

MYMEDICARE UPDATE

April/May 2024

"About You" – voluntary patient questions

An updated patient registration form is planned to be introduced on 1 April 2024 which will allow a patient, as part of their MyMedicare registration process, to voluntarily provide and manage information about themselves, such as disability status, culturally and linguistically diverse status, First Nations status, gender, and sexual orientation.

In user experience testing most patients indicated they were comfortable with sharing their information and identified the benefit in doing so.

The voluntary provision of personal information by patients will not change the way in which practices manage MyMedicare registrations.

Practices will not have the ability to change options "about you", however they will have the ability to remove existing answers if requested.

Practices cannot add responses to the "About you".

Hardcopy MyMedicare Patient Registration Forms

When practices register for MyMedicare they have an option to set a preference on how registrations initiated by patients through the Medicare Online App (MOA) are accepted. Some practices have elected to manually accept each registration, this means when a patient completes a registration in MOA it is sent to the MyMedicare system at the practice as a pending registration (not complete). The practice needs to then go in and accept or decline each registration.

Services Australia advises there are a significant number of pending registrations which have not been accepted by practices. If a pending registration is dormant awaiting acceptance from the practice for more than 30 days, it will expire, and the patient will need to re-register in MyMedicare.

Practices will need to review, and accept or decline patient registrations within 30 days, if their preference settings are manual accept/decline.

Since MyMedicare went live multiple instances of paper MyMedicare registration forms have been returned to Services Australia. Services Australia

under the Australian Privacy Principles (APP) are required to destroy any unsolicited MyMedicare registration forms.

Patients may need to register at their next visit to the practice or commence the registration process in their Medicare Online Account or the Express Plus Medicare mobile application. Practices are required to retain a copy of the paper registration form in the patients' clinical records, in accordance with federal and/or state and territory legislation applicable to their practice.

More information on preference settings can be found on page 27 of the [MYMEDM02-Managing patient registrations](#) module.

Update to MyMedicare Privacy Notice - MyMedicare Sale of a Practice

A minor change has been made to the patient registration form to clarify eligibility for Residential Aged Care Home (RACH) residents. Under eligibility criteria the form now reads "you've had 2 or more face-to-face appointments with your regular general practice or health service in the past two years".

RACH residents are eligible for MyMedicare if they have a Medicare or DVA card and received two in person appointments with their regular practice in the preceding 24 months, or one appointment in rural and remote areas. These in person appointments can be provided at the practice's clinic, the patient's home, or at a residential aged care home.

The updated patient registration form can be found here: [MyMedicare Registration Form | Australian Government Department of Health and Aged Care](#)

To ensure patient registrations can be transferred to the new ownership without the need for the patient to re-consent, the MyMedicare Privacy Notice has been updated by including the words: "Once you are registered, staff involved in management of the practice may have access to your information. This may include health professionals. Relevant staff may change over time." The updated MyMedicare Privacy Notice can be found on the website: [MyMedicare Privacy Notice | Australian Government Department of Health and Aged Care](#)

Hardcopies of the updated registration forms can also be ordered from the MyMedicare website.