

MyMedicare

Step-by-Step Patient Registration & Management Guide

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Setting MyMedicare Preferences for your Practice

MyMedicare Preferences settings allow the practice to manage new patient-initiated pending registrations. These are requests submitted from patients via their Medicare Online Account.

The **MyMedicare Preferences** will appear initially when your practice adds MyMedicare as a program in the Organisation Register.

If you do not select a preference, it will default to Manually Accept/Decline.

To manage the **MyMedicare Preference** settings for your Patient List:

1. Navigate to the MyMedicare tile in HPOS and view the patient list.
2. Select the **Preferences** button.
3. Select the Organisation site from the list (if you are managing more than one site).
4. Select the preferred registration type from the following:
 - Auto-accept – automatically accepts patient-initiated MyMedicare registrations submitted from eligible patients to your practice.
 - Auto-decline – automatically declines patient-initiated MyMedicare registrations submitted from eligible patients to your practice.
 - Manually Accept/Decline – manually code accept or decline to the pending patient-initiated MyMedicare registrations submitted from eligible patients to your practice.
5. If **Auto-decline** is selected, the **Auto-decline reason** drop down box will appear, prompting you to select one of the following:
 - Practice closing
 - Practice at capacity
 - Other, Patient to contact practice.
6. Once a preference has been chosen, select **Confirm**.

Accepting/Declining a Patient Registration

A patient can initiate and complete their consent to MyMedicare registration from their Medicare Online Account. If the practice has their registration preference set to Manually Accept/Decline these patient registrations will appear in the Pending Registrations list.

Practices need to ensure they are regularly monitoring this to either accept or decline pending registrations.

To accept a registration:

1. Select the patient/s you wish to accept.
2. Select the **Accept Selected Registrations** button.

Complete Registrations Pending Registrations

Accept Selected Registrations Decline Selected Registrations Export Pending Registrations List

The patient details in the Patient List are current as at the time the patient's registration was created.

<input type="checkbox"/>	Initiated By	Organisation Site ID	Preferred GP	Medicare Card Number - IRN	First Name	Surname	DOB	Date Created	Date Withdrawn	Action
<input type="checkbox"/>	Patient	1111111111	1234567F	1234567891-1	SANDY	KNIGHTS	13/11/1987	03/04/2023	03/05/2023	
<input type="checkbox"/>	Practice	1111111111	1234567F	1234567891-1	PETA	PATIENT	07/11/2008	13/04/2023	13/05/2023	Delete
<input type="checkbox"/>	Practice	1111111111	1234567F	1234567891-1	EMILY	EXAMPLE	05/04/1985	13/04/2023	13/05/2023	Delete

7. A pop-up box will appear, showing the details of the request to accept the patient registration. Select **Confirm**.
The pop-up box will vary depending on whether this is for single or multiple patients.

Accept Patient Registration Request

The following patient's pending registration will be accepted.
The patient will be able to participate in the MyMedicare Program at your practice.

Patient Details

Patient SANDY KNIGHTS
DOB 29/05/1968
Medicare Card Number - IRN 1234567891-1

Practice Details

Organisation Site ID 1111111111
Practice Name GP PRACTICE RA
Preferred GP 1234567F

^ : If you see this symbol against an Organisation Site or Preferred GP it indicates the Organisation Site or Preferred GP is ineligible.

The patient will be notified of the practice approving their pending registration in their Medicare Online Account.

To decline a patient registration:

1. Select the patient/s you wish to decline.
8. Select the *Decline Selected Registrations* button.

The screenshot shows the 'Pending Registrations' tab. At the top, there are three buttons: 'Accept Selected Registrations', 'Decline Selected Registrations' (highlighted with a red box), and 'Export Pending Registrations List'. Below these buttons is a table with the following columns: Initiated By, Organisation Site ID, Preferred GP, Medicare Card Number - IRN, First Name, Surname, DOB, Date Created, Date Withdrawn, and Action. The table contains three rows: a Patient (SANDY KNIGHTS), a Practice (PETA PATIENT), and another Practice (EMILY EXAMPLE). The first row is highlighted with a red box. At the bottom of the table, there are navigation buttons: '< << 1 >> > >> >'. The number '1' is highlighted in a blue box.

Initiated By	Organisation Site ID	Preferred GP	Medicare Card Number - IRN	First Name	Surname	DOB	Date Created	Date Withdrawn	Action
Patient	1111111111	1234567F	1234567891-1	SANDY	KNIGHTS	13/11/1987	03/04/2023	03/05/2023	
Practice	1111111111	1234567F	1234567891-1	PETA	PATIENT	07/11/2008	13/04/2023	13/05/2023	Delete
Practice	1111111111	1234567F	1234567891-1	EMILY	EXAMPLE	05/04/1985	13/04/2023	13/05/2023	Delete

9. A pop-up box will display, showing the details of the request to decline the patient registration. This step will require you to select a decline reason before selecting **Confirm**. The pop-up box will vary depending on whether this is for single or multiple patients.

