



## MyMedicare Patient Registration Guide

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 Primary Care Development Coordinator directly or the following support lines.**

**Provider Digital Access (PRODA)**

Phone: **1800 700 199** and select **Option 1**  
Monday to Friday, 8 am to 5 pm local time  
Email: [proda@servicesaustralia.gov.au](mailto:proda@servicesaustralia.gov.au)

**Services Australia – Health Professional Online Services (HPOS)**

Phone: **132 150** and select **Option 6**  
Monday to Friday, 8 am to 5 pm AWST.

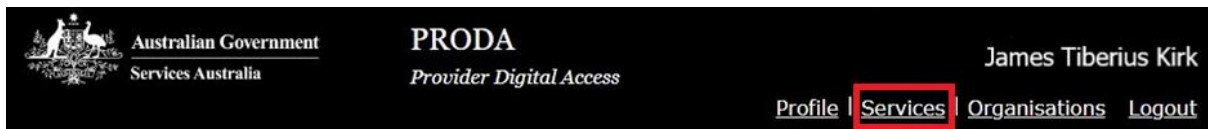
**Virtual Support Team – Western Sydney Primary Health Network**

Phone: **02 8811 7100, option 2**  
Email: [support@wentwest.com.au](mailto:support@wentwest.com.au)

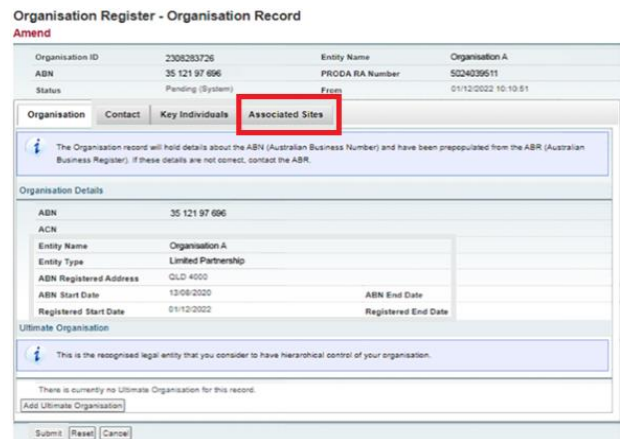
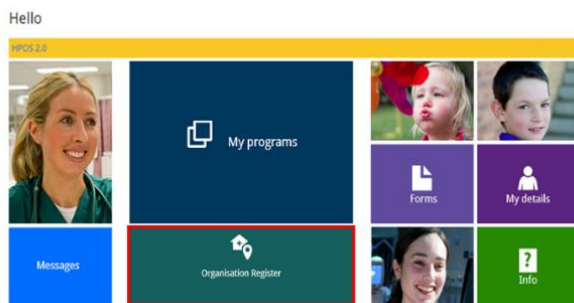
## Add MyMedicare Program in HPOS

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.

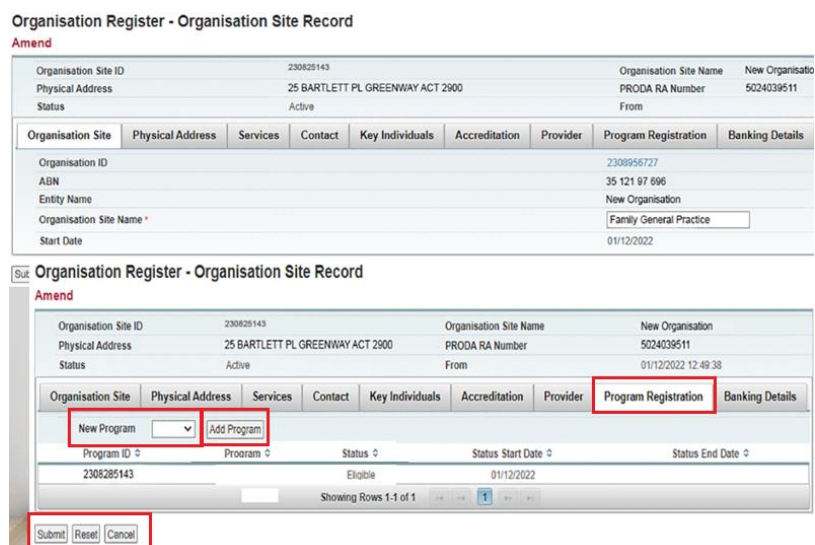
1. Log in to **PRODA**, complete 2-step verification and go to **'Services'**



