



MyMedicare Registration Guide

Patients

*Information sourced from Services Australia

Acknowledgement

The Western Queensland PHN (WQPHN) acknowledges Aboriginal and Torres Strait Islander traditional custodians on whose land we walk, work and live across Western Queensland.

We acknowledge the stories, traditions and living culture and their continuing connection to the land and waters of our catchment.

We pay respect to Elders past and present and commit to building respectful and inclusive partnerships with Aboriginal and Torres Strait Islander peoples to improve health outcomes in our region.



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This document has been developed for patients and carers to register for MyMedicare by collating the appropriate information from [Register for MyMedicare - Services Australia](#) and [Information for MyMedicare patients | Australian Government Department of Health, Disability and Ageing](#).

(<https://www.servicesaustralia.gov.au/register-for-mymedicare> and <https://www.health.gov.au/our-work/mymedicare/patients>)

[MyMedicare](#) is Australia's new voluntary patient registration model aimed to formalise the relationship between patients, their general practice, general practitioner and primary care teams. (<https://www.health.gov.au/our-work/mymedicare>)

To discuss further, or for more information contact your WQPHN Practice Support Team or prac_support@wqphn.com.au

1. Benefits

It is voluntary and free to register in MyMedicare.

When you register in MyMedicare, it will notify your general practice that you have chosen them as your regular care team. Additional funding will be available from the government to help them provide the care you need.

MyMedicare patients will have access to:

- greater continuity of care with your registered practice, improving health outcomes
- longer Medicare Benefit Scheme (MBS) funded telehealth consultations with your GP
- triple bulk billing incentive for longer MBS telehealth consultations for children under 16, pensioners, and concession card holders
- more regular visits from your GP and better care planning for people living in a residential aged care home

2. Eligibility

You're eligible to register in MyMedicare if you have:

- a [Medicare Card](#) or [Department of Veterans' Affairs \(DVA\) Veteran Card](#)
- face-to-face visits recorded with the same practice, including either:
 - one face-to-face visit for practices in remote locations ([MMM 6 and 7](#))
 - two face-to-face visits for practices in other locations in the previous 24 months.

People who are facing hardship will be exempt from all eligibility requirements. This includes people experiencing domestic and family violence and homelessness.

Parents/guardians and children can be registered at the same practice if one of them is eligible and registered. A parent/guardian must register a child under 14 years and provide consent on their behalf. Young people aged 14 to 17 years can register and provide consent without a parent/guardian.

3. How to Register

Your chosen practice must be registered in MyMedicare before you can start your own patient registration. You can change or withdraw at any time.

There are multiple ways you can register with your chosen practice in MyMedicare:

- Start the registration process in your [Medicare Online Account](#) or [Express Plus Medicare Mobile app](#). **Check that your practice is registered in MyMedicare before you start.** Practice staff will then accept the registration in the MyMedicare system.
- Your practice may start the registration in MyMedicare or you can ask them to do this. This will trigger a registration in your [Medicare Online Account](#) or [Express Plus Medicare Mobile app](#), which you can then complete.

- Fill out a registration form and provide it to your practice. By signing the form, you are giving consent to participate in MyMedicare. Practice staff will then complete the registration in the MyMedicare system.

As part of your MyMedicare registration, you can choose to provide additional information about yourself. This will help your practice, primary care team and the government improve the delivery of your health care. We will share this information with your MyMedicare practice.

The information you provide will help your practice and the government to plan and improve your health care services. You will still be able to register if you do not provide this information.

MyMedicare registration will not prevent you from accessing care from other practices and healthcare providers. The longer MBS telehealth items, the new aged care incentive, and from November 2024 Chronic Disease Management items will be linked to your registered practice.

It is the responsibility of the practice to register their patients for the General Practice in Aged Care Incentive once they are registered for MyMedicare.

3.1. How to register using your Medicare Online Account

To register for MyMedicare using your Medicare Online Account, you'll need:

- to link your Medicare online account to myGov
- your Medicare card.

To register online, follow the steps below:

1. Sign in to myGov.
2. Select **Medicare**.
3. Select the **View MyMedicare** quick link, then **Start**.
4. Under **search for your practice**, select **Your practice**, then **Next**. If you're having trouble, read the helpful hints.
5. Select **Your preferred GP**, then **Next**.
6. Complete the voluntary **About you** information, then select **Next** to move to the next question or to skip a question.
7. Select **Submit registration**, then follow the prompts to complete your registration.

3.2. Helpful hints when searching for a practice:

- Try entering your practice postcode first, then location.
- If you need to add more information, make sure you've spelt the practice name correctly and don't have any extra spaces.
- You may want to try searching with just the practice postcode and the first 3 or 4 letters of the practice name.
- **Remember your practice may not be registered for MyMedicare yet, so if they still don't show up, you'll need to contact them to check if they're registered.**

3.3. How to register a child under 14 years using Medicare Online Account

A child under 14 years can be registered for My Medicare by a parent or guardian. To register a child:

- they must be on the same card as the registering parent or guardian
- they can only be registered with one general practice at a time and with one preferred GP.

If a current registration exists, the child must be withdrawn before a new registration can be initiated.

The registering parent or guardian will have access to view and edit MyMedicare registration information for the child under 14 years using Medicare online services.

A non-registering parent or guardian for a child under 14 on the same card will only see if the child is currently registered for MyMedicare or not and withdraw the registration.

MyMedicare notifications will be sent to the registering parent or guardian while the child under 14 years remains on the same card.

Children under 14 years must be on the same card as the parent or guardian to be registered online.