The screenshot shows a pop-up box titled 'Decline Patient Registration Request'. It contains the following text: 'The following patient's pending registration will be declined. The patient won't be able to participate in the MyMedicare Program at your practice.' Below this, there are two sections: 'Patient Details' and 'Practice Details'. The 'Patient Details' section shows: Patient: SANDY KNIGHTS, DOB: 29/05/1968, Medicare Card Number - IRN: 1234567891-1. The 'Practice Details' section shows: Organisation Site ID: 1111111111, Practice Name: GP PRACTICE RA, Preferred GP: 1234567F. Below these details is a dropdown menu for 'Decline Reason' with the following options: 'Practice closing', 'Practice at capacity', and 'Other, Patient to contact practice' (highlighted in blue). At the bottom left, there are two buttons: 'Confirm' (highlighted with a red box) and 'Cancel'. At the bottom, there is a note: '^ : If you see this symbol against an Organisation Site or Preferred GP it indicates the Organisation Site or Preferred GP is ineligible.'

Patient Details

Patient: SANDY KNIGHTS
DOB: 29/05/1968
Medicare Card Number - IRN: 1234567891-1

Practice Details

Organisation Site ID: 1111111111
Practice Name: GP PRACTICE RA
Preferred GP: 1234567F

*Decline Reason:
Practice closing
Practice at capacity
Other, Patient to contact practice

Confirm **Cancel**

^ : If you see this symbol against an Organisation Site or Preferred GP it indicates the Organisation Site or Preferred GP is ineligible.

The patient will be notified of the practice declining their pending registration and the reason in their Medicare Online Account.

Initiating a MyMedicare Registration on Behalf of a Patient

General practices can initiate a MyMedicare registration on behalf of a patient. These registrations will remain active under the practice's Pending Registrations list until accepted or declined by the patient in their MyMedicare Online Account or until it expires (one month from the date it was created).

1. Log onto **HPOS** using your **PRODA** account.
10. Select the **Find a Patient** service from the main menu.
11. Enter the required patient details (as indicated by the *), tick the declaration box and select **Find**.
12. A result with the patient details will display at the bottom of the screen, select **Next** to continue.
13. The Patient's profile screen will display, if this is the correct patient, proceed by selecting the **Register for MyMedicare** button.

The screenshot shows a 'Patient profile' screen. On the left, under 'Personal Details', the name is SANDY. The Medicare card number is 1234567891-1, the IRN is 1, and the card expiry date is 31/12/2026. On the right, under 'Medicare card type', there is a blue circle with the number 6. Below that, under 'Bank details', there is a green checkmark and the text 'Banking details recorded'. At the bottom right, there is a red button labeled 'Register for MyMedicare'.

14. The **Patient Registration** screen will display, at the top of the page it will show if the patient is eligible for a **Pending** or **Complete** registration. When initiating a registration on behalf of a patient the **Registration Type** should be set as **Pending**.

The screenshot shows a 'Patient Registration' screen. At the top, there is a blue box with an information icon and the text '0752 - The patient is eligible for a Pending or Complete registration.' Below this, there is a description of a pending registration: 'A pending registration - Enables the practice to notify the patient to complete their registration through their Medicare Online Account.' Below that, there is a description of a complete registration: 'A complete registration - Requires the practice to enter the details provided by the patient on their MyMedicare Registration Form.'

15. The **Registration Date** will automatically populate with the current date. Select **Next**.

The screenshot shows a 'Patient Registration' screen. At the top, there is a blue box with the text 'Patient Details'. Below this, there is a table with the following rows: 'Patient' with the value 'SANDY KNIGHTS', 'Medicare Card Number - IRN' with the value '1234567891-1', 'DOB' with the value '13/11/1987', 'Registration Type*' with the value 'Pending' (selected) and 'Complete' (unselected), and 'Date Created' with the value '03/04/2023'.

16. If a list of eligible practices displays, click **Select** in the **Action** column next to the relevant practice for the patient's registration.

Select a Practice

Patient Details

Patient	SANDY KNIGHTS
Medicare Card Number - IRN	1234567891-1
DOB	13/11/1987
Registration Type	Pending
Date Created	03/04/2023

Organisation Site ID	Parent Organisation ABN	Practice Name	Practice Address	Action
1111111111	35 121 976 696	PROVIDER TEST3	100 TEST ST MELBOURNE VIC 3000	Select
1111111111	35 121 976 696	ORGANISATION TEST SITE1	100 TEST ST MELBOURNE VIC 3000	Select

Back Cancel

2. A list of eligible GPs for MyMedicare will populate to choose from. Click **Select** in the **Action** column next to the relevant GP for the patient's registration. Note: selecting a GP is not mandatory for a Pending Registration Type. Select **Next** to continue.