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



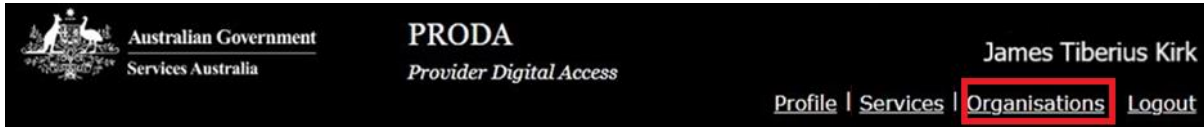
3. Click on blue link to select the organisation you are acting on behalf of, then **'Program Registration'**.
4. Select new program drop down box and choose **'MyMedicare'**.
5. Click **'Submit'** and **'Save'**.
6. Choose MyMedicare preferences, recommend **'auto-accept'**, click **'Save'**.



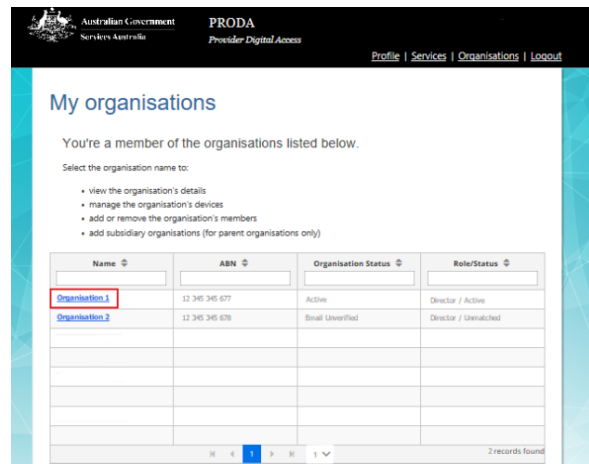
## Manage Delegations for Practice Staff to Access MyMedicare

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**

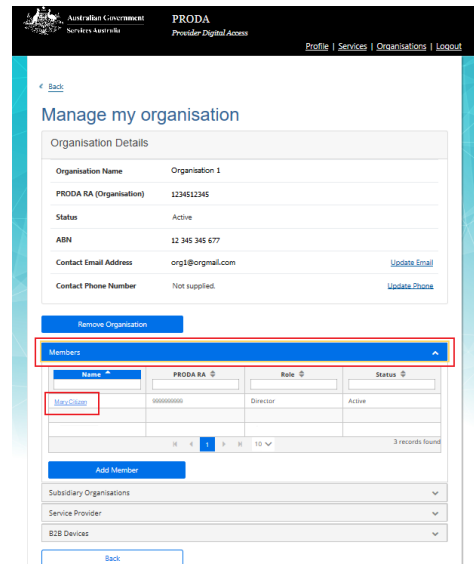


2. Select the **Organisation** you want to Manage member delegation for



3. Select '**Members**' tab

Click on the Member you want to manage



### Manage Jacob Robinson for P&O Organisation 4

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 <span>maximum 5 years</span>

[Remove this member](#)

Delegations

Attribute Delegations

Name	Service Provider	Can Be Delegated
HPOS-Access	Health Professional Online Services (HPOS)	No
HPOS-Ors-Admin	Health Professional Online Services (HPOS)	No

[Delegate to This Member](#)

New Delegation To This Member

To grant additional delegations to this member select the appropriate delegation from the list below and click Delegate.

