

COVID-19 MBS Telehealth Services

Fact Sheet

V7 / March 2021

GPs and Other Medical Practitioners

From 13 March 2020 to 30 June 2021 (inclusive), MBS items are available for telehealth and phone services, as part of the COVID-19 response.

From 20 July 2020, all temporary COVID-19 phone and telehealth items for GPs and Other Medical Practitioners (OMPs) (with the exception of the after hours items and bulk billing incentives) can only be used by the patient's '**usual medical practitioner**'.

This is defined as a medical practitioner (other than a specialist or consultant physician) who:

- a) has provided at least one face to face service to the patient in the past 12 months; or
- b) is located at a medical practice at which at least one service to the patient was provided, or arranged by, in the past 12 months; or
- c) is a participant in the Approved Medical Deputising Service (AMDS) program if:
 - i. the AMDS provider has a formal agreement in place with a medical practice to provide services to its patients; and
 - ii. the medical practice has provided, or arranged, at least one service to the patient in the past 12 months.

The new requirement does not apply to a person who is under the age of 12 months, a person who is experiencing homelessness, a person who is in a COVID-19 impacted area, a person receiving an urgent after-hours service (in unsociable hours), or a person who receives the service from a medical practitioner located at an Aboriginal Medical Service or an Aboriginal Community Controlled Health Service.

The requirement to bulk bill these items for Commonwealth concession card holders, children under 16 years of age, and patients who are more vulnerable to COVID-19 was removed as of 1 October 2020.

What does this mean for providers?

Providers will benefit from the greater flexibility in how they deliver services to their patients during the COVID-19 pandemic.

Telehealth or phone services should only be provided where it is safe and clinically appropriate to do so.

Providers do not need to be in their regular practice to provide telehealth services. Providers who offer their services from home isolation or quarantine should use their provider number for their primary location and must provide safe services in accordance with normal professional standards.

For level B-C items, the attendance should include any of the following that are clinically relevant:

- Taking a short, detailed or extensive history, depending on the item
- Arranging any necessary investigation
- Implementing a management plan
- Providing appropriate preventative health care.

Where can I find more information?

- **COVID-19 National Health Plan resources** for the general public, health professionals and industry are available from the Australian Government Department of Health website www.health.gov.au/.
- **The full item descriptor(s)** and information on other changes to the MBS can be found on the MBS Online

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website at www.mbsonline.gov.au/. You can also subscribe to future MBS updates by visiting MBS Online and clicking 'Subscribe'.

- The Department of Health provides an email advice service for providers seeking **advice on interpretation of the MBS items** and rules and the Health Insurance Act and associated regulations. If you have a query relating exclusively to interpretation of the Schedule, you should email askMBS@health.gov.au.
- Subscribe to 'News for Health Professionals' on the Services Australia website and you will receive regular news highlights.

General Practitioner Item Numbers

Item	Routine hours consultation in surgery (VR)	Fee
3	(Level A) Brief	\$17.50
23	(Level B) Standard <20 mins	\$38.20
36	(Level C) Long 20-40 mins	\$73.95
44	(Level D) Prolonged ≥40 mins	\$108.85
Item	COVID-19 Video conference items	Fee*
91790	(Level A) Brief	\$20.55
91800	(Level B) Standard <20 mins	\$44.90
91801	(Level C) Long 20-40 mins	\$87.00
91802	(Level D) Prolonged ≥40 mins	\$128.05
Item	COVID-19 Telephone items	Fee*
91795	(Level A) Brief	\$20.55
91809	(Level B) Standard <20 mins	\$44.90
91810	(Level C) Long 20-40 mins	\$87.00
91811	(Level D) Prolonged ≥40 mins	\$128.05

Other Medical Practitioners Item Numbers

Item	Routine hours consultation in surgery (Non-VR)	Fee
52	(Level A) Brief ≤ 5 mins	\$11.00
53	(Level B) Standard <25 mins	\$21.00
54	(Level C) Long 25-45 mins	\$38.00
57	(Level D) Prolonged ≥45 mins	\$61.00
Item	COVID-19 Video conference items (Non-VR)	Fee*
91792	(Level A) Brief ≤ 5 mins	\$12.90
91803	(Level B) Standard <25 mins	\$24.70
91804	(Level C) Long 25-45 mins	\$44.70
91805	(Level D) Prolonged ≥45 mins	\$71.75
Item	COVID-19 Telephone items (Non-VR)	Fee*
91797	(Level A) Brief	\$12.90
91812	(Level B) Standard <25 mins	\$24.70
91813	(Level C) Long 25-45 mins	\$44.70
91814	(Level D) Prolonged ≥45 mins	\$71.75

Other Medical Practitioners Item Numbers Modified Monash 2-7 area

Item	Routine hours consultation in surgery (Non VR Modified Monash 2-7 area)	Fee
179	(Level A) Brief ≤ 5 mins	\$14.00
185	(Level B) Standard <25 mins	\$30.55
189	(Level C) Long 25-45 mins	\$59.15
203	(Level D) Prolonged ≥45 mins	\$87.10
Item	COVID-19 Video conference items (Non VR Modified Monash 2-7 area)	Fee*
91794	(Level A) Brief ≤ 5 mins	\$16.45
91806	(Level B) Standard <25 mins	\$35.90
91807	(Level C) Long 25-45 mins	\$69.55
91808	(Level D) Prolonged ≥45 mins	\$102.45
Item	COVID-19 Telephone items (Non VR Modified Monash 2-7 area)	Fee*
91799	(Level A) Brief ≤ 5 mins	\$16.45
91815	(Level B) Standard <25 mins	\$35.90
91816	(Level C) Long 25-45 mins	\$69.55
91817	(Level D) Prolonged ≥45 mins	\$102.45

*Medicare rebates are paid at 85% percentage of the Medicare Schedule Fee. Please use the [MBS online search](#) to confirm the available rebate