Continue using existing MHTP preparation items.**

3. Treatment with Psychologist
The patient undergoes an initial course of treatment with a clinical psychologist (maximum of six services) through Better Access. The clinical or general registered psychologist develops a report for the referring GP.

4. GP Review
Patient returns to the GP for a formal review of their MHTP. If further support is required, the GP may refer for additional treatment or refer to other services. **Reviews and ongoing care billed as time-based consults.**

What is a Mental Health Treatment Plan

- A structured plan developed by a GP or PMP
- Outlines the patient's needs, goals and supports
- MHTPs do not expire
- Reviewed and updated as needed
- New plans only if there's a significant change
- Check eligibility through Proda or QuickCheck

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

Mental Health Treatment Plan workflow at a glance

- Assess needs
- Create the plan
- Coordinate referral for mental health support
- Case conferencing for complex patients
- Review progress

Cubiko RACGP Royal Australian College of General Practitioners MediCoach ENGAGE | STREAMLINE | PROSPER

Identifying patients who may benefit from a Mental Health Treatment Plan

- Presenting psychological or emotional concerns
- Preventive health and chronic disease consultations
- Recall systems, data reports and proactive outreach

Key components of a patients' mental health assessment

- Obtain and document patient consent
- Take relevant history
- Conduct a structured mental state examination
- Assess risk factors and other health conditions
- Record diagnosis or working formulation
- Use a validated outcome tool (e.g. K10)

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

Key components of a patients' mental health plan

- Discuss findings and diagnosis
- Agree on realistic and measurable patient goals
- Map interventions and referral pathways to support these goals
- Provide psychoeducation and self-management resources
- Add crisis or safety plan if needed
- Schedule review

Making effective and appropriate referrals

- Match referral options to patient needs and goals
- Consider access, affordability and cultural safety
- Use services such as Better Access, psychology or psychiatry
- Involve the patient in choosing the service
- Support coordinated follow-up care

Cubiko RACGP Royal Australian College of General Practitioners MediCoach ENGAGE | STREAMLINE | PROSPER

Reviewing progress and next steps

- Patient completes initial course of treatment (up to 6 sessions)
- Treating clinician provides a written report to the GP
- GP reviews progress and re-administers outcome tool
- Plan is updated or modified as needed
- Referral made for additional 4 services if required
- Review billed under timed-tiered GP consults

Cubiko RACGP Royal Australian College of General Practitioners MediCoach ENGAGE | STREAMLINE | PROSPER

Case conferencing in mental health care

- Supports coordinated care for complex patients
- Involves GP and at least two other providers
- Can be done face-to-face, by phone or video
- Claimed under specific MBS items

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

Practical considerations for case conferencing

- Plan and schedule proactively
- Document participants and key outcomes
- Can be claimed once every 3 months
- Use MBS fact sheet and RACGP MBS tool for details