Member:  Jacob Robinson

Delegation:  CHPROF : HPOS-MyMedicare-Program-Staff

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

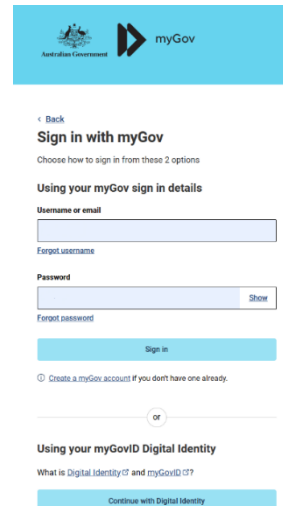
Patients have three main options to register for MyMedicare, including:

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

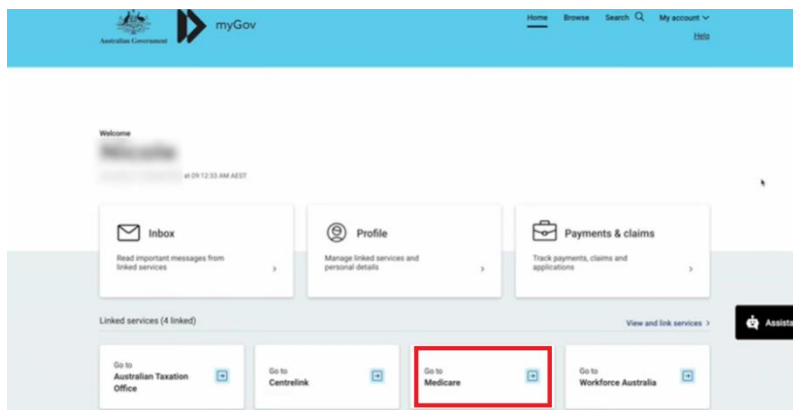
## MyMedicare Patient Registration through MyGov Account

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

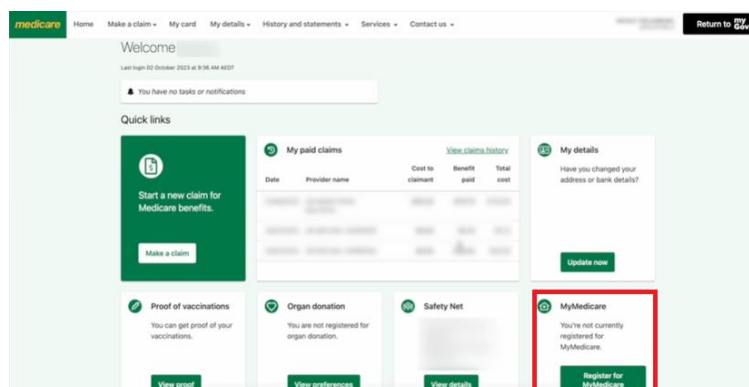
1. Log into <https://my.gov.au/>



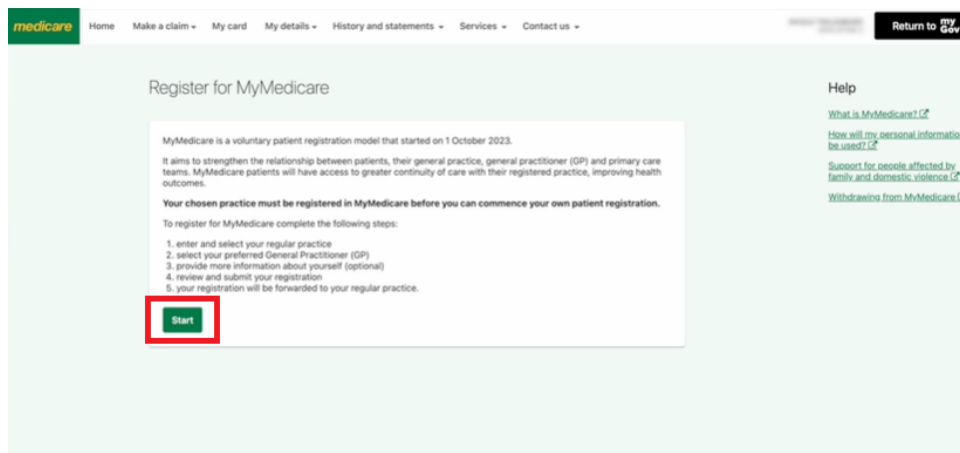
2. Click on 'Go to Medicare'.



