

# MyMedicare and Chronic Conditions Management

## General practice roles and responsibilities

The following table outlines a list of examples of potential roles and responsibilities for practice team members, which you can use as a starting point for discussion.

Practice team member	Chronic Conditions Management (CCM) role and responsibilities	MyMedicare role and responsibilities
<b>Practice Manager</b>	<ul style="list-style-type: none"> <li>• Business planning with the practice principal to establish preferred CCM model of care and billing practices.</li> <li>• Work with the practice team and practice principal to determine roles and responsibilities for the practice team to support comprehensive CCM for patients.</li> <li>• Engage and communicate with the practice team to coordinate teamwork for CCM.</li> <li>• Document policy and procedures to describe how the practice supports proactive care for CCM.</li> <li>• Maintain up-to-date patient registers of patients with a chronic condition.</li> <li>• Undertake audits of practice records to identify eligible patients due for CCM plans or reviews, investigations, immunisations or screening.</li> <li>• Establish and oversee recall/reminder systems.</li> <li>• Support GPs with the flow of information in relation to CCM.</li> <li>• Support/manage reception staff responsibilities.</li> <li>• Manage succession planning.</li> <li>• Monitor progress against CCM QI improvement measures.</li> </ul>	<ul style="list-style-type: none"> <li>• Business planning with the practice principal to establish preferred model of care and billing practices for MyMedicare registered patients.</li> <li>• Work with the practice team and practice principal to determine roles and responsibilities for the practice team for MyMedicare registered patients.</li> <li>• Document policy and procedures to describe how the practice engages MyMedicare registered patients including:               <ol style="list-style-type: none"> <li>1) MyMedicare practice, provider and patient registration processes.</li> <li>2) <u>Organisation Register</u>, site record and program registration are complete, including adding up-to-date RACGP accreditation/exemption details, certificate number and renewal period.</li> <li>3) Access to timely care and appointment availability.</li> <li>4) Bulk billing incentives and telehealth access.</li> <li>5) Communication to maintain engagement about changes or practice news.</li> <li>6) Regular attendance to support ongoing comprehensive and proactive care.</li> <li>7) Allocations of patients to GPs aligned to GP capacity, work schedule, interests and preferences.</li> </ol> </li> <li>• Develop communication material for patients about the benefits of MyMedicare registration with the general practice.</li> <li>• 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).</li> <li>• Manage succession planning and staff changes that impact MyMedicare patients.</li> </ul>

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Practice team member	Chronic Conditions Management (CCM) role and responsibilities	MyMedicare role and responsibilities
<b>Practice Principal</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Business planning with the practice manager to establish preferred CCM model of care and billing practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Determine participation in MyMedicare and associated measures in PRODA/HPOS.</li> <li>• Engage with GPs at the practice to explore target numbers of MyMedicare patients for each GP based on their interest areas, work schedule and preferences.</li> <li>• Determine if the practice will automatically accept MyMedicare patient registrations.</li> </ul>
Practice team member	Chronic Conditions Management (CCM) role and responsibilities	MyMedicare role and responsibilities
<b>Practice Nurse, Aboriginal and Torres Strait Islander Health Practitioner</b>	<ul style="list-style-type: none"> <li>• Work with reception staff to promote CCM.</li> <li>• Respond to recall/reminder systems and engage in opportunistic discussions to encourage participation with eligible patients.</li> <li>• Work up, document and contribute to CCM plans and review documentation and discussion with patients.</li> <li>• 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.</li> <li>• Perform immunisations (as clinically required/requested by the GP).</li> <li>• Perform data measures on patients including height, weight, BMI, blood pressure, smoking or alcohol status.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and implement quality Improvement activities for MyMedicare Registered patients including:               <ul style="list-style-type: none"> <li>○ Routine health care checks/ screening for population cohorts, prevention and disease risk.</li> <li>○ Immunisation planning for MyMedicare registered patients.</li> </ul> </li> </ul>
Practice team member	Chronic Conditions Management (CCM) role and responsibilities	MyMedicare role and responsibilities
<b>Responsible/preferred MyMedicare General Practitioner</b>	<ul style="list-style-type: none"> <li>• Respond to recall/reminder systems and engage in opportunistic discussions to encourage CCM participation with eligible patients.</li> <li>• Perform a clinical review on each patient.</li> <li>• Arrange any relevant tests/investigations.</li> <li>• Determine frequency of CCM review appointments for patients based on clinical need.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Appointment/diary planning with practice manager to improve access for MyMedicare registered patients.</li> <li>• Develop an enduring care relationship with MyMedicare patients. Discuss and document shared expectations for ongoing care, patient life goals and health outcomes.</li> <li>• Identify and participate in quality improvement clinical audit for MyMedicare registered patients.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Support eligible patients to participate in screening or vaccinations, including addressing potential barriers (e.g. fear, embarrassment, lack of knowledge, access, etc.).</li> <li>• Perform measurements, screening, immunisations and/or work with practice nurses to do so.</li> <li>• Maintain RACGP Standards for General Practices - Criterion GP2.2 - Follow up systems.</li> </ul>	
Practice team member	Chronic Conditions Management (CCM) role and responsibilities	MyMedicare role and responsibilities
<b>Reception Team</b>	<ul style="list-style-type: none"> <li>• Order and maintain supplies of resources.</li> <li>• Display brochures, flyers and posters.</li> <li>• Schedule review appointments for CCM patients based on practice procedures and clinical recommendations of GP and nurses.</li> <li>• Respond to recall/reminders opportunistically when a patient phones for an appointment and/or by handing relevant resources to patients in the waiting area.</li> <li>• Send GP signed recall/reminder letters (and/or text messages and phone calls) to eligible (or soon to be eligible) patients to encourage participation.</li> <li>• Provide resources and support information in alternative languages as needed.</li> <li>• Manage review appointment cancellations, notifying care team to seek guidance and rescheduling appointments to ensure regular care delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Engage patients to encourage registration for MyMedicare and describe benefits.</li> <li>• Enter completed MyMedicare paper registration forms into HPOS/PRODA.</li> <li>• Check Patient Registration status for MyMedicare in advance of CCM appointments to ensure eligibility for CCM MBS items.</li> <li>• Monitor PRODA/HPOS for MyMedicare system notifications for patients de-registering from MyMedicare for your practice, and take actions to inform the team or contact the patient to check in.</li> <li>• Monitor practice email correspondence to ensure that notifications about expiring RACGP accreditation/exemption are actioned to continue MyMedicare program eligibility.</li> </ul>