

Supporting practices through the new Chronic Condition Management changes

Acknowledgement of Country

In the spirit of reconciliation, Cubiko, MediCoach and Medical Business Services 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



Meet our presenters



Chris Smeed
CEO & Founder of Cubiko



Nick Adams
COO at Cubiko



Kim Poyner
Founder of MediCoach



Riwka Hagen
Founder of Medical Business
Services



Your GPCCMP Compass



North: Better patient care
Enhanced health outcomes



East: Financial Optimisation
Sustainable practice revenue



South: Operational Efficiency
Streamlined workflows



West: Implementation Path
Clear transition steps

What is changing

Old Plan

GP Management
Plan (GPMP)

\$164.35

+

Team Care
Arrangement (TCA)

\$130.25



New Plan

New GP Chronic
Condition
Management Plan
\$156.55

Old Review

GP Management
Plan (GPMP) Review

\$82.19

+

Team Care
Arrangement (TCA)

Review

\$82.10



New Review

Review of
GP Chronic Condition
Management Plan
\$156.55

What is changing



Equal fees for creation and reviews



No annual plan rewrites needed – just quarterly reviews



Referral letters replace TCA forms



MyMedicare patients use registered practice only

What stays the same



Same eligibility (chronic condition 6+ months or terminal)



Same allied health service allocations (5 individual, 10 Aboriginal and Torres Strait Islander)



Same clinical judgment determines patient suitability



Same bulk billing incentives and co-claiming restrictions



Better patient care

Enhanced health outcomes

“55% of patients with a GPMP didn’t receive even one review in 12 months”

MBS Review Taskforce – General Practice and Primary Care Clinical Committee Report (Phase 2, 2018)

One Integrated Plan = Better Care

Before

- Fragmented Approach
- GPMP created separately
- TCA requires 2+ provider consults
- Patient bounced between processes

After

- Living Document Approach
- Single GPCCMP that grows with patient
- Create once, only reviews needed
- Nurse expertise recognised
- Quarterly reviews, never stale
- One document, continuous improvement

Sarah's story

Meet Sarah – 65, with diabetes and arthritis requiring complex care coordination

Old way

- GP creates GPMP in January
- Waits to coordinate TCA with physio and dietitian
- TCA finally completed in March
- First allied health visit in April
- Plan sits static until next year's rewrite

New Way (Living Document)

- GPCCMP created in one visit in January
- Immediate referrals to allied health
- March review: Plan updated as diabetes improves
- June review: Arthritis flares, plan adapts
- September review: New goals added as fitness improves
- 10997 nurse support (FTF & telephone) to set lifestyle goals and to increase movement

Result: One living plan that grows with Sarah, no annual rewrites needed



The MBS now clearly specifies: "reviews can be conducted once every 3 months if clinically relevant."

② Chronic conditions don't wait

② Evidence-based frequency

② Better outcomes, fewer crises

MyMedicare and Bulk Billing

MyMedicare Requirements

Patients registered with MyMedicare must access GPCCMP through their registered practice only.

This secures patient retention for chronic care and prevents service access at other practices.

Non-MyMedicare Patients

Can access GPCCMP services at any General Practice but should be with usual GP.