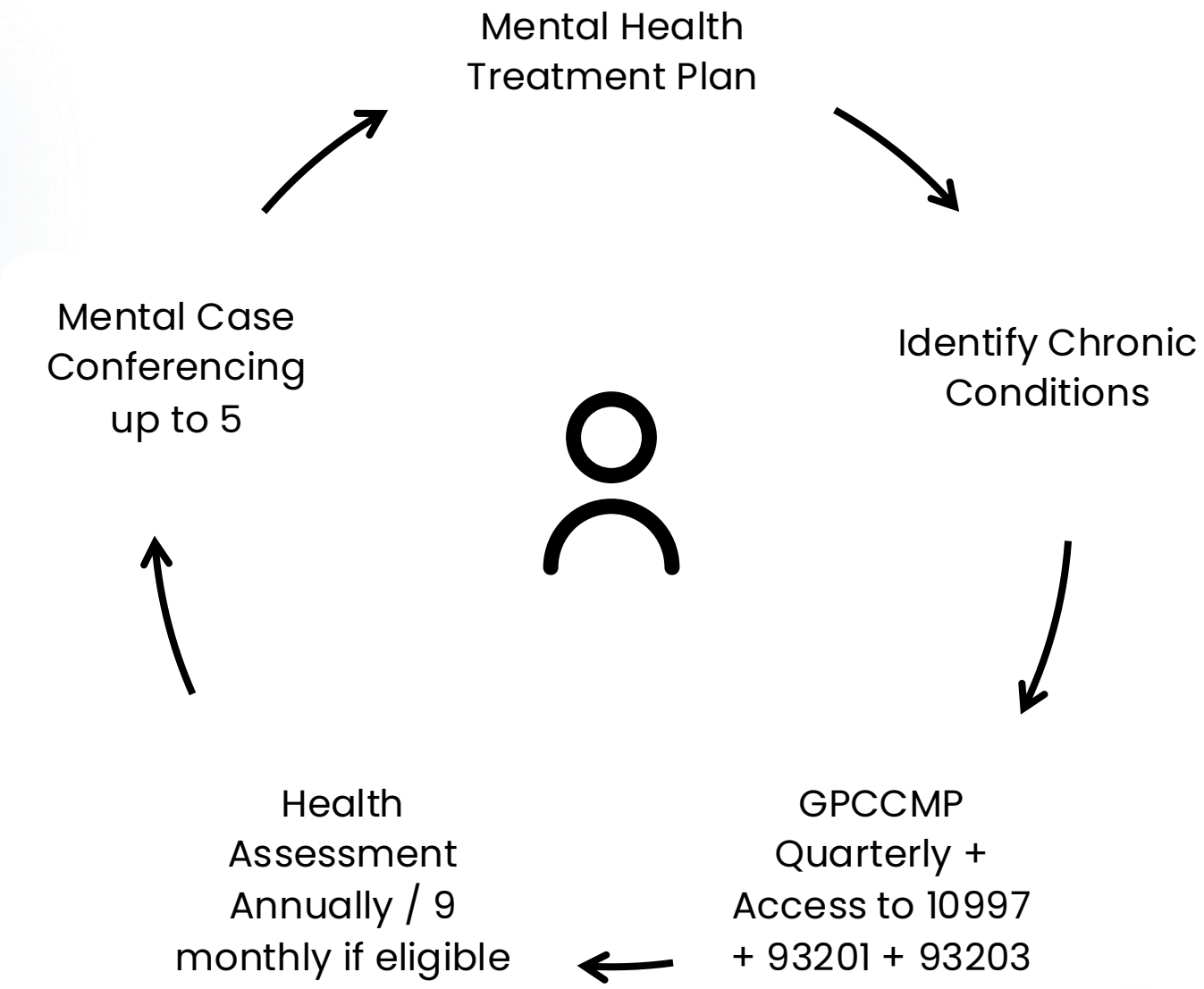
Case conferencing items at a glance

Organise and coordinate

Item 930	15 - 20 mins	Organise and coordinate a mental health case conference
Item 933	20 – 40 mins	Organise and coordinate a longer case conference
Item 935	40+ mins	Organise and coordinate an extended case conference

Participation

Item 937	15 – 20 mins	Participate in a mental health case conference
Item 943	20 – 40 mins	Participate in a longer case conference
Item 945	40+ mins	Participate in an extended case conference



Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

Patient Communication

- Explain the plan and what happens next
- Confirm the review date before the patient leaves
- Be upfront and clear about billing
- Use consistent language across the team

Whole team approach to MHTP

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

The importance of a whole-team approach

- MHTPs rely on coordination, not just clinical care
- Everyone in the practice has a role to play
- Consistency drives better outcomes for patients

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

Aligning the team on upcoming changes

- Create space for team conversations
- Use cheat sheets, workflows and shared resources
- Build confidence before the changes take effect

Why team workflows matter

- Creates a smooth patient journey
- Reduces missed reviews and admin load
- Supports consistent billing and compliance

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

The role of reception

- Confirm usual GP or MyMedicare registration
- Book the correct appointment length and type
- Flag eligible patients to GP for MHTP discussions

The role of nurses

- Support screening and assessments
- Administer outcome tools (e.g. K10)
- Manage recalls and follow-up
- Support continuity of care

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

The role of General Practitioners

- Complete assessment and diagnosis
- Develop the plan and make referrals
- Provide clinical care and review
- Coordinate with other services

The role of Practice Managers

- Lead team preparation and training
- Monitor performance and data
- Oversee workflows and compliance
- Drive continuous improvement

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

Monitoring and continuous improvement

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

Monitoring compliance

- Billing patterns
- Referral sources
- Documentation checks

Turning challenges into quality improvement

- Treat the change as a PDSA cycle
- Identify gaps and test new workflows
- Explore team roles and care opportunities
- Focus on proactive care, not just item numbers

Cubiko RACGP Royal Australian College of General Practitioners MediCoach ENGAGE | STREAMLINE | PROSPER

Using data to track performance

- Patients who may be due or benefit from a review
- Plan-to-referral conversion
- Outcomes over time

Exploring new opportunities

- Rethink how team time is used
- Build care planning into more consults
- Increase proactive care through recalls and follow-up
- Diversify revenue through existing Medicare structures

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

Feedback loops

- Regular team meetings
- Resolve bottlenecks quickly
- Update scripts and templates

For further resources please visit:

Cubiko Resource Hub

RACGP Resource Hub

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

Wednesday, 29 October @ 12 PM QLD time

For all Practices making the switch

Webinar

Countdown to November: Your Questions Answered

Read more ›

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

We’d love to hear your feedback

Cubiko

RACGP
Royal Australian College of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER

Thank you to our Co-Hosts

RACGP
Royal Australian College
of General Practitioners

MediCoach

Cubiko

RACGP
Royal Australian College
of General Practitioners

MediCoach
ENGAGE | STREAMLINE | PROSPER