



**Navigating MyMedicare: What you can do
now to prepare your practice**

Acknowledgement of Country

In the spirit of reconciliation Cubiko and the AAPM 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.

Gaagal by Miimi and Jiinda



House Keeping

- If you have a question, please add it to the Q&A tab located at the bottom of your screen so that we can answer them for you.
- This session will be recorded. A copy of the recording will be made available to you after the webinar.
- All resources shared throughout this presentation will be included in the recording email.

In this session, we'll cover:

- The workflows you can implement to identify which patients you may want to register with MyMedicare
- The steps you can take to effectively engage and educate your patients on MyMedicare
- How you can use your practice data to assess the impact of the upcoming MyMedicare changes

But first...

What we know

July 2023
Practices can register for MyMedicare

October 2023
Register patients with MyMedicare

November 2023
Registered patients unlock extended telephone consults and triple bulk-billing incentive for telehealth consults

FY2023-24
Stakeholder engagement for frequent Hospital Users Incentive to begin

FY2024-25
Frequent Hospital Users Incentive to begin across 9 PHNs initially

August 2024
Aged Care Incentive program is slated to begin

November 2024
Changes to CDM care. A registered patient with MyMedicare can only receive CDM care from their registered practice.

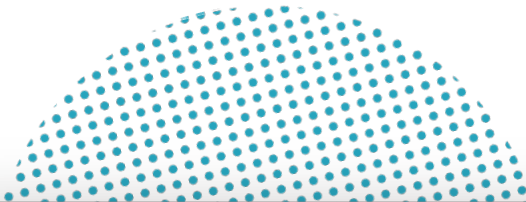
What we know

- Patients can register;
 - Through Medicare App
 - Online through MyGov
 - Paper forms
- Two-way consent for registration
 - Patient registers, practice accepts
 - Practice can register, patient accepts

What we don't know

- There may be changes to PIP/SIP for Aged Care, but details unclear.
- Payroll tax implications. Speak to your trusted professional advisor.
- How a patient may unregister from a practice, or how often they can re-register
- Details on patient eligibility (except for 2 face-to-face visits in 24 months)
- Details on the hospital incentive program for 'frequent flyers'
- Integration method between software vendors and MyMedicare