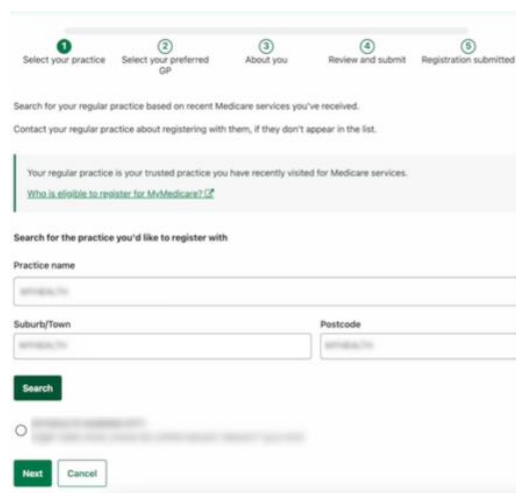
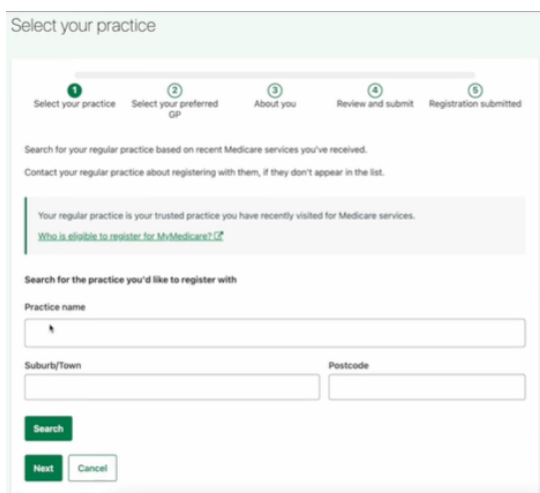
3. Select 'Register for MyMedicare'.



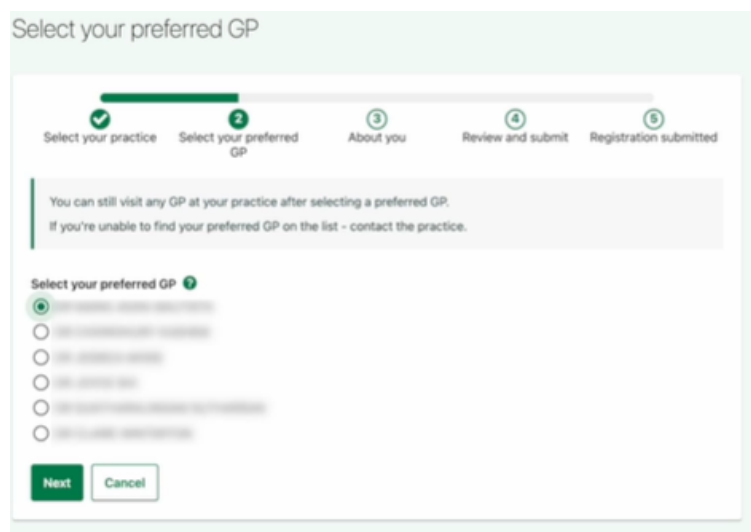
#### 4. Select 'Start'.