Bulk Billing

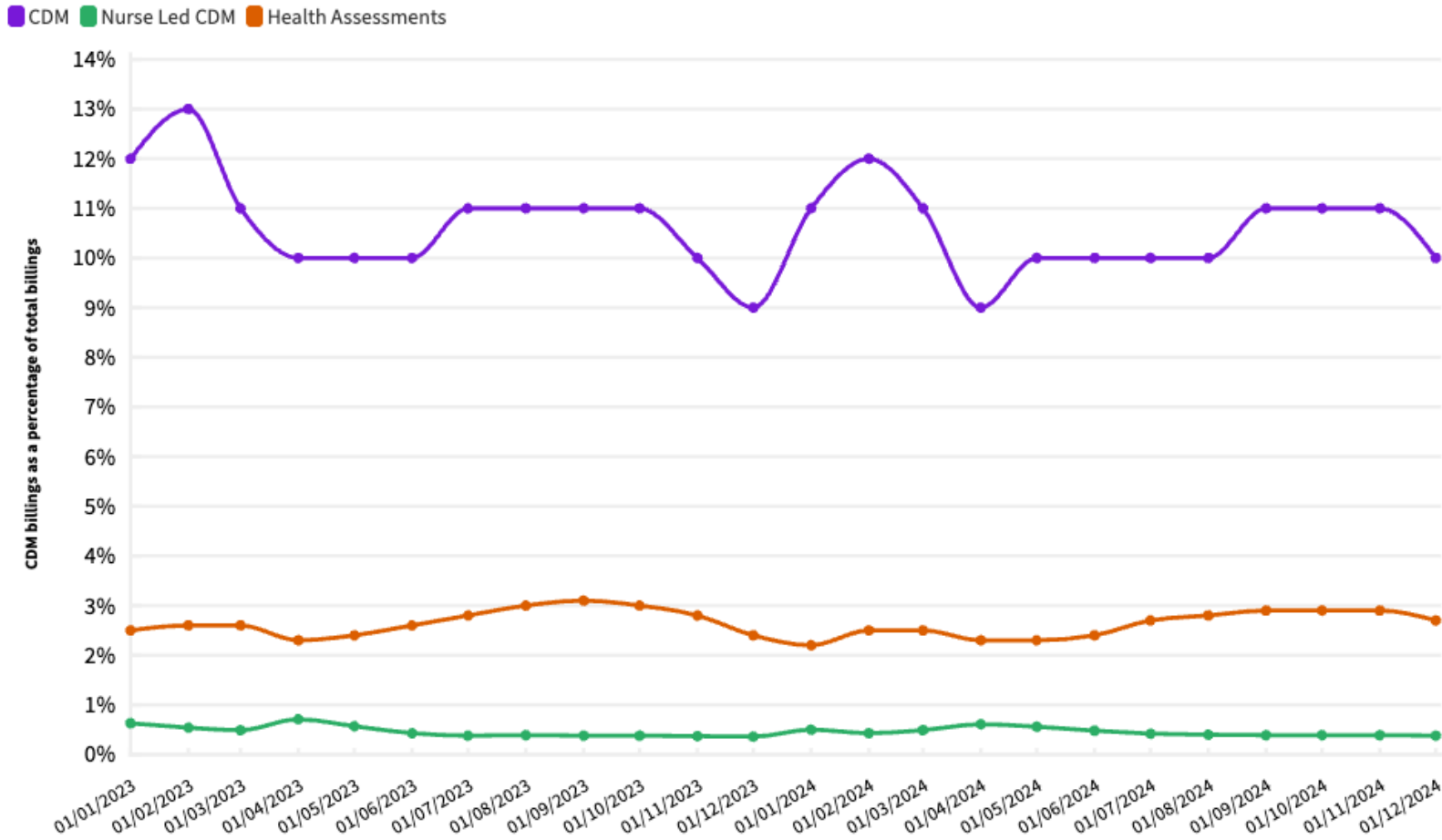
GPCCMP items eligible for single bulk billing incentives
Included in expanded Bulk Billing Practice Incentive Program (November 2025)



Financial Optimisation

Improved practice revenue

CDM billings as a percentage of total billings



GPMP (721) + TCA (723) +
0 Review(s)

\$294.60

1 Plan (965) + 0 Reviews
(967)

\$156.55



-\$138.05

GPMP (721) + TCA (723) +
1 Review (2x 732)

\$458.80

1 Plan (965) + 1 Review
(967)

\$313.10



-\$145.70

GPMP (721) + TCA (723) +
2 Reviews (2x 2x 732)

\$623.00

1 Plan (965) + 2 Reviews
(967)

\$469.65



-\$153.35

GPMP (721) + TCA (723) +
3 Reviews (3x 2x 732)

\$787.20

1 Plan (965) + 3 Reviews
(967)

\$626.20



-\$161.00

GPMP (721) + TCA (723) +
0 Review(s)

\$294.60

1 Plan (965) + 1 Review
(967)

\$313.10



\$18.50

GPMP (721) + TCA (723) +
1 Review (2x 732)

\$458.80

1 Plan (965) + 2 Reviews
(967)

\$469.65



\$10.85

GPMP (721) + TCA (723) +
2 Reviews (2x 2x 732)

\$623.00

1 Plan (965) + 3 Reviews
(967)

\$626.20



\$3.20

GPMP (721) + TCA (723) +
3 Reviews (3x 2x 732)

\$787.20

GPMP (721) + TCA (723) +
0 Review(s)

\$294.60

1 Plan (965) + 2 Reviews
(967)

\$469.65



\$175.05

GPMP (721) + TCA (723) +
1 Review (2x 732)

\$458.80

1 Plan (965) + 3 Reviews
(967)

\$626.20



\$167.40

GPMP (721) + TCA (723) +
2 Reviews (2x 2x 732)

\$623.00

GPMP (721) + TCA (723) +
3 Reviews (3x 2x 732)

\$787.20

Are 3 reviews even possible?



