

General Practice in Aged Care Incentive

Step-by-Step Registration & Management Guide

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Introduction

The [General Practice in Aged Care Incentive](#) was introduced by the Department of Health and Aged Care to make it easier for older people living in residential aged care homes to receive quality primary care from their usual provider and practice. This incentive is linked to practice, provider, and patient [MyMedicare](#) registration.

Practice Eligibility

General Practices must be eligible and registered in the:

- [Organisation Register](#)
- MyMedicare Program (with banking details provided)
- General Practice in Aged Care Incentive

Provider Eligibility

Providers must be:

- an eligible provider
- linked to their eligible practice
- declared as the responsible provider of eligible services to the registered patient, including coordinating care services provided by the care team

Patient Eligibility

Patients must:

- permanently live in a Residential Aged Care Home, not including respite care
- be registered for MyMedicare
- have the General Practice in Aged Care Incentive indicator and a responsible provider added to their MyMedicare profile, by their practice.

Servicing Requirements

Eligible providers and practices are required to meet the servicing requirements to receive the incentive payments, including delivering:

- 2 eligible **regular visits** per quarter; each in a separate calendar month, delivering at least eight regular services in a 12-month period; and
- 2 eligible **care planning services** over a 12-month period.

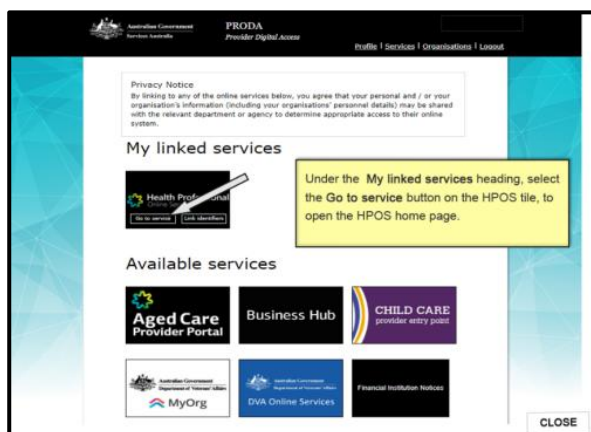
More Information

- [Department of Health and Aged Care | General Practice in Aged Care Incentive](#)
- [MyMedicare - Health Professional Education Resources](#)

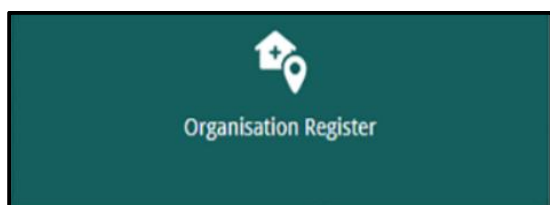
General Practice in Aged Care Incentive Registration (Practice)

To register for the General Practice in Aged Care Incentive, you will need to:

1. Log in to **PRODA** to access your Organisation's **HPOS** account.



2. Navigate to the **Organisation Register** and then the **Organisation Site Record**.



3. Under the MyMedicare Program Registration tab, select **Details** then **Add Banking Details**.

XXXX Program Registration Details						
Organisation Site Details						
Organisation Site ID	XXXXXXXXXXXXXX	Organisation Site Name	XXXXXXXXXXXXXX			
Physical Address	1 No Address Street, Generic NSW xxxx					
Registration Period						
Registration Start Date	30/05/2024	Registration End Date				
Banking Details						
BSB	Account Number	Account Name	Start Date	End Date	Action	
					Add	

4. Add **new** or **choose existing** bank account details.

Add Banking Details	
Program details	
Program:	MyMedicare
Choose type of account details	
<input checked="" type="radio"/> Select an existing account	
<input type="radio"/> Enter a new account	
Existing account details	
Existing accounts	<div></div>
Account details	
Branch number (BSB)	<div></div>
Name of bank, building society or credit union	<div></div>
Branch where account is held	<div></div>
Account Number	<div></div>
Account Name	<div></div>
Declaration	
I declare that: <ul style="list-style-type: none">I have authority to provide banking details on behalf of the Organisation.	
I authorise: <ul style="list-style-type: none">Services Australia to direct all payments relating to this program for the Organisation Site, will be paid into the nominated account.	
I understand that: <ul style="list-style-type: none">Other employees of the Organisation may be able to see these banking details if they are delegated the relevant PRODA Attributes.Services Australia may contact me to confirm these details for security or clarification purposes.	
The information I am providing is true and correct, and I understand that giving false or misleading information is a serious offence.	
<input type="checkbox"/> I agree	
Confirm	Cancel

Note: you may need to wait 24 hours after adding your bank account details, before you can register for the General Practice in Aged Care Incentive.

