

COVID-19 Temporary MBS Telehealth Services

GPs and Other Medical Practitioners

From 13 March 2020 to 31 December 2021 (inclusive), temporary MBS items are available for telehealth and phone services, as part of the COVID-19 response.

The temporary MBS telehealth items are available to GPs, medical practitioners, specialists, consultant physicians, nurse practitioners, participating midwives, allied health providers and dental practitioners in the practice of oral and maxillofacial surgery.

It is a legislative requirement that GPs and Other Medical Practitioners (OMPs) working in general practice can only perform a telehealth service where they have an established clinical relationship with the patient, with limited exemptions. Further exemptions to this requirement were introduced on 1 July 2021.

In addition, the broad range of temporary GP and OMP telephone attendances were replaced with a smaller number of telephone items as of 1 July 2021. Longer telephone items for mental health treatment will continue to be available until 31 December 2021.

GP and OMP COVID-19 telehealth services are eligible for MBS incentive payments when provided as bulk billed services to Commonwealth concession card holders and children under 16 years of age.

All providers are expected to obtain informed financial consent from patients prior to charging private fees for COVID-19 telehealth services.

A patient must assign their right to a Medicare benefit to an eligible provider by signing a completed assignment of benefit form.

From 16 July 2021, MBS items 92746 (for GPs) and 92747 (for OMPs) are available to practitioners providing telehealth services to people living in locations declared to be a COVID-19 hot-spot or are required to isolate or quarantine. Hot-spots are identified by the [Australian Government Department of Health](#).

Who is eligible?

The temporary MBS telehealth items are available to providers of telehealth services for a wide range of consultations. All Medicare eligible Australians can receive these services if they have an established clinical relationship with a GP, OMP, or a medical practice. This requirement supports longitudinal and person-centred primary health care that is associated with better health outcomes.

MBS items 92746 and 92747 can be delivered to patients who are:

- in a COVID-19 Commonwealth declared hotspot; or
- in COVID-19 isolation because of a State or Territory public health order; or
- in COVID-19 quarantine because of a State or Territory public health order.

What does this mean for providers?

The temporary MBS telehealth items allow providers to deliver essential health care services to their patients while ensuring continued quality is provided by a medical practitioner who knows the patient's medical history.

Providers do not need to be in their regular practice to provide telehealth services, but they must ensure that the established clinical relationship, as defined in the MBS, exists before providing telehealth services to their patient. Only a face-to-face attendance with the patient in the 12 months prior to the date of service of the proposed telehealth consultation satisfies this requirement, with limited exemptions.

Providers should use their provider number for their primary location and must provide safe services in accordance with normal professional standards.

For additional information on the use of telehealth items, please refer to the [Provider Frequently Asked Questions](#) document available on [MBSOnline](#).

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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 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) face to face	Fee*
3	(Level A) Brief	\$17.90
23	(Level B) Standard <20 mins	\$39.10
36	(Level C) Long 20-40 mins	\$75.75
44	(Level D) Prolonged ≥40 mins	\$111.50
Item	COVID-19 video conference items	Fee*
91790	(Level A) Brief	\$21.05
91800	(Level B) Standard <20 mins	\$45.95
91801	(Level C) Long 20-40 mins	\$89.05
91802	(Level D) Prolonged ≥40 mins	\$131.15
COVID-19 impacted area telephone services introduced on 16 July 2021		
92746	GP consultation, 20 minutes or longer	\$89.10
92747	OMP consultation, 20 minutes or longer	\$44.70

General Practitioner Telephone Consultation introduced on 1 July 2021

Item	Telephone items	Fee*
91890	Short consultation, less than 6 minutes	\$21.05
91891	Long consultation, 6 minutes or greater	\$46.00

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
179	(Level A) Brief ≤ 5 mins	\$14.30
185	(Level B) Standard <25 mins (Modified Monash 2-7 area)	\$31.30
189	(Level C) Long 25-45 mins (Modified Monash 2-7 area)	\$60.60
203	(Level D) Prolonged ≥45 mins (Modified Monash 2-7 area)	\$89.20
Item	COVID-19 video conference items (Non-VR)	Fee*
91792	(Level A) Brief ≤ 5 mins	\$13.00
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
91794	(Level A) Brief ≤ 5 mins	\$14.35
91806	(Level B) Standard <25 mins (Modified Monash 2-7 area)	\$36.80
91807	(Level C) Long 25-45 mins (Modified Monash 2-7 area)	\$71.25
91808	(Level D) Prolonged ≥45 mins (Modified Monash 2-7 area)	\$104.95

Short and along OMP telephone consultations introduced on 1 July 2021

Item	Telephone items	Fee*
91892	Short consultation, less than 6 minutes	\$12.90
91893	Long consultation, 6 minutes or greater	\$24.70

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