Demo BP (BB) 
Nicole Teklenburg

Let's get started.

Plan and perform at your best for every patient, every day.

Consulting utilisation last week

47%

Last week's billings

\$101,659

Patients per consulting hour last week

3.8

New patients last week

65

DNA rate last week

5.1%

Doctor hours per Nurse hours next week

10.0

Suggested Cabinets



Possible service opportunities today

Create outstanding health outcomes for patients with appointments today.



Past clinic metrics

Find your key billings, utilisation, diaries and operations reports.



Touchstone

The GP benchmarking companion tool to see how the practice performs against the cohort



Recently Viewed



Upcoming telehealth patients who are not MyMedicare registered



Proposed 2025 Bulk Billing Changes

Insights based on practice data to help understand the impact of the proposed bulk billing changes for 1st of November 2...



Item optimisation

How to best utilise my clinic's use of items



News and Announcements



Everything practices need to know about the new Chronic Condition Management Announcements



An overview of the new rules for CDM.

See your patient care opportunities directly within Best Practice with Care

Summary

Clinic Insights

Clinic Optimisation

Financial Insights

Integrations

Industry Updates

Internal Preview

QuickCheck

Today's clinic metrics

How my day is looking

Future clinic metrics

What's on the horizon

Past clinic metrics

Find your key billings, utilisation, diaries and operations reports.


Featured Resource

Free CDM to CCM billings forecast tool

We know the shift from CDM to GPCCMP can feel like a big change. That's why we created this tool: to give you clarity, confidence, and a simple way to see how the changes might affect your practice.


Try it out

1



Step 1: Configure Your Practice
Set up your practice characteristics for accurate calculations

Provide essential information about your practice to ensure all calculations reflect your specific operational context and requirements.

**Practice Setup**
Configure your practice characteristics for accurate billing calculations

[Need Help?](#)


MMM Classification ⓘ
MM1 (Major City) ▼

Include BBI for this Patient ⓘ
Yes - Include BBI ▼

Service Fee % ⓘ
30


↓


2





Step 2: Select the Right Analysis Tool
Choose the analysis approach that best fits your needs


Each tool is designed for different scenarios and provides specific insights to help you make informed decisions about your practice's billing strategy.


**Individual Patient**
Analyze billing impact for single patient scenarios


**Practice-Wide**
Model impact across entire practice with multiple patient groups


**Time & Margin Tool**
Detailed time allocation and cost analysis

**Private Billing**
Compare GPCCMP with private consultation scenarios

 Cubiko

 MediCoach
ENGAGE | STREAMLINE | PROSPER

 Medical Business Services
Consulting | Advisory | Coaching | Training | Mentoring

 Best Practice



Operational Efficiency

Streamlined workflows

The new GPCCMP system dramatically reduces administrative burden across your practice workflow.

Administrative Time Savings

Streamlined Documentation Process

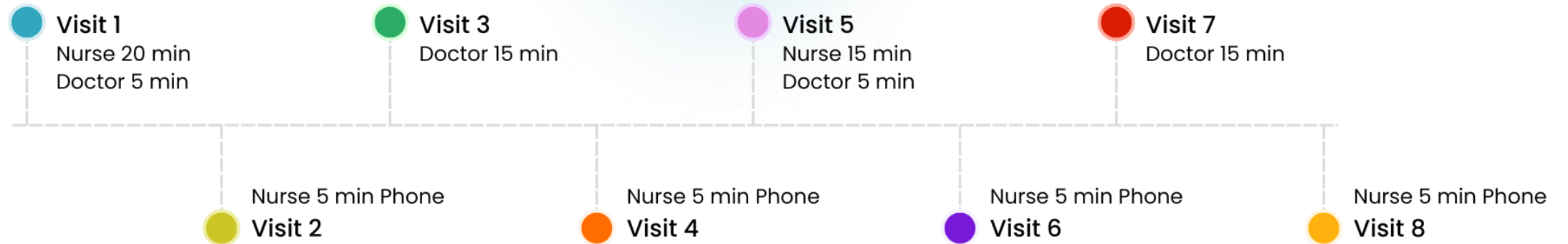
Before: Multiple Document Juggling

- Coordinate TCA with 2+ providers (phone calls, emails, delays)
- Separate billing for each component
- Multiple templates to manage