- Under the **Program Registration** tab, go to **New Program**, then **MyMedicare GPACI** and add program.

Organisation Register - Organisation Site Record
Amend

Organisation Site ID	xxxxxxxxxx	Organisation Site Name	xxxxxxxxxxxxxxxx
Physical Address	1 Test Street TEST Qld xxxx	PRODA RA Number	
Status	Active	From	01/12/2022 12:49:38

Organisation Site Physical Address Services Contact Key Individuals Accreditation Provider **Program Registration**

New Program **MyMedicare** **Add Program**

Program	Account Number	Account Name	Action
ART Storage Funding			Details
GTP			Details

Showing Rows 1-3 of 3

Submit **Reset** **Cancel**

- Review details on the view only screen.
- Check declaration and select **Save**.

General Practice in Aged Care Incentive Registration (Provider)

There is no formal General Practice in Aged Care Incentive registration process for GPs, other than being linked to their MyMedicare registered practice, in the Organisation Register. However, to receive General Practice in Aged Care Incentive payments, GPs must update their banking details as individuals in HPOS.

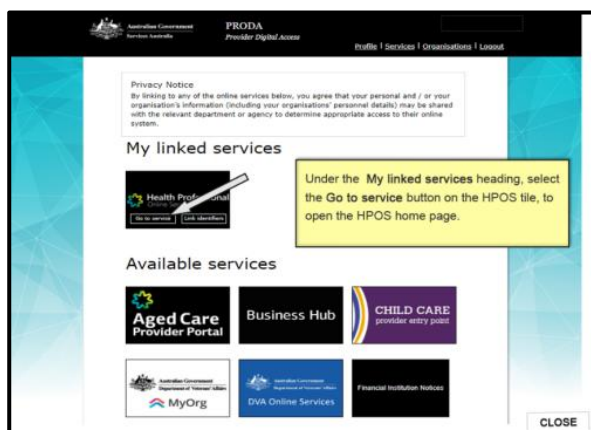
To update banking details as a provider:

1. Log on to HPOS using your PRODA account.
2. Select **My details**.
3. Select **My personal details**.
4. Select **My banking details**. A list of all provider numbers and programs with bank details registered will display.
5. Select **add** or **update** against the provider numbers you will be providing eligible services for the General Practice in Aged Care Incentive under.
6. Add **new** or **choose existing** bank account details from the drop-down list and select the acknowledgement check box.
7. Select Submit.

A success screen will display to confirm the details have been updated.

General Practice in Aged Care Incentive Registration (Patient)

1. Log in to PRODA to access your Organisation's HPOS account.



2. In HPOS, select **My Programs** and then the **MyMedicare** Tile.



3. Navigate to the **Complete Registrations List** and in the **Action** column, select **Details**.

	First Name	Surname	DOB	Card Number	Preferred GP	Date Registered	Date Withdrawn	Initiated By	Action
<input type="checkbox"/>	EMILY	EXAMPLE	11/02/1978	1234567891-1	1234567F (not eligible)	24/05/2023		Practice	Details
<input type="checkbox"/>	PERCY	PERSON	10/06/1978	1234567891-1	1234567F	24/05/2023		Practice	Details
<input type="checkbox"/>	PETA	PATIENT	19/01/1963	1234567891-1	1234567F	24/05/2023		Patient	Details

4. You will be taken to the **Patient Registration Details** screen.

Patient SANDY KNIGHTS
DOB 13/11/1967
Card number 1234567891-1
Date registered 14/11/2023
Date withdrawn No date added Add
Preferred GP 1234567F Change

Organisation Site ID 1111111111
Practice name ORGANISATION TEST SITE1
Practice address 100 TEST ST MELBOURNE VIC 3000


Incentives
New Incentive Add
Return to Patient List Demographics

5. Select **MyMedicare GPACI** from the **New Incentive drop-down list** and select **Add**.



The screenshot shows the 'Patient Registration Details' form. It contains fields for Patient Name (SANDY KNIGHTS), DOB (13/11/1987), Card number (1234567891-1), Date registered (14/11/2023), Date withdrawn (No date added), and Preferred GP (1234567F). On the right, it shows Organisation Site ID (111111111), Practice name (ORGANISATION TEST SITE1), and Practice address (100 TEST ST MELBOURNE VIC 3000). Below these fields is an 'Incentives' section with a 'New Incentive' dropdown menu set to 'MyMedicare GPACI' and an 'Add' button. At the bottom, there are links for 'Return to Patient List' and 'Demographics'.