Select a Preferred GP

The patient can only nominate a preferred GP who is eligible to provide MyMedicare services at the selected practice. Selecting a preferred GP is not mandatory for a Pending Registration Type. Select 'Next' to continue if the patient has not nominated a preferred GP.

Patient Details		Practice Details	
Patient	SANDY KNIGHTS	Organisation Site ID	1111111111
Medicare Card Number - IRN	1234567891-1	Parent Organisation ABN	35 121 976 696
DOB	13/11/1987	Practice Name	PROVIDER TEST3
Registration Type	Pending	Practice Address	100 TEST ST MELBOURNE VIC 3000
Date Created	03/04/2023		

Preferred GP	Name	Action
1234567F	DR JOHNS CITIZENS	Select
1234567F	MRS ASHLEY ADAMSON	Select

Back Cancel Next

3. The system will verify if the patient meets the eligibility against their claim history with the practice. Accept the declarations by selecting the **Tick Box** then **Confirm** at the bottom of the **Patient Registration Confirmation** screen.
17. After the pending registration has been submitted, a message will display at the top of the screen confirming **Patient registration saved successfully**.

0762 - Patient registration saved successfully.

Once submitted, the patient will be notified of the practice-initiated MyMedicare registration in their Medicare Online Account. If no preferred GP was selected by the practice the patient will be prompted to do so before being able to finalise their MyMedicare registration.

Following action by the patient in their MyMedicare Online Account, the practice will be notified through HPOS messaging of the patient accepting or rejecting the pending registration.

Deleting a Previously Accepted Patient Registration

If a registration is accepted by the patient in their Medicare Online Account, but is later determined to be incorrect, the registration can be deleted from the **Complete Registrations** list. This must be done on the same day as the **Date Registered**.

Under the **Pending Registrations** list, the practice can delete registrations for patients where the registration was initiated by the practice.

To delete a patient registration:

1. Locate the relevant patient in the **Patient List**
2. Select **Delete** in the **Action** column

Patient List

Complete Registrations Pending Registrations

Export Complete Registrations List

The patient details in the Patient List are current as at the time the patient's registration was created.

Initiated By	Organisation Site ID	Preferred GP	Medicare Card Number - IRN	DVA File Number	First Name	Surname	DOB	Date Registered	Date Withdrawn	Action
Practice	1111111111	11111111A	1234567891-1		SANDY	KNIGHTS	13/11/1987	03/04/2023		Amend Delete View Demographics

3. A pop-up box will show the **Patient Registration Delete Confirmation** screen
4. Select a **Reason for deletion** from the drop-down menu.

Patient Registration Delete Confirmation

The following patient registration will be deleted from the MyGP Program.

Patient	DOB	Medicare Card Number - IRN	Date Registered	Organisation Site ID	Practice Name	Preferred GP
SANDY KNIGHTS	13/11/1987	1234567891-1	03/04/2023	1111111111	PROVIDER TEST3	1234567F

Reason for deletion *

Confirm Cancel

Created in error
Incorrect patient
Incorrect Practice
Practice not eligible
Incorrect card type
Incorrect date

^ : Organisation Site

5. Select **Confirm**.

Deleted registrations will be removed from the applicable list.

The deletion of registrations will only trigger a notification to be sent to the patient in their Medicare Online Account where the registration was previously completed.

Amending a Patient Registration

You can amend a patient registration to change their preferred GP.

To update a patient's preferred GP:

1. Locate the patient from the **Complete Registrations** list.
2. In the **Action** column, select **Amend**

The screenshot shows the 'Patient List' interface with tabs for 'Complete Registrations' and 'Pending Registrations'. Below the tabs is a table of patient registrations. The patient 'SANDY KNIGHTS' is highlighted. In the 'Action' column, the 'Amend' link is highlighted with a red box. A green checkmark is visible to the right of the 'Amend' link.

Initiated By	Organisation Site ID	Preferred GP	Medicare Card Number - IRN	DVA File Number	First Name	Surname	DOB	Date Registered	Date Withdrawn	Action
Practice	1111111111	1111111A	1234567891-1		SANDY	KNIGHTS	13/11/1987	03/04/2023		Amend Delete View Demographics

3. A pop-up box will display the **Patient Registration Amendment Confirmation** screen.
4. Select a new **Provider Number**.