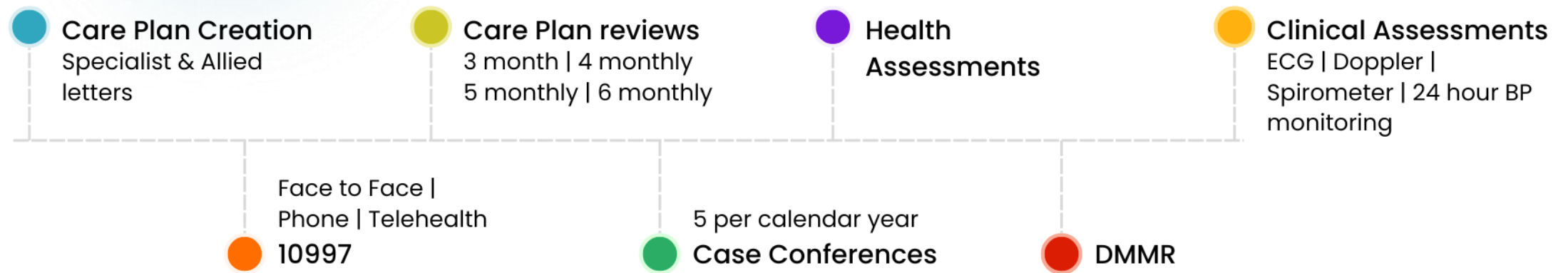
After: One Integrated Workflow

- Single GPCCMP creation (15 minutes)
- No provider pre-coordination required
- One billing process
- One template format

Care Planning Workflow



Extended Workflow



Potential eligibility

Verified eligibility

New items coming soon

5/100 patients selected

Select top 36 unchecked rows

Clear selection

Run Eligibility Check (5)

QuickCheck appointments with potential eligible items ⓘ

▼

Reset


📄

⬇️


⋮

	Patient	May be eligible for ⓘ	Appt date
1	<input checked="" type="checkbox"/> ROBERTS, K (39yrs - Fortitude Valley)	Item 965	10/06/2025
2	<input checked="" type="checkbox"/> FLORES, T (77yrs - Fortitude Valley)	Item 965	10/06/2025
3	<input checked="" type="checkbox"/> COX, D (78yrs - Ashgrove)	Item 965	10/06/2025
4	<input checked="" type="checkbox"/> CASTILLO, R (5yrs - Mogill)	Item 965	10/06/2025
5	<input checked="" type="checkbox"/> KELLY, A (56yrs - Mogill)	Potential new CDM care plan	10/06/2025

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Cubiko


Send Care Prompts

 Patients

Eligible for:

Item 965 ×



Best Practice

Appointment Details:

Appointment book - Friday 21/02/2025
File Billing Utilities View Help

Day view
Week view
<< Day >> << Week >> << Month >>
Next appointment
Return to Today
Fit columns to page
Fixed column width
Layout: Default

February 2025
Mon Tue Wed Thu Fri Sat Sun
27 28 29 30 31 1 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 1 2
3 4 5 6 7 8 9
Today: 20/02/2025

☒ Dr Basil Basington
☐ Ms CDM Clinic
☐ Dr Amanda Johnson
☐ Mr Patrick D O'Leary
☐ Dr Harley Rutherford

All
Ticked
Selected
Hide providers without available sessions
New appointment
Edit appointment
Cancel appointment
Move appointment
Appointment status
Create account
Patient details
View record
Start visit

Time
Dr Basil Basington 21/02/2025
8:30 am John Jones - (Cubiko item eligibility - Confirmed 721, 723; Possible 715, 699)
8:35 am
8:40 am
8:45 am Emma Test - (Cubiko item eligibility - Confirmed 721, MHTP; Possible MMR, 699)
8:50 am
8:55 am
9:00 am One Wanda - (Cubiko item eligibility - Confirmed MHTP; Possible 10997, 75+ HA)
9:05 am
9:10 am
9:15 am
9:20 am
9:25 am
9:30 am
9:35 am
9:40 am
9:45 am
9:50 am
9:55 am
10:00 am
10:05 am
10:10 am
10:15 am
10:20 am
10:25 am
10:30 am
10:35 am
10:40 am
10:45 am
10:50 am
10:55 am
11:00 am
11:05 am
11:10 am
11:15 am
11:20 am
11:25 am

