Activity 2 – Planning with your practice team

This activity aims to raise awareness among your practice team of MyMedicare, Chronic Conditions Management changes, and support your team to explore their roles in both MyMedicare and Chronic Conditions Management. By exploring and defining these roles, your practice team can work collaboratively to prepare for change and develop processes, systems and skills needed to succeed. This process will help ease your team through change and provide a shared document that can help your team to identify and discuss anything that isn't quite working as planned, explore changes and update the document to keep everyone on the same page. This approach will allow your team to adapt and improve and empower each team member in their own role.

There are a range of ideas outlined below for you to use to tailor and modify to develop your own plan for change at your practice. We recommend you document your plan using a Plan-Do-Study-Act Template.

Activity outcomes

1. Your practice team has a better understanding of MyMedicare (Voluntary Patient Registration)

2. Your practice team has a better understanding of the proposed Chronic Conditions Management changes

3. Your practice team roles in MyMedicare and Chronic Conditions Management are well defined, and each team member has a clear role and responsibilities

Activity Ideas

1. **Engage your practice team** to inform them about MyMedicare and the changes to Chronic conditions management:

a. Team meeting or quick lunch catch up to communicate the changes

b. Post an update in the practice staff room

c. Send an email to the practice team with the critical information

2. **Explore the benefits of MyMedicare** with your practice team

a. Talking points for your practice for MyMedicare are included below for you to adapt and share. If you plan to discuss these in an open forum with your team, you may want to share these in advance, and pose some general questions such as:

i. *What could be some of the benefits of increasing MyMedicare participation for our practice?*

ii. *What does/could MyMedicare mean for our practice and patients?*

iii. *How does a stronger relationship with patients fit with our practice business plan and strategy?*

Once printed, this document is no longer controlled.
Central and Eastern Sydney PHN is a business division of EIS Health Limited.
ABN 68 603 815 818
www.cesphn.org.au

Page 1 of 10
Thursday, 19 June 2025

b. The MyMedicare GP Toolkit provides a good summary of the current benefits of MyMedicare for General Practices. The toolkit also includes a range of helpful resources your practice can use to communicate with patients.

3. **Explore Chronic Conditions Management Changes** with your practice team

a. A summary of CCM changes is included below for you to adapt and share. You may want to have a team discussion and pose some open questions such as:

i. *How are these changes similar or different to current CDM care?*

ii. *Are our practice nurses or Aboriginal and Torres Strait Islander health practitioners confident in care planning or is there more training or development we wish to plan for?*

iii. *What is our ratio of care plans to care plan reviews at the moment? What changes would we need to make to conduct more regular reviews?*

iv. More considerations for planning are included in CCM Activity 1

b. More information is available at these links

i. *Chronic Conditions Management (CCM) MBS item changes*

ii. *MBS Review Taskforce*.

4. Engage with your practice team to **explore and document team roles and responsibilities** related to MyMedicare and Chronic Conditions Management. Resources proposing some team roles ideas and a blank template are provided below to help you get started.

a. Explore roles and responsibilities with the practice team in a meeting or quick lunchtime discussions

b. Document agreed roles and responsibilities and communicate this with your team

c. Discuss and document how each team member will incorporate their responsibilities into their workday and work week

d. Schedule a time to review your documented roles and responsibilities

i. Check in with your practice team 4 weeks after publishing these for a quick reflection and to maintain momentum as people adapt to their new responsibilities

ii. Review team roles and responsibilities at 3 months and make any changes or improvements based on lessons learned

Once printed, this document is no longer controlled.
Central and Eastern Sydney PHN is a business division of EIS Health Limited.
ABN 68 603 815 818
www.cesphn.org.au

Page 2 of 10
Thursday, 19 June 2025

MyMedicare Talking Points for General Practices

- MyMedicare[1] formalises the relationship between patients, their general practice, general practitioner and primary care teams, strengthening continuity of care and supporting a shift towards more integrated, person-centred models of care.

- MyMedicare benefits and impacts will change and are likely to expand over time.

- Right now, MyMedicare provides an opportunity for your practice to establish more formal and enduring relationships with patients, where you both formally agree to work together on their health journey.

- Getting involved in MyMedicare early will help reduce the effort of changes later in time, and may lead to some interesting conversations about what practices expect of you, and what you expect of them!

- Starting discussions about MyMedicare now can help your practice to consider how you might want to shape your strategy, business and care offerings with MyMedicare as an essential piece of the puzzle.