To be eligible to register for MyMedicare, children under 14 must have visited the practice in person twice in the last 24 months or once in 24 months if in a rural remote location or the child is being registered to the same practice as the registering parent/guardian.

To register a child under 14 years for MyMedicare:

1. Sign in to myGov.
2. Select **Medicare**.
3. Select the **View MyMedicare** quick link.
4. Select child from **Registration you'd like to manage** drop-down.
5. **Accept** parental declaration.
6. Select **Register for MyMedicare**, then select **Start**.
7. Under **search for a practice**, select **a practice**, then **Next**. If you're having trouble, read the helpful hints.
8. Select **a preferred GP**, then **Next**.
9. Complete the voluntary **'About the patient'** information, then select **Next** to move to the next question or to skip a question.
10. **Read** parent/guardian **declaration**.
11. Select **Submit registration** acknowledging declaration and completing the child's registration.
12. If the practice prefers to manually accept registrations, an **Awaiting outcome** message will appear on screen. The practice has 30 days to accept the request. A notification will be sent once registration is accepted.
13. To register another child, select **Return to MyMedicare registrations** and repeat steps 3 to 11, or select **View pending request** to view details entered or **Cancel registration request**.

Once registration is successful or accepted, a parent or guardian can:

- manage current registration information
- update demographics
- change preferred GP
- view historical registration information
- withdraw under 14 child registration.

3.4. How to register using the Express Plus Medicare mobile app

To register for MyMedicare using the Express Plus Medicare mobile app, you'll need:

- to link your Medicare online account to myGov.
- download the most up to date version of Express Plus Medicare mobile app
- your Medicare card.

To register using the app, follow the steps below:

1. Log into the Medicare Express Medicare mobile app.
2. Select **View MyMedicare**, then **Start**.
3. Under **search for your practice**, select **Your practice**, then **Next**. You can enter your practice postcode first. If you need to add more information, make sure you've spelt the practice name correctly and don't have any extra spaces. If you can't find your practice, you'll need to contact them to check if they're registered for MyMedicare.
4. Select **Your preferred GP**, then **Next**.
5. Complete voluntary **About You** information, then select **Next** to move to the next question or to skip a question.
6. Select **Submit registration**, then follow the prompts to complete your registration.

3.5. How to register a child under 14 years using the Express Plus Medicare mobile app

For a parent or guardian to register a child under 14 years using the app:

1. Log into the Medicare Express Medicare mobile app.
2. Select **View MyMedicare**.
3. Select child from **Registration you'd like to manage** drop-down.
4. **Accept** parental declaration.
5. Select **Register for MyMedicare** and then select **Start**.
6. Under **search for a practice**, select **a practice**, then **Next**. If you're having trouble, read the helpful hints.
7. Select **a preferred GP**, then **Next**.
8. Complete voluntary **'About the patient'** information, then select **Next** to move to the next question or to skip a question.

9. **Read** and **Accept** declaration.
10. Select **Submit registration**, then follow the prompts to complete the child's registration.
11. If the child's practice prefers to manually accept registrations, an **Awaiting outcome** message appears on screen. The practice has 30 days to accept your request.
12. You can select **View pending request** to view details entered or **Cancel registration request**. To register another child, select **Return to MyMedicare registrations** and repeat steps 3 to 10.

3.6. How to update your MyMedicare details online

You can change your details or withdraw from MyMedicare at any time.

To do this:

1. Sign in to myGov.
2. Select **Medicare**.
3. Select the **View MyMedicare** quick link, then follow the prompts to update your registration.

3.7. How to manage your registration and voluntary responses

You can change, remove, or add details to your registration. This means you can view and update responses you've previously given us.

To do this:

1. Sign in to myGov.
2. Select **Medicare**.
3. Select the **View MyMedicare** quick link.
4. Select **View current registration**.
5. Select **View and provide responses**.

3.8. You can change your preferred GP and practice

You can ask your general practice at any time to change your preferred GP, or you can manage your registration online.

At your new practice, you'll still need to meet the [eligibility requirements](#). When you register with a new practice online, you'll automatically be withdrawn from your previous practice.

3.9. How to withdraw from MyMedicare

You can withdraw from MyMedicare at any time. You can withdraw by any of the following:

- speaking with your nominated general practice
- using your online account [through myGov](#)
- using the [Express Plus Medicare mobile app](#)
- calling [Medicare](#).

To withdraw online using your Medicare Online Account, follow these steps:

1. Sign in to myGov.
2. Select **Medicare**.
3. Select the **View MyMedicare** quick link.
4. Select **Withdraw from MyMedicare**, then **Next**, then follow the prompts to withdraw your registration.

3.10. View and manage MyMedicare registration information for a child under 14 years

Registering parents can view and manage their child's current information, withdraw registration and view historical registrations for a child under 14.

To view and manage MyMedicare registration information for a child under 14 years:

1. Sign in to myGov.
2. Select **Medicare**.
3. Select the **View MyMedicare** quick link.
4. Select child from **Registration you'd like to manage** drop-down and accept parent/guardian declaration.
5. Select what you want to do under **Action** and follow prompts to complete.
6. To withdraw registration select **Withdraw from MyMedicare** and follow prompts to complete.
7. **Accept** confirmation to complete update.

Only the registering parent/guardian can view and edit the MyMedicare registration details of the child under 14. Other parents/guardian on the same card will only be able to see whether the child is MyMedicare registered or not (with no additional information) and withdraw the registration. This will also apply to both parents/guardians if the child is registered by the practice using a consent form.

General Disclaimer

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