Legend:
Unavailable
On the day
Waiting
With doctor
At billing
Completed
Did not attend
Urgent
Elsewhere

Currently logged in: Dr Harley Rutherford (Main surgery) (4 messages)
Thursday 20/02/2025 01:15:38 AM

Waiting room

FileBillingUtilitiesViewHelp

Dr Basil Basington

Main surgery

Start visit

View record

Create account

☐ Include 'With doctor' and 'At billing'

Sort by

☒ Scheduled appointment time

☐ Arrival time

Patient	Scheduled	Arrived	Waiting	Type
John Jones	8:30 am	1:19 am	0m	St
Emma Test	8:45 am	1:18 am	1m	St
One Wanda	9:00 am	1:18 am	1m	St

Details

(Cubiko item eligibility - Confirmed 721, 723; Possible 715, 699)

(Cubiko item eligibility - Confirmed 721, MHTP; Possible MMR, 699)

(Cubiko item eligibility - Confirmed MHTP; Possible 10997, 75+ HA)

Legend:

< 15mins

15 - 30 mins

> 30 mins

Urgent

With doctor

At billing

Currently logged in: Dr Harley Rutherford (Main surgery) (4 messages)

Thursday 20/02/2025 01:20:26 AM

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Medical Business Services



Implementation Path

Setting sun on old processes: Your transition roadmap



Now to June 30, 2025

Preparing your practice

Templates and Documents

- ☐ Most PMS will provide updates
- ☐ Custom templates need manual updating

Systems

- ☐ Practice management software updates
- ☐ New workflows and reminder systems
- ☐ MyMedicare integration

Processes

- ☐ New billing workflows
- ☐ Staff training checklists
- ☐ Patient communication templates

Staff Training Priorities

Building Your Team's Confidence

GPs/PMPs Need to Know

New GPCCMP requirements and documentation

MyMedicare patient identification

When to use creation vs review items

Quarterly review clinical framework

Cubiko CPD

Practice Nurses

Formal role in GPCCMP preparation

Documentation requirements

How their input adds value

Review preparation workflows

Lifestyle support and health coaching role

Patient engagement

Reception/Admin

New appointment types and scheduling

MyMedicare registration support

Billing changes and co-claiming rules

Patient communication messaging

July 1, 2025

Go-Live Phase



New GPCCMP items available - use for all new CDM plans



Old items (721, 723, 732) CEASE - cannot be billed



Monitor billing processes closely



Support staff training on new workflow

Patient Communication

Core Messages

Your care plan is getting simpler and better

More regular check-ins keep you on track

Your nurse will be providing more regular check ins with you to better support your lifestyle and health management

Communication Channels

Practice newsletter updates

Appointment booking conversations

Consultation discussions

Waiting room posters, website & social media

MyMedicare Support

Explain registration benefits

Provide enrolment assistance

Address patient concerns promptly

July 1, 2027

Full Transition Complete



All patients must have GPCCMP for continued access



Medication management reviews require GPCCMP

Your Compass Points Summary

NORTH: Better Patient Care

- One plan replaces GPMP + TCA complexity
- Living document with quarterly reviews
- Nurse expertise formally recognised

EAST: Financial Optimisation

- New items available July 1, 2025
- Simplified processes
- Quarterly reviews now possible

SOUTH: Operational Efficiency

- Potential revenue increase with additional reviews
- Equal fees for creation and review (\$156.55)
- Revenue depends on reviews

WEST: Implementation Path

- 2-year transition period provides flexibility
- Staff training is essential
- Start gradually with willing patients

Staying on course

Resources available to support your GPCCMP journey

- ☐ **GPCCMP Comparison Tool**
Analyse financial impacts and understand the benefits for your specific practice context.
- ☐ **Workflows & Cheat Sheets**
Streamline implementation with ready-to-use process guides and quick reference tools.
- ☐ **Training Materials**
Comprehensive staff education resources to ensure everyone is confident and prepared.

Visit www.cubiko.com.au/gpccmp to access these resources and keep your transition on track.



Bookmark the Resource Hub

Keep up to date with all things GPCCMP

<https://www.cubiko.com.au/gpccmp/>

Accessing Additional Support

Contact Cubiko, Medical Business Services and MediCoach



Cubiko



Medical Business Services



MediCoach



Tune into  Medicubes

FAQ