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



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



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

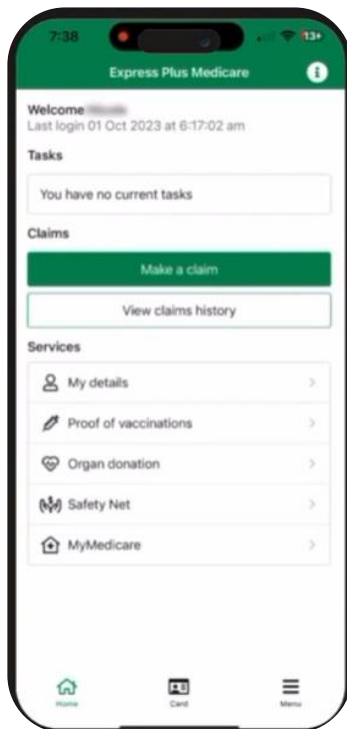
The screenshot shows a registration progress bar with five steps: 1. Select your practice (checked), 2. Select your preferred GP (checked), 3. About you (active), 4. Review and submit, and 5. Registration submitted. Below the progress bar, there is a grey box with text explaining that the information provided will help improve health care services and that providing it is voluntary. Below this, there is a question: "How would you rate your experience registering?" with a dropdown menu currently set to "Prefer not to answer". At the bottom, there are two buttons: "Next" (highlighted in green) and "Cancel".

8. Review details and click **'Submit registration'**.

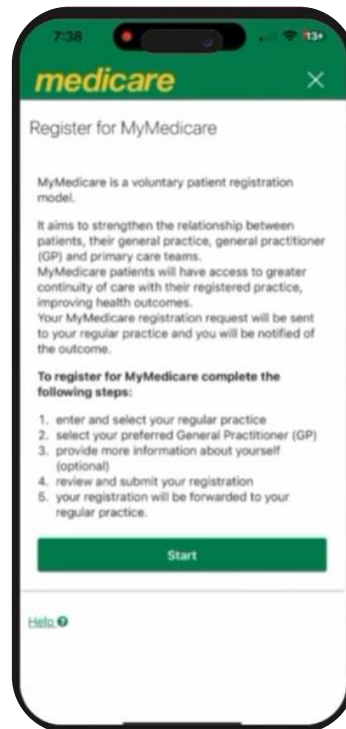
The screenshot shows a "Declaration" section with the following text: "By selecting 'Submit registration', I declare that:" followed by three bullet points: "I have read and agree to the [Terms and Conditions of MyMedicare program](#)", "I have read and understand the [MyMedicare Privacy Notice](#) and consent to my personal information being collected, used and disclosed by the relevant agencies in accordance with the privacy notice.", and "I understand that any information provided in the 'About you' section is provided voluntarily and the information is not required to register for MyMedicare. Further information about how the additional information will be handled, including what happens if it is removed in the future, is available in the MyMedicare Privacy Notice." At the bottom, there are two buttons: "Submit registration" (highlighted in green) and "Cancel".



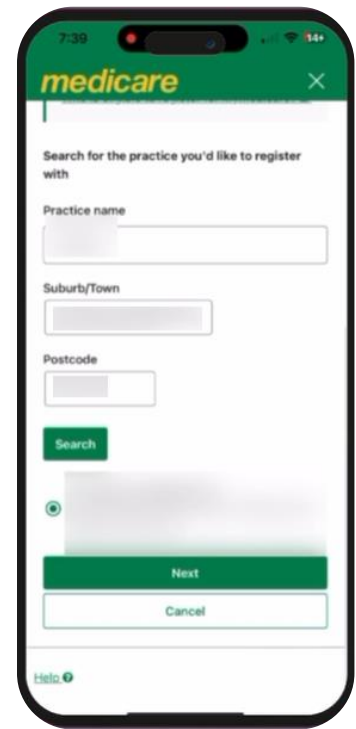
# MyMedicare Patient Registration through Medicare Express Plus Mobile App