And that's okay. For now



Remember, look after yourself



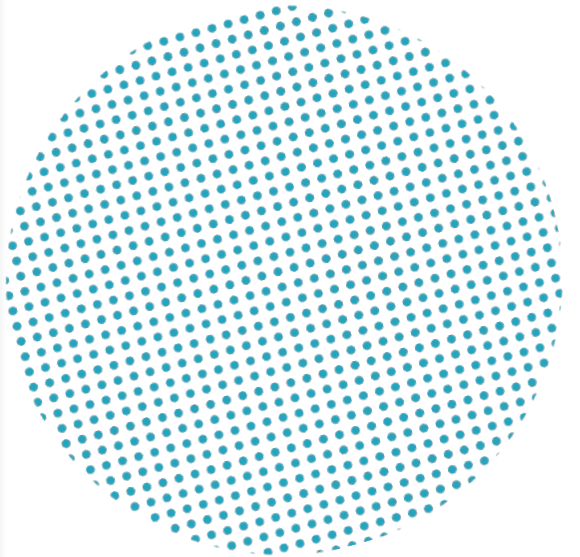
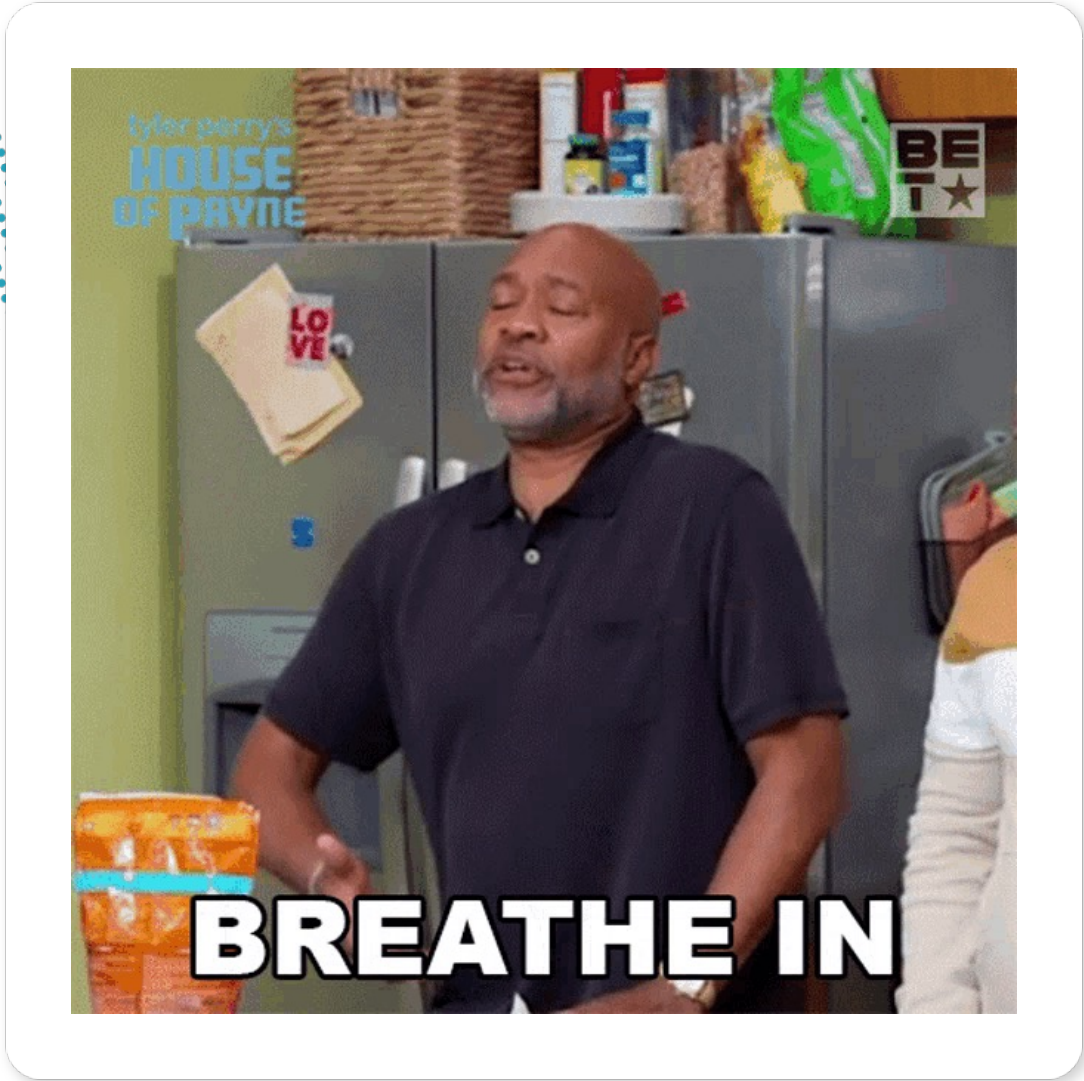
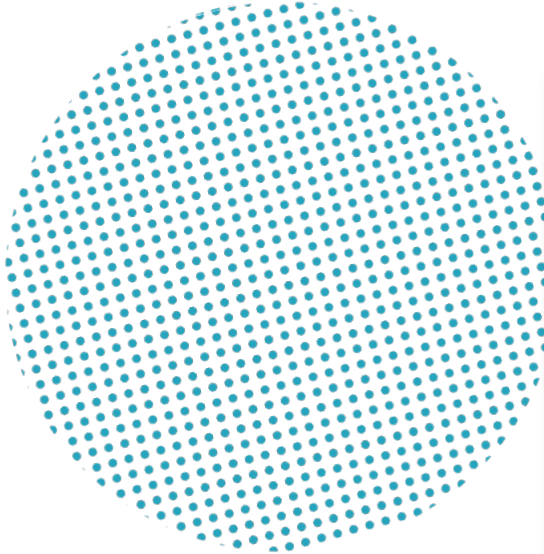
AAPM Member Assistance Program



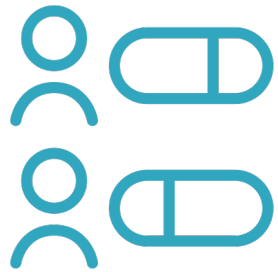
Practice Managers Network

Private group · 10.8K members

Your peers



Poll



Has your practice registered for MyMedicare?