- Supporting implementation of MyMedicare may require your practice to:

  o Engage specifically with priority populations (for example, patients with a chronic disease, or those living in a nursing home).

  o Consider making changes to your models of care, business and administrative processes (for example, you may wish to introduce MyMedicare Registration information into your patient consent and registration process).

  o Make changes to your practice team roles or provide an opportunity for learning, development and training for your primary care workforce and practice teams for example:

    ▪ You may decide to enhance the role Nurses and Aboriginal and Torres Strait Islander health practitioners have in care planning,

    ▪ Your reception team may need to understand MyMedicare to explain it to patients, and help them register online, or complete MyMedicare registration forms in PRODA

  o Introduce changes to how you use practice software systems and digital systems (for example, regularly checking PRODA and updating information in your practice software for registered MyMedicare patients)

  o Communicate clearly about MyMedicare with your patients and their families (you may want to include

Summary of Chronic Conditions Management Changes

Subject to the passing of legislation, MyMedicare is an important element of planned changes to existing Chronic Disease Management in 2025. '*Chronic Conditions Management (CCM) MBS item changes recommended by the MBS Review Taskforce are 'the first major change to chronic disease management in 20 years, and are scheduled to come into effect 1 July 2025*'.

Once printed, this document is no longer controlled.
Central and Eastern Sydney PHN is a business division of EIS Health Limited.
ABN 68 603 815 818
www.cesphn.org.au

Page 3 of 10
Thursday, 19 June 2025

Previously, changes to Chronic Conditions Management were due to occur 1 November 2024. The additional time is intended to support all practices and providers, including GPs and allied health providers, to be ready for the changes to these important services.

New Chronic Conditions Management items will leverage MyMedicare and are likely to drive a wave of MyMedicare registrations by patients. To support continuity of care, patients registered with MyMedicare will only be able to access GP chronic condition management plan and review items through the practice where they are registered (patients not registered for MyMedicare will be able to access the items through their usual GP).

Primary Health Networks will be working with general practice teams to prepare by encouraging practices to:

- Register for MyMedicare

- Communicate and register their patients for MyMedicare

- Review processes, workflows and team roles to support more regular reviews

- Build the confidence and capability of Practice Nurses and Aboriginal and Torres Strait Islander Health Practitioners in contributing to Chronic Conditions Management Plans and Reviews

- Use data in practice systems to identify and action Quality Improvement activities related to

Subject to the passage of legislation, from 1 July 2025, existing chronic disease management items will cease from 30 June 2025 including:

- GP management plans (229, 721, 92024, 92055),

- Team care arrangements (230, 723, 92025, 92056), and

- Reviews (233, 732, 920278, 92059)

These items will be replaced with streamlined MBS items for GP chronic condition management plans and reviews. New CCM MBS items and care model will:

- Encourage more regular reviews and ongoing care, by equalising MBS fees for CCM planning and review items.

- Strengthen the role of practice nurses and Aboriginal and Torres Strait Islander health practitioners in assisting GPs in the preparation of chronic conditions management plans and reviews.

- Streamline referral and communication with the patient's multidisciplinary team and allied health providers.

Once printed, this document is no longer controlled.
Central and Eastern Sydney PHN is a business division of EIS Health Limited.
ABN 68 603 815 818
www.cesphn.org.au

Page 4 of 10
Thursday, 19 June 2025

Practice Roles and Responsibilities for MyMedicare and Chronic Conditions Management

An example of potential roles and responsibilities for team members is included below. You can use this as a starting point for discussion or use the blank template below to openly seek contributions from your practice team.

Practice Team Member	*Chronic Conditions Management (CCM) Role and Responsibilities*	*MyMedicare Role and Responsibilities*
Practice Manager	- Business planning with the practice principal to establish preferred CCM model of care and billing practices - Work with the practice team and practice principal to determine roles and responsibilities for the practice team to support comprehensive CCM for patients - Engage and communicate with the practice team to coordinate teamwork for CCM - Document policy and procedures to describe how the practice supports proactive care for CCM - Maintain up-to-date patient registers of patients with a Chronic Condition	- Business planning with the practice principal to establish preferred model of care and billing practices for MyMedicare registered patients - Work with the practice team and practice principal to determine roles and responsibilities for the practice team for MyMedicare registered patients - Document policy and procedures to describe how the practice engages MyMedicare registered patients including: 1. MyMedicare practice, provider and patient registration processes 2. **Organisation Register**, site record and program registration is complete, including up to date RACGP Accreditation/Exemption

Once printed, this document is no longer controlled.
Central and Eastern Sydney PHN is a business division of EIS Health Limited.
ABN 68 603 815 818
www.cesphn.org.au

Page 5 of 10
Thursday, 19 June 2025

	• **Undertake audits of practice records to identify eligible patients due for CCM plans or reviews, investigations, immunisations or screening** • **Establish and oversee recall/reminder systems** • **Support GPs with the flow of information in relation to CCM** • **Support/manage reception staff responsibilities** • **Manage succession planning** • **Monitor progress against CCM QI improvement measures**	**details/certificate number and renewal period added.** 3. **Access to timely care and appointment availability,** 4. **Bulk billing incentives and telehealth access,** 5. **Communication to maintain engagement and about changes or practice news,** 6. **Regular attendance to support ongoing comprehensive and proactive care,** 7. **Allocations of patients to GP's aligned to GP capacity, work schedule, interests and preferences** • **Develop communication material for patients about the benefits of MyMedicare Registration with the General Practice** • **Engage the practice team to communicate and plan for changes related to MyMedicare requirements (e.g. new practice incentives or MBS items associated with MyMedicare)** • **Manage succession planning and staff changes that impact MyMedicare patients**
Practice Principal	• **Work with the practice team and practice manager to determine clear roles and responsibilities or the practice team to support comprehensive chronic conditions management for patients**	• **Determine participation in MyMedicare and associated measures in PROD/HPOS** • **Engage with General Practitioners at the practice to explore target numbers of MyMedicare patients for each GP based on**

