



# MyMedicare Minute – Week 14

*One key message. One minute to read.*

## How to ask for a review of a decision

If a practice or provider is not satisfied with an outcome under MyMedicare (including GPACI or BBPIP), there are a few options, including the final option of requesting a formal Review of Decision (RoD).

### What to do first:

- In many cases, questions can be answered quickly by contacting Services Australia on 132 011 (option 2).
- Where additional support is helpful, enquiries can be escalated through Services Australia for further assistance.
- A request for review is a formal process and is usually the final recourse.

### When to request a Review of Decision

- A RoD is a formal process and is generally the next step once the initial enquiry has been escalated and reviewed and the provider or practice remains dissatisfied with the outcome.
- To request a RoD, a completed form and supporting documentation must be provided to Services Australia.

### What practices need to know

- Taking early steps to seek clarification can often resolve questions quickly and may remove the need for a formal review.
- Maintaining clear documentation and records helps support any review request if one is required.
- RoD are separate process from initial enquiries and are managed through a formal review pathway.

### Resources

Further information is available through Services Australia and the Department of Health, Disability and Ageing websites.

- [Program Guidelines](#)
- [Review of Decision Form \(IP034\)](#)