- > Yes
- > No – will register later
- > No – not taking part in MyMedicare at present



What we'll focus on

- Your practice has made the decision already, to participate in MyMedicare
- You are now thinking about which patients to engage with, who to focus on registering
- You are looking for efficient and proactive workflows to help with MyMedicare



Identifying patients for MyMedicare

Focusing on where the changes are

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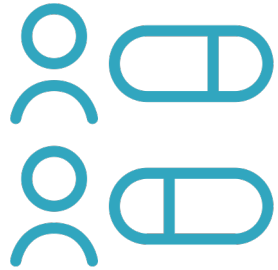
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Poll



How would you rate your data quality for 'active' patients as a percentage?

- > Very tidy – 90% accurate
- > Quite tidy – 75% accurate
- > Okay – 50% accurate
- > Not tidy – less than 50% accurate

Setting up your practice for Patient Cohort Analysis



- Make sure your patient database is accurate
 - Deactivate patients who are no longer active
- Focus on your active patients for MyMedicare

MyMedicare Patient Cohorts

RACGP active patients ⓘ



5,162

Active database patients: 10,080

RACGP active patients with no appointment in next 3 months ⓘ



4,161

RACGP active telehealth/telephone patients ⓘ



1,641

RACGP inactive telehealth/telephone patients ⓘ



133

RACGP active CDM patients ⓘ



1,946

RACGP inactive CDM patients ⓘ



154

Active Telehealth and Telephone Patients

RACGP active
telehealth/telephone
patients



1,636

List of RACGP active telehealth/telephone patients ⓘ

	INTERNALID	Record no.	Patient	# completed appts...	Last appt	Next appt
1	35537	36737	surname 3325,	4	24/09/2021	No bookings
2	8226	28642	surname 6694,	4	08/10/2021	No bookings
3	36449		surname 4957,	5	26/10/2021	No bookings
4	1622	23482	surname 6574,	3	12/11/2021	14/09/2023
5	1424	25838	surname 5498,	3	16/11/2021	No bookings
6	35282	36421	surname 8878,	3	06/12/2021	No bookings
7	9210	30473	surname 8496,	3	08/12/2021	No bookings
8	12534	23349	surname 8669,	3	10/12/2021	No bookings
9	3616	36464	surname 3643,	4	20/12/2021	No bookings
10	10641	32094	surname 8152,	3	21/12/2021	No bookings
11	34870	35924	surname 5743,	16	24/12/2021	No bookings
12	10138	2114	surname 8194,	8	07/01/2022	No bookings

CDM Patients

RACGP active CDM patients



1,985

List of RACGP active CDM patients ⓘ

	INTERNALID	Record no.	Patient	# completed appts...	Last appt	Next appt	# of con
1	35537	36737	surname 3325, firstname 1849 (62yrs -	4	24/09/2021	No bookings	28
2	34616	25628	surname 4444, firstname 2753 (38yrs -	7	18/10/2021	No bookings	67
3	35013	36100	surname 3458, firstname 7329 (75yrs -	5	25/10/2021	No bookings	47
4	1424	25838	surname 5498, firstname 6221 (41yrs -	3	16/11/2021	No bookings	174
5	35282	36421	surname 8878, firstname 6714 (73yrs -	3	06/12/2021	No bookings	31
6	9210	30473	surname 8496, firstname 1253 (57yrs -	3	08/12/2021	No bookings	49
7	34870	35924	surname 5743, firstname 5165 (35yrs -	16	24/12/2021	No bookings	62
8	10138	2114	surname 8194, firstname 1865 (78yrs -	8	07/01/2022	No bookings	82
9	2866	32115	surname 4571, firstname 1162 (54yrs -	4	10/01/2022	No bookings	137
10	3064	35170	surname 2899, firstname 9515 (19yrs -	7	13/01/2022	No bookings	35
11	5245	25305	surname 9728, firstname 1535 (9yrs - city	3	13/01/2022	No bookings	59
12	733	001629	surname 2539, firstname 9379 (70yrs -	9	14/02/2022	No bookings	262