The screenshot shows the 'Patient Registration Amendment Confirmation' pop-up box. It contains a table with patient details and a form to amend the preferred GP. The 'Amend Preferred GP' dropdown menu is open, showing '1234567F'. The 'Confirm' button is highlighted with a red box. A green checkmark is visible to the right of the 'Confirm' button.

Patient	DOB	Medicare Card Number - IRN	Registration Date	Withdrawal Date	Organisation Site ID	Practice Name	Preferred GP
SANDY KNIGHTS	24/01/1975	1234567891-1	20/07/2023		1111111111	GP PRACTICE RA	1234567F

Amend Preferred GP: 1234567F

Confirm Cancel

^ : If you see this symbol against an Organisation Site or Preferred GP it indicates the Organisation Site or Preferred GP is ineligible.

5. Select **Confirm**. The updated preferred GP will now display on the **Complete Registrations** list.

The screenshot shows the 'Patient List' interface with the 'Complete Registrations' tab selected. The patient 'SANDY KNIGHTS' is highlighted. The 'Preferred GP' column now shows '1234567F', which is highlighted with a red box. A green checkmark is visible to the right of the 'Amend' link.

Initiated By	Organisation Site ID	Preferred GP	Medicare Card Number - IRN	DVA File Number	First Name	Surname	DOB	Date Registered	Date Withdrawn	Action
Practice	1111111111	1234567F	1234567891-1		SANDY	KNIGHTS	13/11/1987	03/04/2023		Amend Delete View Demographics

The patient will be notified of the update to their preferred GP in their Medicare Online Account.

Withdrawing a Patient's MyMedicare Registration

You can withdraw one or more patients on the **Completed Registrations Patient List**.

To locate a patient, one or more of the search filters can be applied.

To withdraw a patient:

1. Select one or more patients to be withdrawn by selecting the **tick box** next to the patient.
2. Below the **Patient List** enter the **Patient Withdrawal Date**.
3. Select **Withdraw**.

Patient List

Complete Registrations | Pending Registrations

Export Complete Registrations List

The patient details in the Patient List are current as at the time the patient's registration was created.

<input type="checkbox"/>	Initiated By	Organisation Site ID	Preferred GP	Medicare Card Number - IRN	DVA File Number	First Name	Surname	DOB	Date Registered	Date Withdrawn	Action
<input checked="" type="checkbox"/>	Practice	1111111111	1234567F	1234567891-1		SANDY	KNIGHTS	13/11/1987	03/04/2023#		Amend View Demographics
<input type="checkbox"/>	Practice	1111111111	1234567F	1234567891-1		PERCY	PERSON	13/11/1987	05/04/2023#		Amend View Demographics
<input type="checkbox"/>	Practice	1111111111	1234567F	1234567891-1		EMILY	EXAMPLE	02/03/1986	08/03/2023#	28/03/2023	Amend View
<input type="checkbox"/>	Practice	1111111111	1234567F	1234567891-1		PETA	PATIENT	24/12/1976	08/03/2023#		Amend View
<input type="checkbox"/>	Practice	1111111111	1234567F	1234567891-1		SOPHIA	SAMPLE	19/11/1994	23/01/2023		Amend View Demographics

Patient Withdrawal Date: 21/11/2023

^ : If you see this symbol against an Organisation Site or Preferred GP it indicates the Organisation Site or Preferred GP is ineligible.

4. The **Patient Withdrawn Confirmation** pop up will display.
5. Select the tick box **Withdraw above listed patients**
6. Select **Confirm** to withdraw patient/s.

Patient Withdrawal Confirmation

The following 1 patients will be withdrawn from the MyMedicare Program.

Patient	DOB	Medicare Card Number - IRN	DVA File Number	Organisation Site ID	Practice Name	Preferred GP
SANDY KNIGHTS	19/11/1987	1234567891-1		1111111111	GP PRACTICE RA	1234567F

The patient withdrawal date will be 21/11/2023

☒ Withdraw above listed patients

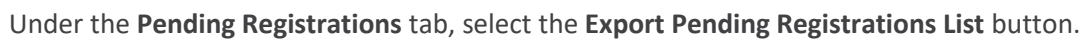
^ : If you see this symbol against an Organisation Site or Preferred GP it indicates the Organisation Site or Preferred GP is ineligible.

7. Patient withdrawal date will display on the **Completed Registrations** list.

Note: if advanced notice of a withdrawal is provided/obtained, the withdrawal date can be set in the future.

From the **Patient List**, you can export both the **Completed** and **Pending patient registrations** to a Microsoft Excel Spreadsheet. The Excel spreadsheet will download to your computer which you can use to cross reference with the practice records for registered and withdrawn patients.

Under the **Completed Registrations** tab, select the **Export Complete Registrations List** button.



Note: the patient list limit is 2000 and users may need to add multiple filters in the patient list search to refine the number of records returned.