



WentWest acknowledges the First Nations peoples of Australian as the Traditional Custodians of the land on which we work and live. We pay our respect to Elders past, present and future and extend that respect to all Aboriginal and Torres Strait Islander peoples within Western Sydney.

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MyMedicare Patient Registration Guide

This document outlines how patients can register for MyMedicare either in person or online. It's important that practice staff are aware and understand the available registration options and inform patients accordingly. This will help to improve workflows and time efficiency during the registration process in General Practice.

Before your practice can start registering patients for MyMedicare, the following steps must be completed.

- Link the Organisation in PRODA to HPOS
- Access the Organisation Register in HPOS to register your practice and link your eligible providers.
- Add MyMedicare to 'My Programs' in HPOS (see steps below)
- Ensure Practice Staff have appropriate delegations to access MyMedicare on HPOS

If you require support with the registration process, we have developed the **MyMedicare Organisation Registration Guide for General Practice** and the **MyMedicare Readiness Checklist for General Practice** to support you. These resources include step-by-step instructional videos and slides on how to set up your practice on PRODA, HPOS and the Organisation Register.

If you require further assistance, contact your directly or the following support lines.	Primary Care Development Coordinator
Provider Digital Access (PRODA)	Phone: 1800 700 199 and select Option 1 Monday to Friday, 8 am to 5 pm local time Email: <u>proda@servicesaustralia.gov.au</u>
Services Australia – Health Professional	Phone: 132 150 and select Option 6
Online Services (HPOS)	Monday to Friday, 8 am to 5 pm AWST.
Virtual Support Team – Western Sydney	Phone: 02 8811 7100, option 2
Primary Health Network	Email: support@wentwest.com.au

Add MyMedicare Program in HPOS

In order to access the MyMedicare platform on HPOS and start registering patients, the MyMedicare program must be added to your Organisation through the Program Registration tab. This will ensure that the practice is visible and findable on the various registration platforms for patients and will also make the 'MyMedicare Tile' available to access via HPOS. The following instructions outlines the steps involved.

1. Log in to PRODA, complete 2-step verification and go to 'Services'

Australian Government Services Australia	PRODA Provider Digital Access			James Tiber	ius Kirk
	saaraa sayaa ahaa daga gara 🥊 dhaxaa gagaa hadday yaa	Profile	<u>Services</u>	Organisations	<u>Logout</u>

2. Choose the practice, go to the green 'Organisation Register' tile, and then click 'Associated Sites'



Organisation ID		2308283726	Entity Name	Organisation A
ABN		35 121 97 696	PRODA RA Number	5024039511
Status		Pending (System)	From	01/12/2022 10:10:51
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Entity Type		Limited Partnershi	2	
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1 This is the r	ecochised les	al entity that you consid	er to have hierarchical control of your proanisation	и.
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- 3. Click on blue link to select the
 - organisation you are acting on behalf of, then 'Program Registration'.
- 4. Select new program drop down box and choose 'MyMedicare'.
- 5. Click 'Submit' and 'Save'.
- 6. Choose MyMedicare preferences, recommend 'auto-accept', click 'Save'.

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Entity Name							New Organisation	
Organisation Site	Name *						Family General Practice	
Start Date							01/12/2022	
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Manage Delegations for Practice Staff to Access MyMedicare

To access the MyMedicare registration platform via HPOS, practice staff will need to have the 'HPOS-MyMedicare-Program-Staff' Delegation added to their account by the Practice Associate or Authorised Contact (this is usually the Principal GP or the Practice Manager who has Owner Access).

1. Login to **PRODA** > Enter Authentication Code > Then Select **Organisation**



2. Select the **Organisation** you want to Manage member delegation for

You're a memb	er of the organisation	ons listed below.	
elect the organisation			
	name to:		
 view the organi 	sation's details		
 manage the org add or removel 	anisation's devices		
 add or remove add subsidiary 	organisations (for parent orga	nisations only)	
Name 🗘	ABN 🗘	Organisation Status 🌩	Role/Status ≑
ganisation 1	12 345 345 677	Active	Director / Active
panisation 2	12 345 345 678	Email Unverified	Director / Unmatched
ganisation 2	12 345 345 678	Email Unverified	Director / Unmatched