Active Patients

RACGP active patients ⓘ



5,162

Active database patients: 10,080

List of RACGP active patients ⓘ

	INTERNALID	Record no.	Patient	# completed appts...	Last appt	Ne
1	2813	196561	surname 9625, firstname 1974 (73yrs -	3	26/08/2021	No
2	37953		surname 5863, firstname 7732 (67yrs -	3	23/09/2021	No
3	35537	36737	surname 3325, firstname 1849 (62yrs -	4	24/09/2021	No
4	8226	28642	surname 6694, firstname 1446 (67yrs -	4	08/10/2021	No
5	34616	25628	surname 4444, firstname 2753 (38yrs -	12	18/10/2021	No
6	35013	36100	surname 3458, firstname 7329 (75yrs -	5	25/10/2021	No
7	36449		surname 4957, firstname 1681 (12yrs -	6	26/10/2021	No
8	37984		surname 9991, firstname 2476 (53yrs -	4	01/11/2021	No
9	35365	36528	surname 9652, firstname 4981 (2yrs - city	3	01/11/2021	No
10	35514	36710	surname 2548, firstname 3416 (2yrs - city	4	11/11/2021	No
11	1622	23482	surname 6574, firstname 5339 (44yrs -	3	12/11/2021	No

Proactive patient engagement

Efficient outreach workflow

Patients with opportunities

Record no.	Appt date	Appt time	Appt with	Appt type	Patient	May be eligible to book for
26717	28/07/2023	08:00	firstname 4294	Standard appt.	surname 6346, firstname 9622 (19yrs - city 5842)	Item 732, Item 10997
002734	28/07/2023	08:00	firstname 4644	Standard appt.	surname 2692, firstname 9722 (80yrs - city 7429)	75+ Health Assessment, Item 699, Flu vaccine
73077	28/07/2023	08:00	firstname 1948	N7 GIMP r/s & TTA	surname 8775, firstname 9619 (76yrs - city 9278)	Item 771, Item 771, 75+ Health Assessment, Item 699, Di vaccine
4	28/07/2023	08:00	firstname 5638	New patient	surname 4776, firstname 2664 (44yrs - city 8238)	Item 699
25647	28/07/2023	08:20	firstname 4644	Standard appt.	surname 1196, firstname 1211 (55yrs - city 3374)	Item 10997, Mental Health Treatment Plan, Item 699
5	28/07/2023	08:20	firstname 1422	Standard appt.	surname 1196, firstname 5722 (1yrs - city 9786)	Item 721, Item 723, Item 10997
34448	28/07/2023	08:20	firstname 5638	Telehealth - Recall	surname 6841, firstname 2664 (36yrs - city 7773)	Item 721, Item 723, Item 732, Item 10997, Item 699
25707	28/07/2023	08:20	firstname 6329	Standard appt.	surname 5488, firstname 3678 (55yrs - city 5154)	Item 732, Item 10997, Item 699
7664	28/07/2023	08:20	firstname 4294	Telehealth - Recall	surname 1196, firstname 6223 (34yrs - city 4879)	Item 10997, Item 699
027594	28/07/2023	08:40	firstname 1422	Standard appt.	surname 5154, firstname 9627 (60yrs - city 3285)	Item 721, Item 723, Item 699