6. You will be taken to the **MyMedicare GPACI details** screen. Select **Add**, under **Incentive Period** to add an incentive **Start Date**.



The screenshot shows the 'Add Incentive Period' form. It includes a description: 'The incentive period is the period of time the patient receives incentive services from the practice.' Below this, there is a table with columns for 'Incentive' and 'MyMedicare GPACI'. Under the 'Incentive' column, there are fields for 'Start Date*' and 'End Date', each with a calendar icon. At the bottom, there are 'Confirm' and 'Cancel' buttons.

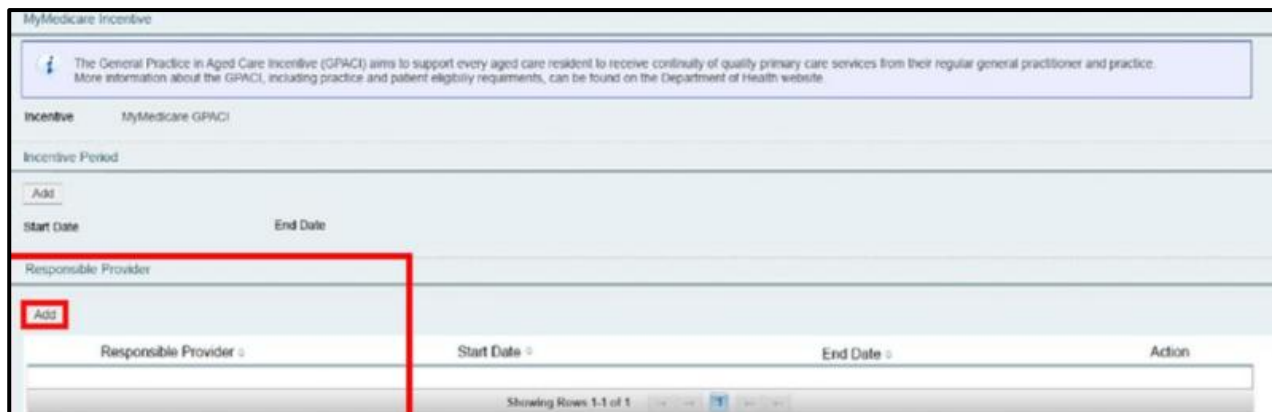
Note: Only enter an incentive **End Date** if this is applicable. Otherwise, leave this field blank.

7. Select **Confirm**.

Once the new incentive has been added, you can now nominate a responsible provider.

To nominate a responsible provider:

8. Select **Add**, under **Responsible Provider** to link the patient.



The screenshot shows the 'MyMedicare Incentive' form. It includes a description: 'The General Practice in Aged Care Incentive (GPACI) aims to support every aged care resident to receive continuity of quality primary care services from their regular general practitioner and practice. More information about the GPACI, including practice and patient eligibility requirements, can be found on the Department of Health website.' Below this, there is a table with columns for 'Incentive', 'MyMedicare GPACI', 'Incentive Period', 'Start Date', 'End Date', 'Responsible Provider', and 'Action'. Under the 'Responsible Provider' column, there is an 'Add' button. At the bottom, there is a table with columns for 'Responsible Provider', 'Start Date', 'End Date', and 'Action'.

9. Select the **Responsible Provider** from the drop-down list.

Add Responsible Provider

The responsible provider is the provider who delivers the relevant incentive services to the patient. If the appropriate provider is not listed, they are not eligible to be nominated as the responsible provider for the incentive. Please discuss this with the provider.

Responsible Provider*

Start Date*

End Date

NOTE: Only providers that are linked to the practice's organisation register, will appear.

10. Add an incentive **Start Date** and select **Confirm**.

NOTE: Only enter an **End Date**, if applicable. Otherwise, leave this field blank.