Log into your Medicare Express Plus Mobile App and click **'MyMedicare'**



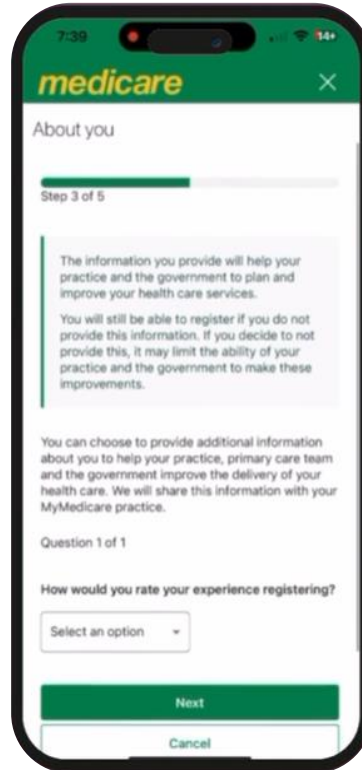
Select **'Start'**



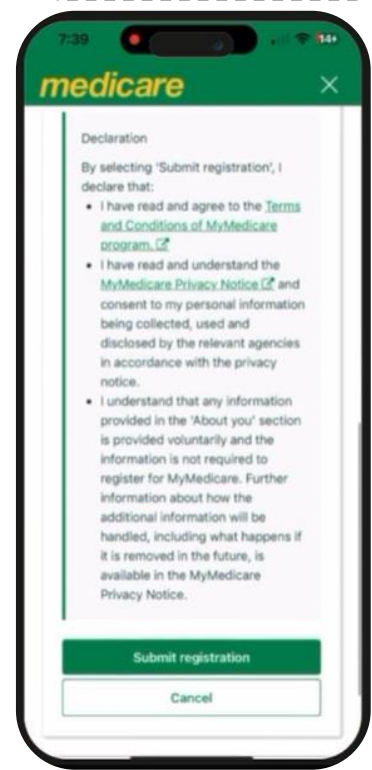
Enter the Practice Name Suburb > click **'Search'** > select your practice > click **'Next'**



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



Review your registration experience and click **'Next'**.



Review details and click **'Submit registration'**.

## Registering at the Practice: MyMedicare Patient Registration through PRODA

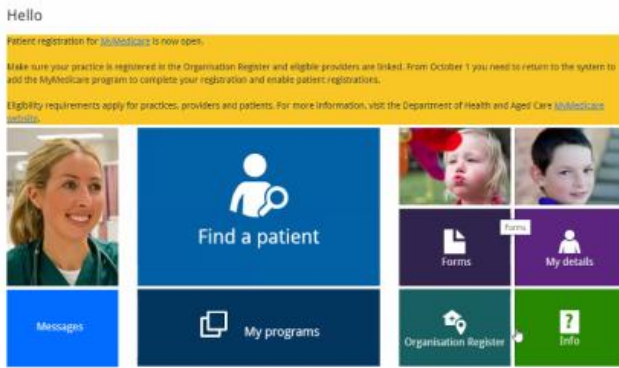
If a patient chooses to register in person at a General Practice, they will need to be manually registered through Health Professional Online Service (HPOS) which can be accessed via Provider Digital Access (PRODA). Please note, when registering children under 14 years of age, a parent/guardian must 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.