List of Patients

- ✓ RACGP Active (3+ appts in 2 years)
- ✓ Are possibly eligible



Check with
Practitioner



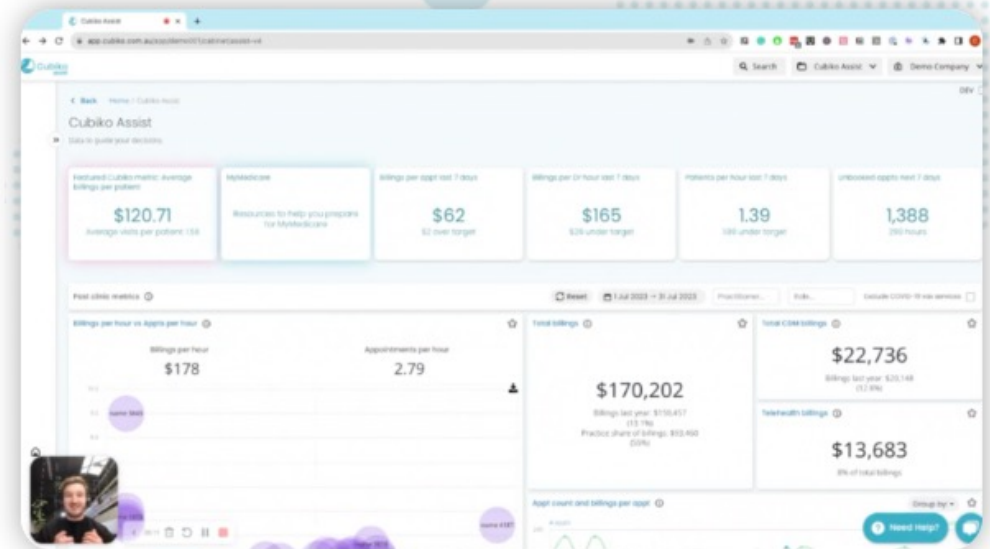
Bulk SMS or letter
or phone call



Free Sign up

Cubiko Assist

MyMedicare Reporting






Patient Registration Campaigns

Managing Patient expectations with MyMedicare

We're getting patients ringing or asking 'If I choose you as my MyMedicare Practice will you start bulk billing me again?' Are other practices getting this. We've worked so hard to move patients to private billing...pensions \$20 oop. We don't know what to do.

 You and 9 others

20 comments

I think they got a letter in the post. We have had quite a few calls. The answer for us is no. The medicare triple incentive for us does not cover the gap we charge. I have done a letter to patients explaining the rebate hasn't tripled. The incenti... See more

Like Reply 21h



Patient expectations are ever changing

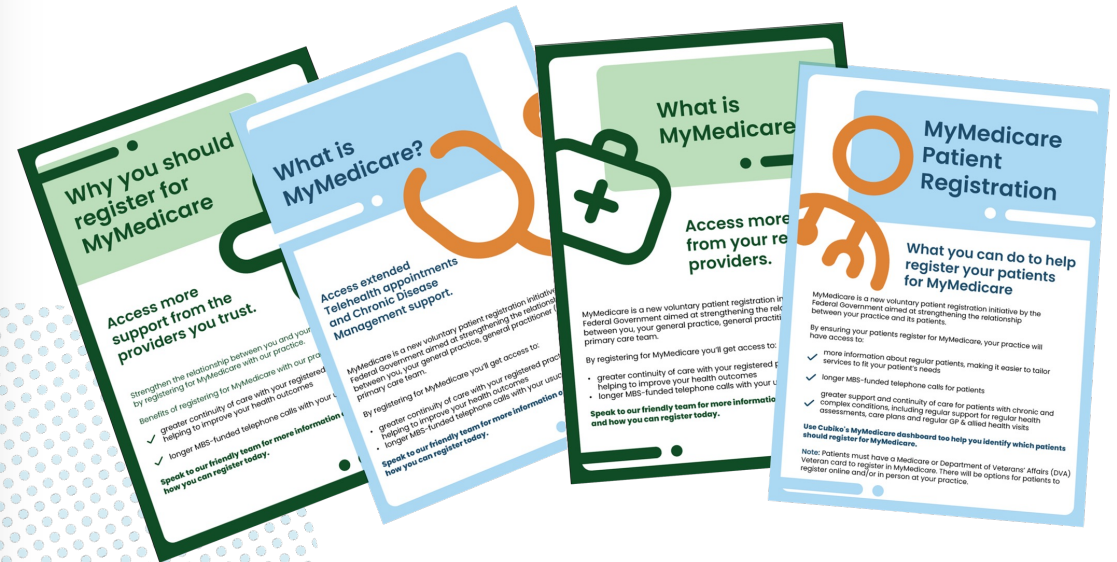
Developing an education campaign

- Know your audience
- Use relatable language
- Choose the right medium
 - Email
 - SMS
 - Mail
 - In-person
- Education in the practice



Free Download

MyMedicare Educational Posters





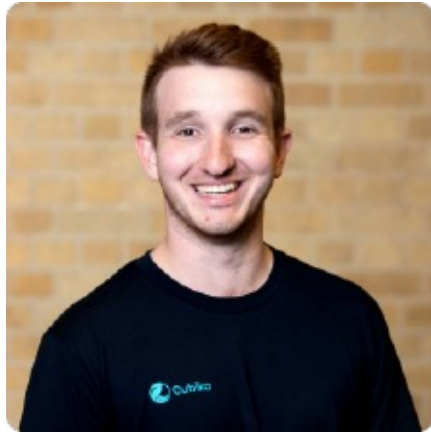
Join us at our next webinar

Getting started with patient registration: Tips & Tricks

Tuesday, 26 September



Panel Q&A



Rob Dickson
COO at Cubiko



Riwka Hagen
AAPM Representative and Founder of
Medical Business Services



Tara Welsh
COO at CHC Medical Group