3. Select 'Members' tab

Click on the Member you want to manage

M	lanage Jacob Rob &O Organisation	oinson for 4
٨	Member details	
	PRODA RA (Individual)	1503675701
	Role	Personnel
	Identity	Verified
	Member Status	Active
	Start Date (DD/MM/YYYY)	06/12/2022
	End Date (DD/MM/YYYY)	07/12/2023 *maximum 5 years



Remove this mem

Name 🌩	Service Provider 🌩	Can Be Delegated 🗘
POS-Access	Health Professional Online Services (HPOS)	No
POS-Org-Admin	Health Professional Online Services (HPOS)	No
	H 4 1 F H 10 V	2 records round
Delegate to This Memi	per	
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4. Select 'Attribute Delegations'

Click 'Delegate to This Member'

Select the '**HPOS-MyMedicare-Program-Staff**' If you want them to be able to re-delegate the attribute to other members, select **Delegable**. 'Delegation attribute was success' notification will appear in green.

How Patients can Register for MyMedicare

Patients have three main options to register for MyMedicare, including:

- 1. Online through their MyGov Account
- 2. The Medicare Express Pluss mobile application
- 3. Paper registration form, submitted in person at the practice.
 - General Practice staff can manually register patients via PRODA

MyMedicare Patient Registration through MyGov Account

A patient can register with your practice by following the below steps;

1. Log into https://my.gov.au/

< Back		
Sign in w	ith myGov	
Choose how to a	sign in from these 2 options	
Using your r	nyGov sign in details	
Username or ema		
Forgot username		
Password		
		Sho
Forgot password		
	Sign in	
① <u>Create a myGo</u>	w account if you don't have one already.	
	(or	
Using your r	or nyGovID Digital Identity	

2. Click on 'Go to Medicare'.

Autoration Conversional D myGov		Home	Browse Search Q. My account 10	ta ta
Welcome #1011233 AM AUST Inbox	() Profile	(f)	Payments & claims	
Read important messages from linked services	> Personal details	and y Applica	payments, claims and stone >	
Linked services (4 linked)			View and link services	Assistant
Go to Australian Taxation	Go to Centrelink	Go to Medicare	Go to Workforce Australia	

3. Select 'Register for MyMedicare'.

medicare Home	Make a claim + My card My details -	 History and statements Ser 	rvices - Contact us	0		Return to my
	Lest high 02 October 2023 at 9:36 AM AEOT					
	You have no tasks or notifications Quick links					
	6	My paid claims	Cost to claimant	ex claims history Benefit Total	My details Have you changed address or back de	your nais?
	Start a new claim for Medicare benefits.		-		autoregia un suerie, de	14897 -
	Make a claim			den	Update now	
	Proof of vaccinations You can get proof of your vaccinations.	Organ donation You are not registered for organ donation.	Safety I	Vet	MyMedicare You're not currently registered for MyMedicare.	
	View proof	View preferences	View	letalls	Register for MyMedicare	

4. Select 'Start'.

medicare Home Mak	e a claim + My card My details + History and statements + Services + Contact us +	Return to Gov
	Register for MyMedicare	Help What is Myddedicare? [2]
	MyMedicare is a voluntary patient registration model that started on 1 October 2023. It aims to strengthen the relationship between patients, their general practice, general practicioner (0P) and primary care tournow. Wor chosen practice must be registered in MyMedicare before you can commence your own patient registration. To register for MyMedicare complete the following steps: 1. enter and steps (your regular practice) 2. provide more information about yoursel (optional) 3. provide more information about yoursel (optional) 3. your engestation will be forwarded to your regular practice. Even	Hore will my personal information to use of 7.0 Support for people affected by family and demestic vidence C

5. Enter the practice name and suburb > click 'Search' > select your practice name > click 'Next'.

Select your practice	
	Select your practice Select your preferred About you Review and submit Registration submitted GP
O Select your practice Select your preferred About you Review and submit Registration submitted OP	Search for your regular practice based on recent Medicare services you've received. Contact your regular practice about registering with them, if they don't appear is the list.
Search for your regular practice based on recent Medicare services you've received.	
Contact your regular practice about registering with them, if they don't appear in the list.	Your regular practice is your trusted practice you have recently visited for Medicare services. Who is eligible to resister for MrMedicare? [2]
Your regular practice is your trusted practice you have recently visited for Medicare services.	
Who is eligible to register for MyMedicare? 02	Search for the practice you'd like to register with
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pearch for the practice you drike to register with	attration for
Practice name	Suburb/Town Postcode
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Suburb/Town Postcode	
	Search
Search	0
Next Cancel	Next Cancel

6. Select your preferred GP and click 'Next'.

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Select your practice	Select your preferred GP	About you	Review and submit	Registration submittee
You can still visit a	y GP at your practice after se	electing a preferred (ap.	
If you're unable to	find your preferred GP on the	list - contact the pra	ictice.	
If you're unable to	find your preferred GP on the	list - contact the pra	ctice.	
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If you're unable to	GP	list - contact the pra	ictice.	