11. Select the **Tick-Box** in the Declaration section, then select **Save**.

Declaration

I understand that:

- the practice's eligibility to participate in the MyMedicare GPACI is dependent on your MyMedicare program eligibility
- the practice may receive incentives based on the eligibility of the practice and the MyMedicare GPACI services provided to the patient
- the nominated responsible provider may be eligible to receive incentives based on the MyMedicare GPACI services they provided to the patient

I declare that:

- The responsible provider is the provider who delivers the MyMedicare GPACI services to the patient
- The practice meets the eligibility requirements of the MyMedicare GPACI set out at MyMedicare
- The patient meets the eligibility requirements of the MyMedicare GPACI set out at MyMedicare

☐ The information I am providing is true and correct, and I understand that giving false or misleading information is a serious offence

12. The **Patient Registration Details** screen will display the new MyMedicare incentive.

Patient Registration Details

Patient	SANDY KNIGHTS	Organisation Site ID	1111111111
DOB	13/11/1987	Practice name	TEST PRACTICE
Card number	1234567891-1	Practice address	100 TEST ST MELBOURNE VIC 3000
Preferred GP	12345678 <input type="button" value="Change"/>		
Date registered	01/05/2024		
Date withdrawn	No date added <input type="button" value="Add"/>		

MyMedicare Incentives

New Incentive

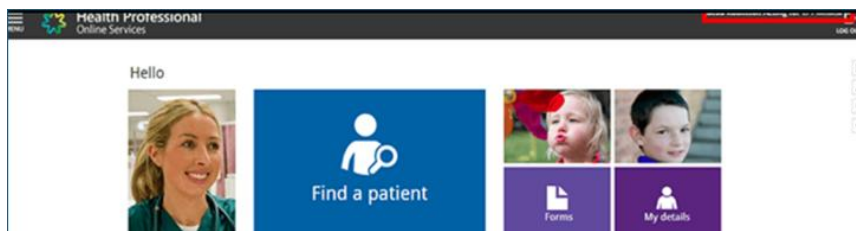
Current (1)

Incentive ID	Start Date	End Date	Responsible Provider ID	Action
MyMedicare GPACI	21/05/2024		123456AB	Details

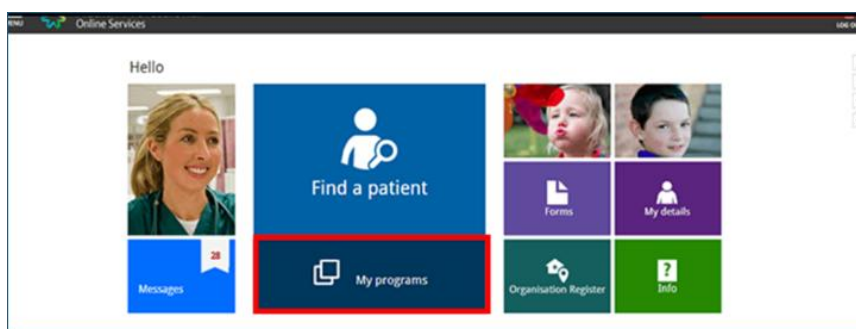
Showing Rows 1 of 1

Forecasting and Searching Incentive Assessments (Practice)

1. Log in to your individual PRODA account and navigate to HPOS.
2. Select the **Organisation site ID & Location** you are acting on behalf of, then select **Continue**.
3. The HPOS home page will display. In the top right-hand corner, **your name** and **Organisation site** you are acting on behalf of will display.



4. Select the **My Programs** tile.



5. Select the **MyMedicare** tile.



6. To access General Practice in Aged Care Incentive payment eligibility information, select **View Payment Eligibility**.



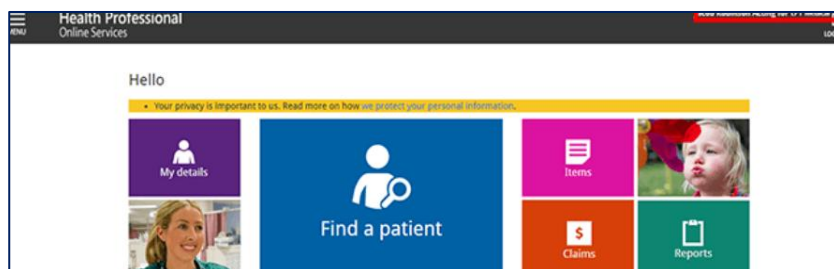
7. You will be taken to the Forecast or search incentive assessments tool. You will have a choice of either forecasting an assessment of your eligibility from the Forecast assessment tab or searching for a previous assessment that has been run from the Search assessments tab.
8. To forecast an assessment, in the Forecast assessment tab, select an **Organisation Site** using the drop-down box, select an **Incentive Type** from the drop-down box, and select **Forecast**.