Once printed, this document is no longer controlled.
Central and Eastern Sydney PHN is a business division of EIS Health Limited.
ABN 68 603 815 818
www.cesphn.org.au

Page 6 of 10
Thursday, 19 June 2025

	- **Business planning with the practice manager to establish preferred CCM model of care and billing practices**	**their interest areas, work schedule and preferences** - **Determine if practice will automatically accept MyMedicare patient registrations**
Practice Nurse, Aboriginal and Torres Strait Islander Health Practitioner	- **Work with reception staff to promote Chronic Conditions Management** - **Respond to recall/reminder systems and engage in opportunistic discussions to encourage participation with eligible patients** - **Workup, document and contribute to Chronic Conditions Management Plans and Review documentation and discussion with patients** - **Clearly document timelines, actions, investigations, goals and areas of focus for care in preparation for the next CCM review and confirm and communicate these with the patient and care team** - **Perform immunisations (as clinically required/requested by the GP)** - **Perform data measures on patients including height, weight, BMI, blood pressure, smoking or alcohol status**	- **Develop and implement quality Improvement activities for MyMedicare Registered patients including:** - **Routine Health Care Checks/screening for population cohorts, prevention, disease risk** - **Immunization planning for MyMedicare Registered patients**
Responsible/Preferred MyMedicare General Practitioner	- **Respond to recall/reminder systems and engage in opportunistic discussions to encourage CCM participation with eligible patients**	- **Appointment/diary planning with practice manager to improve access for MyMedicare registered patients.**

	• Perform a clinical review on each patient • ~~Arrange any relevant tests or investigations~~ • Determine frequency of CCM Review appointments for patients based on clinical need • Clearly document timelines, actions, investigations, goals and areas of focus for care in preparation for the next CCM review and confirm and communicate these with the patient and care team • Support eligible patients to participate in screening or vaccinations, including addressing potential barriers (e.g. fear, embarrassment, lack of knowledge, access etc) • Perform measurements, screening, immunisations and/or work with Practice Nurses to do so • Maintain RACGP Standards for General Practice - Criterion GP2.2 - Follow up systems	• Developing enduring care relationship with MyMedicare patients. Discussing and documenting shared expectations for ongoing care, patient life goals and health outcomes. • Identifying and participating in Quality Improvement clinical audit for MyMedicare registered patients
Reception Team	• Order and maintain supplies of resources • Display brochures, flyers and posters • Schedule review appointments for CCM patients based on practice procedures and clinical recommendations of GP and Nurses	• Engage patients to encourage registration for MyMedicare and describe benefits • Enter completed MyMedicare paper registration forms into HPOS/PRODA • Check Patient Registration status for MyMedicare in advance of CCM

Once printed, this document is no longer controlled.
Central and Eastern Sydney PHN is a business division of EIS Health Limited.
ABN 68 603 815 818
www.cesphn.org.au

Page 8 of 10
Thursday, 19 June 2025

• **Respond to recall/reminders opportunistically when a patient phones for an appointment and/or by handing relevant resources to patients in the waiting area**	**appointments to ensure eligibility for CCM MBS items**
• **Send GP signed recall/reminder letters (and/or text messages and phone calls) to eligible (or soon to be eligible) patients to encourage participation**	• **Monitor PRODA/HPOS for MyMedicare system notifications for patients de-registering for MyMedicare from your practice, and take any actions to inform the team or contact the patient to check in**
• **Provide resources and support information in alternative languages as needed.**	• **Monitor Practice email correspondence to ensure and notifications of expiring RACGP accreditation/exemption is updated to continue MyMedicare program eligibility.**
• **Manage review appointment cancellations, notifying care team to seek guidance and rescheduling appointments to ensure regular care delivery**	

Team roles template for general practices

Practice Team Member	Chronic Conditions Management (CCM) Role and Responsibilities	MyMedicare Role and Responsibilities
Practice Manager	•	•
Practice Principal	•	•

Practice Nurse, Aboriginal and Torres Strait Islander Health Practitioner	•	•
Responsible/Preferred MyMedicare General Practitioner	•	•
Reception Team	•	•

Once printed, this document is no longer controlled.
Central and Eastern Sydney PHN is a business division of EIS Health Limited.
ABN 68 603 815 818
www.cesphn.org.au

Page 10 of 10
Thursday, 19 June 2025