7. Complete rating of your experience registering from drop down option and click 'Next'.



8. Review details and click 'Submit registration'.

tice 🗹 and consent to my personal information
encies in accordance with the privacy notice.
It you' section is provided voluntarily and the Europer information about how the articlitional
it is removed in the future, is available in the

MyMedicare Patient Registration through Medicare Express Plus Mobile App



Registering at the Practice: MyMedicare Patient Registration through PRODA

If a patient chooses to register in person at a General Practice, they will need to be manually registered through Health Professional Online Service (HPOS) which can be accessed via Provider Digital Access (PRODA). Please note, when registering children under 14 years of age, a parent/guardian must provide consent on their behalf and *this registration will need to be completed at the practice*. Young people aged 14 to 17 years can register and provide consent without a parent/guardian.

1. Patients must complete the MyMedicare Registration Form and submit to practice staff.

my medicare	Full name of individual providing consent (patient, patient's guardian/attorney or parent if required)
	Departure Date
Registration Form	
Addedicate is a solution patient registration model. It aims to formalise the relationship between patients, their general section, garantii practitioner (GP) and primary care teams.	If a parent or guardian has completed this form on behalf of a patient aged 54-17, please confirm the patient is aware of this registration and provided informed consent. [] Yes
hyMedicare patients and their usual GP and practice will have access to new benefits to help deliver more of the care patients eed, improving health outcomes.	Consent for MyMedicare registration for patients under 34 years of age must be provided by the patient's parent
we completed MyMedicure Registration Form should be provided to your preferred General Fractice to complete your	ta adla francesc
gadration process.	Patients aged 14-17 years must provide their consent to register for MyMedicare.
indext Part vite	 A parent or guardian of a patient aged 54-37 years may complete the Registration Form if the
andra verami	14-17 year all is aware of the registration and has provided their consent for this person to act on their behalf.
	For a patient SI years or older, who tacks capacitie to make decisions for thermation, consent for the Mobile leave registration
And show dama	will need to be provided by an individual who is authorised to act on the patient's behalf.
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	22 10 1007
Intel Second Sec	Office use only Provider Vertice of Andrews Cit
	Please select a loss to confirm the patient's slightlify
Redicare Number of DVA File Number Medicare UN	[2] The patient has hed at least 2 face to face consultations at the Practice in the previous 34 months
	The patient meets the reduced eligibility orteria of at least one face-to-face consultation at the Practice in the
ractice and Provider Details	previous 24 membra and the Practice is located in MMM/6-7
ractice Name and Practice Address	The particular meets one of the examples anterior
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	Parked is following a CP they are registered with to this crafter
	Protect experiencing family and domestic violence
	Patient experiencing homelessness
ane of preferred GP	
	The practice will retain a copy of this Registration Form in the patient's clinical records, for compliance of record keeping
y signing this form I agree to the following:	congetions in economics with reserve, scene and Territory Rig sation appricable to their practice.
 Euroderstand that registering in MyMedicare is voluntary. 	
Consider this Practice to be my regular primary health care provider.	
a. I understand that I can only be registered with one Practice at a time. By submitting this form, any existing registration	Privacy Statement
in representation was an ensure and, and my provides matched and practicer will automatically the noticed that Letting	The tear regulates how services Australia, the pepartment of Health and Aged Care, the Australian Digital Health Agency and the Departm of Vaterany' Affairs may handle vour personal information, tervices Australia is objecting your personal information to assess your etailst
4. Landerstand that Lacil remain registered unless	for MyMedicare and provide services to you and poyments livited to your provider as a result of your MyMedicare registration. Your
 Ingester with a different Practice. 	Information will only be thank with introducing generative approximated approximate and the Description of the stands and head from Analytical data than the Annexe whether Descriptional of Mitters where where there introduce the standard and the standard from Analytical data from the Annexe whether Description of Mitters where we have intered in the standard and the standard from Analytical data from the Annexe whether Description of Mitters where we have intered in the standard and the standard and the standard data from the Annexe we have the standard data from the standard data for the standard data fo
a Fequest my GP/Practice or Services Australia to withdraw my registration.	where the law allows or requires it. The MyMedicare Privace Aster describes have your information will be managed consistent with pur
 My GP or Practice dockdes to withdraw my registration. 	integrations under the drivery Art 2008 and the Australian drivery procepter. The Autors can be found at
5. Exinderstand that there is no cost to register in MyMedicane.	Titles 220000, 2007CL BOX AND THIS DUTING THE DUTING AND LATER OF THE THE AND A DUTING A FORDING
6. I declare I have read and understand the MyMedicare Privacy Notice and consent to my personal information being	The last she read the
collected, used and disclosed by the relevant agencies such as Services Australia, the Department of Health and Aged	 Services Australia privacy policy at serve services/strain atta audit theory
Care, the Australian Digital Health Agency and, where applicable, the Department of Veterans' Affairs as specified in the	 Department of reach and April Care any according all that / ware health are defined on a back prove price.