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

3. Log into your **Organisation**

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



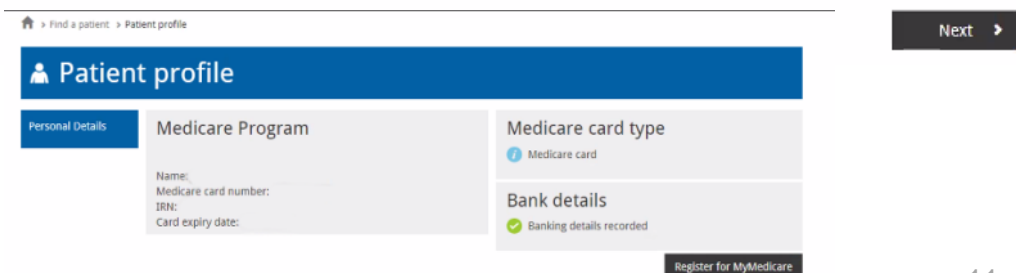
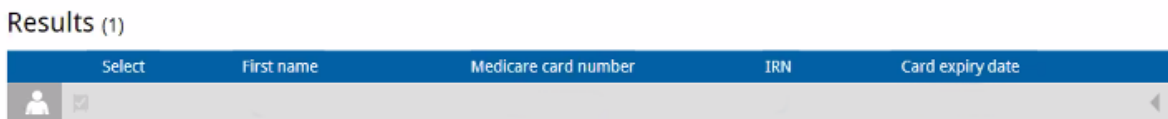
5. Select 'Find a patient'



6. Enter the patients Medicare card details



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'

0752 - The patient is eligible for a Pending or Complete registration.  
A pending registration - Enables the practice to notify the patient to complete their registration through their Medicare Online Account.  
A complete registration - Requires the practice to enter the details provided by the patient on their MyMedicare Registration Form.

You are here: Home > MyMedicare

### Patient Registration

Patient Details

Patient	
Medicare Card Number - IRN	
DOB	
Registration Type*	<input type="radio"/> Pending <input checked="" type="radio"/> Complete

Next Cancel

9. Select the patient's preferred practitioner.

The patient can only nominate a preferred GP who is eligible to provide MyMedicare services at the selected practice.

You are here: Home > MyMedicare

### Select a Preferred GP

Patient Details		Practice Details	
Patient		Organisation Site ID	
Medicare Card Number - IRN		Parent Organisation ABN	
DOB		Practice Name	
Registration Type	Complete	Practice Address	
Registration Date	03/10/2023		

Preferred GP #	Name #	Action
		Select
		Select
		Select
		Select
		Select
		Select
		Select
		Select
		Select
		Select

Back Cancel

10. Accept the declaration > select 'confirm' to finalise the patient's registration for My Medicare.

You are here: Home > MyMedicare

### Patient Registration Confirmation

Patient Details

Patient	
Medicare Card Number - IRN	
DOB	
Registration Type	Complete
Registration Date	03/10/2023
Withdrawal Date	
Patient Eligibility Reason	2 in 24 met with practice

Practice Details

Organisation Site ID	
Parent Organisation ABN	
Practice Name	
Practice Address	
Preferred GP	<a href="#">Change Preferred GP</a>
Name	

Accreditation

Type	
Accrediting Agency	
Status	
Certificate Number	
Start Date	
End Date	

Demographic Details

Please complete the demographic data provided by the patient:  Demographics  Not provided

Declarations

I declare that:

- The patient meets the eligibility requirements set out at Patient Eligibility Requirements.
- The individual providing consent has signed and completed a Patient Registration form, and the practice will retain a copy of this form for compliance of record keeping obligations in accordance with federal, state and territory regulation applicable to their practice.
- Where applicable, the demographic details have been entered as per the patient's responses on the Patient Registration form.
- Any existing registration in MyMedicare for this patient will be automatically withdrawn as a result of this registration.
- Any existing pending registration in MyMedicare for this patient at this practice, will be automatically deleted.
- The practice is accredited against the RACGP Standards for General Practice or meets the eligibility requirements set out at Practice Eligibility Requirements.

The information I have provided is true and correct, and I understand that giving false or misleading information is a serious offence.

Confirm Cancel

0762 - Patient registration saved successfully.

You are here: Home > MyMedicare

# 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 [health@nationalmailing.com.au](mailto:health@nationalmailing.com.au) 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