

# General Practice in Aged Care Incentive (GPACI)

## Hints and tips to ensure you get paid correctly

For GPACI, the relationship between practice, patient and Responsible Provider (RP) is critical

Practices must ensure that all practice, patient and provider details are added and amended correctly in the Organisation Register. Failure to do so may result in:

- missed payments to practices and providers
- impacts to past payments, causing overpayments to practices and providers.



Follow the hints and tips below -

### Incentive Set period

- Only** add the **Set period Start date** when a patient is **initially** set up for GPACI.
- Only** change the **Set period Start date** if it is incorrect. Do **not** change it at the beginning of a new quarter, as this may result in missed payments.
- Do **not** add a **Set period End date** unless the patient is no longer in a Residential Aged Care Home or has requested to withdraw from GPACI. Adding an **End date** ends eligibility and may result in missed payments.
- Do **not** add a **Set period End date** when a quarter has ended.

### Responsible Provider (RP)

- Ensure the initial **RP Start date** matches the **Set Period Start date**.
- Only** amend the **RP Start date** if the date was entered incorrectly. Do **not** change it when a new quarter starts.
- Do **not** add a **RP End date**, including at the end of a quarter.
- Do **not** add a **RP End date** when a quarter has ended.
- Only** Remove the **RP details** if they were added in error.

### Change in RP

- Always **Add** a **new** RP to the patient's profile if the current RP leaves the practice or the patient asks for their RP to be changed.
- Do **not** remove the previous RP details, as this may result in overpayment.

| Responsible Provider | Start Date | End Date   | Action          |
|----------------------|------------|------------|-----------------|
| 111111A              | 03/07/2023 |            | Amend<br>Remove |
| 111111B              | 01/07/2023 | 02/07/2023 | Amend<br>Remove |

### Withdrawing a patient from MyMedicare (including deceased patients)

- Only** withdraw a patient from MyMedicare if they are deceased or have requested to be removed from the MyMedicare program.
- Do **not** delete the GPACI incentive or amend GPACI details for patients that have been withdrawn from MyMedicare, as this will impact past payments.
- No** updates are required if the patient is already withdrawn from MyMedicare.
- Withdrawing a patient from MyMedicare will **automatically end their GPACI registration** and any other MyMedicare incentive registrations.

### Moving patients from one Organisation site to another

Do **not** move a patient from one Organisation Site to another without understanding the impact. Moving a patient will:

- break** all relationships between practice, the patient and the RP
- reset** the patient's MyMedicare registration date, which cannot be undone. MyMedicare registration can only be backdated by 28 days
- reset** the patient's GPACI Start date, reverting them to quarter one. This will impact payments if services requirements have already been met.

### For more information

If you have incorrectly deleted details or you are unsure how to manage changes to patient GPACI details, please contact MyMedicare via the messaging feature in the Health Professional Online Services (HPOS).