2. Log into PRODA > Select Health Professional Online Service tile

My linked services



3. Log into your Organisation



4. Select 'My Programs' > select 'MyMedicare'



6. Enter the patients **Medicare card** details

ly accessing this service, you are co- colponent only. This also agree to the	droning that you have stir main the confidentiality of	alone the part C (he informat	ectio consent or search for, or conflu- lon yes, adapting confluences to the sea	n deer Abedcare card dealts for closing is serve of eac
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7. Select the patient from the results & then select '**Register for MyMedicare**' via the patient profile



8. Select the 'complete' registration type and then 'next'



9. Select the patient's preferred practitioner.

atiest Details		Practice Details	
Paderel Medicare Card Marsher - IRN DOB Registration Type Registration Date	Complete 53/18/2823	Organization Site ID Parent Organization ABM Practice Name Practice Address	
Preferred GP =	64° =	Name E	Action
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		particular contracts	Select
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the patient can only maminate a preferred GP who is eligible to provide Mykladicare services at the selected practice.

10. Accept the declarat to finalise the patier Medicare.

	Patient Details
e patient's registration for My	Patient Medicare Card Number - IRN DOB Regularation Type Compate Registration Oute 03/102302 Withdrawal Date 2/0.24 rink tufb practice
	Practice Details
	Organization Stel () Descet Organisation ABN Practice Name Practice Address Protecte GP Otange Pretend GP Otange Pretend GP
	Norme Assemblishing
	Accrediting Agency Status Certificate Number Start Date End Date
	Demographic Details Please control to demographic data constitut by the patient. Demographic
	Declarations 1 declare that: • The partent meets the nigbility requirements set out all heternt Eligibility Requirements. • The individual provides consert has signed and compared a Paskert Registration from, and the practice will retain a coty of this tomo complement of insert in key and compared a Paskert Registration from, and the practice will retain a coty of the patient's compared objections on the demonstration of the formation of the patient's compared by the demonstration in the demonstration of the patient's requirements. • When application, the demonstratic default have been enforted as port the patient's responses on the Paskert Registration from any Nucleicov by the patient's state and temperature as result of this registration. • Any existing patient in MyNeticizent by this patient as the practice or meets the eligibility requirements ret out at Practice Eligibility Tequirements. • The information in Application in MyNeticizent by the patient's patient as the practice or meets the eligibility requirements ret out at Practice Eligibility Tequirements. • The information in Application is a sectors of the spatient at the eligibility requirements ret out at Practice Eligibility Tequirements.
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Resources for Patients

The Department of Health and Aged Care have developed an extensive Communications Toolkit for General Practices to assist with the introduction of MyMedicare to patients. The toolkit includes several resources as shown below. Click on the images below to access the corresponding resources.



Ordering Patient Resources:

You can order hard copies of the above resources by contacting National Mailing and Marketing on <u>health@nationalmailing.com.au</u> or phone (02) 6269 1080. Quote the order ID number for the resource you would like, the quantity you wish to order and provide your delivery address.

MyMedicare DL Brochure – Order ID: A01005 Introducing MyMedicare Factsheet – Order ID: A01001 Registering in MyMedicare Fact sheet – Order ID: A01002 MyMedicare Poster – Order ID: A01004