9. You will return to the Forecast or search incentive assessments screen where a new pop-up message will display advising the forecast is in progress and may take up to an hour depending on the number of patients. Once the forecast is processed, select the Search assessments tab to view the results.
10. The Organisation site incentive forecast will provide an overview of incentive eligibility for the specified period, including the number of Responsible Providers that have met their incentive requirements. From this page, you can navigate to the **Responsible Providers tab** to identify which providers have or haven't delivered the required Care Planning items and to which of their patients.

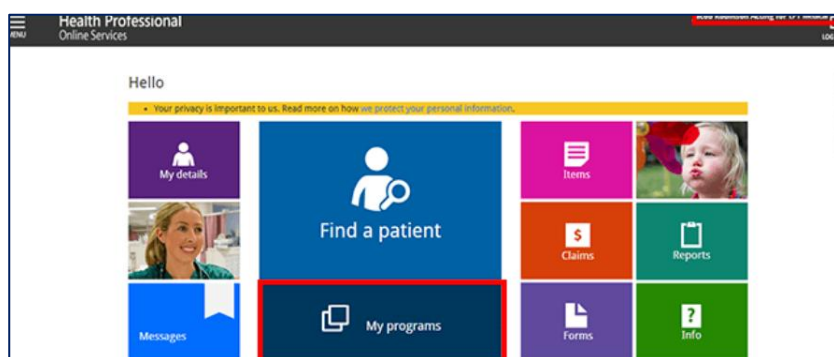
Please note: a forecast can only be requested once, per day for the selected Organisation site.

Forecasting and Searching Incentive Assessments (Provider)

1. Log in to your individual PRODA account and navigate to HPOS.
2. Select the **MyMedicare Provider Number & Location**, then select **Continue**.
3. The HPOS home page will display. In the top right-hand corner, the **Provider Name** will display.



4. Select the **My Programs** tile.



5. Select the **MyMedicare** tile.



6. To access General Practice in Aged Care Incentive payment eligibility information, select **View Payment Eligibility**.



7. You will be taken to the Forecast or search incentive assessments tool. You will have a choice of either forecasting an assessment of your eligibility from the Forecast assessment tab or searching for a previous assessment that has been run from the Search assessments tab.
8. To forecast an assessment, in the Forecast assessment tab, select a **Medicare provider number** using the drop-down box, select an **Incentive Type** from the drop-down box, and select **Forecast**.

Forecast or search incentive assessments

Forecast assessment Search assessments

Medicare provider number (required)
Select an option...

Incentive type (required)
General Practice in Aged Care

Forecast

9. You will return to the Forecast or search incentive assessments screen where a new pop-up message will display advising the forecast is in progress and may take up to an hour depending on the number of patients. Once the forecast is processed, select the Search assessments tab to view the results.
10. The Provider incentive forecast will provide an overview of incentive eligibility for the specified period, including the patients that have their incentive requirements met. From this page, you can navigate through the tabs to identify which patients are and aren't meeting the incentive eligibility requirements.

Provider incentive forecast

General Practice in Aged Care

The forecast below was requested on 15/05/2024 by . It is a point-in-time assessment of your payment eligibility for the current period, based on available data at the time the last forecast assessment was run. A new forecast assessment can be run at any time.
Note: This forecast is not the confirmed assessment used for payment determination. The outcome shown is subject to change based on updated data.
[Request new forecast](#)

Organisation site
1111111111 - ORGANISATION SITE
50 TEST ST, ADELAIDE SA 5000

Responsible provider
1111111 - GREENWAY 2900

MMM 2019 classification
MM 6

Assessment period
Q2: 2023 - 24
01 October to 31 December 2023

Assessed on
15 May 2024

Eligibility status
Eligible
All incentive requirements met

Incentive patients
0 of 2
meet incentive requirements

Provider requirements Eligible patients Not eligible patients

Linked with Organisation site? ☒ Yes

One patient counted for payment? ☒ No

Organisation site, provider and patient eligible on same day? ☒ No

Responsible provider? ☒ Yes

Included for assessment? ☒ No, exclusion applied

Please note: a forecast can only be requested once per day for the selected Medicare provider number.