medicare
Urgent Care Clinic

Medicare Urgent Care Clinics Frequently Asked Questions (FAQs)

This booklet provides answers to frequently asked questions to assist practices to set up their Medicare Urgent Care Clinic (Medicare UCC) and health professionals to apply for their Medicare UCC Medicare provider number (MPN).

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Medicare UCC Medicare Provider Number (MPN) application FAQs

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3. How can Medicare UCC staff (such as practice managers) find out the Medicare UCC MPN for their Medical Practitioners and Nurse Practitioners and confirm what the MPN can be used for?
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6. Why won't the online application link the new Medicare UCC MPN to the Organisation Site Record?

Medicare UCC Medicare Provider Number (MPN) application FAQs

1. Which health practitioners can receive a Medicare UCC MPN?

Health practitioners who may be issued a Medicare UCC MPN include:

- specialist general practitioners (GPs)
- nurse practitioners
- prescribed medical practitioners (PMPs) (formerly known as Non-Vocationally Registered Medical Practitioners).

In many cases, a prescribed medical practitioner will be a registrar undertaking a training placement at a general practice co-located with the Medicare UCC. A training placement at a different location will not provide access to the Medical Benefits Schedule (MBS) and bulk billing at the Medicare UCC. They may also be a provider covered by an exemption under subsection 19AB(3) of the *Health Insurance Act 1973* or a provider who first became a medical practitioner before 1 November 1996. If you have any questions about your ability to access Medicare benefits under the requirements of the *Health Insurance Act 1973,* please contact the Provider Registration team on 1300 302 122.

(Refer to explanatory note **AN.7.1** in MBS Online).

Note:
The eligible Medicare UCC MBS items are those specified in the applicable *Health Insurance (Medicare Benefits Payable in Respect of Professional Services – Services Rendered under the Commonwealth Urgent Care Clinic Program) Direction*, as published on the **Federal Register of Legislation**.

Medicare UCC Medicare Provider Number (MPN) application FAQs

2. Who can apply for a Medicare UCC MPN online and who should use the manual form?

The following cohorts can apply for their Medicare UCC MPN online via Health Professional Online Services (HPOS), and in most cases will receive their number instantaneously:

- medical practitioners with postgraduate qualifications (only GPs)
- GPs with postgraduate qualifications and moratorium end date in the past
    - This applies to those who have finished their moratorium and are permanent residents.
- Overseas Trained Doctors with postgraduate qualifications who are subject to Section 19AB of the *Health Insurance Act 1973* and meet either of the below criteria:
    - Distribution Priority Area (DPA) class exemption
    - Northern Territory DPA.

Health practitioners not listed above, or otherwise unable to apply online, can use the manual form.

- GPs and PMPs must complete:
  Application for a Medicare provider number or prescriber number for a medical practitioner form (HW019)
- nurse practitioners must complete:
  Application for a Medicare provider number and/or prescriber number for a nurse practitioner or midwife (HW088).

Note:

- The conditions for access to bulk billing in question 1 still apply. If a health practitioner does not meet these conditions, they may receive a MPN which only allows them to request diagnostic imaging and pathology services and refer patients to specialists and consultant physicians.
  Health practitioners can contact Services Australia for assistance if they are unsure.
- If the Medicare UCC is co-located with a medical practice and the health practitioner will be delivering services at both, they must apply for 2 separate MPNs – a regular MPN (for services delivered at the medical practice) and a Medicare UCC MPN (for services provided at the Medicare UCC). They should apply for the regular MPN first.

3. How can Medicare UCC staff (such as practice managers) find out the Medicare UCC MPN for their medical practitioners and nurse practitioners and confirm what the MPN can be used for?

Medical practitioners and nurse practitioners receive a letter from Services Australia when their Medicare UCC MPN is created. This correspondence will specify the Medicare UCC MPN and what it can be used for, which can be shared with other staff at the clinic.

If the health practitioner applied for their Medicare UCC MPN online via HPOS, a digital letter will be sent to their HPOS mailbox.

If the health practitioner applied for their Medicare UCC MPN through a manual form, a paper letter will be sent to them in the post. If they have an active HPOS account, a digital letter will also be sent to their HPOS mailbox.

Health professionals should check their HPOS messages regularly. No Medicare billing should be performed until the letter confirming eligibility is received.

Note:
The health practitioner will not be able to bulk bill at the Medicare UCC if their new Medicare UCC MPN only allows them to:

- request diagnostic imaging and pathology services; and
- refer patients to specialists and consultant physicians.

Medicare UCC Medicare Provider Number (MPN) application FAQs

4. If a health practitioner works at a Medicare UCC and co-located medical practice which MPN should they use?

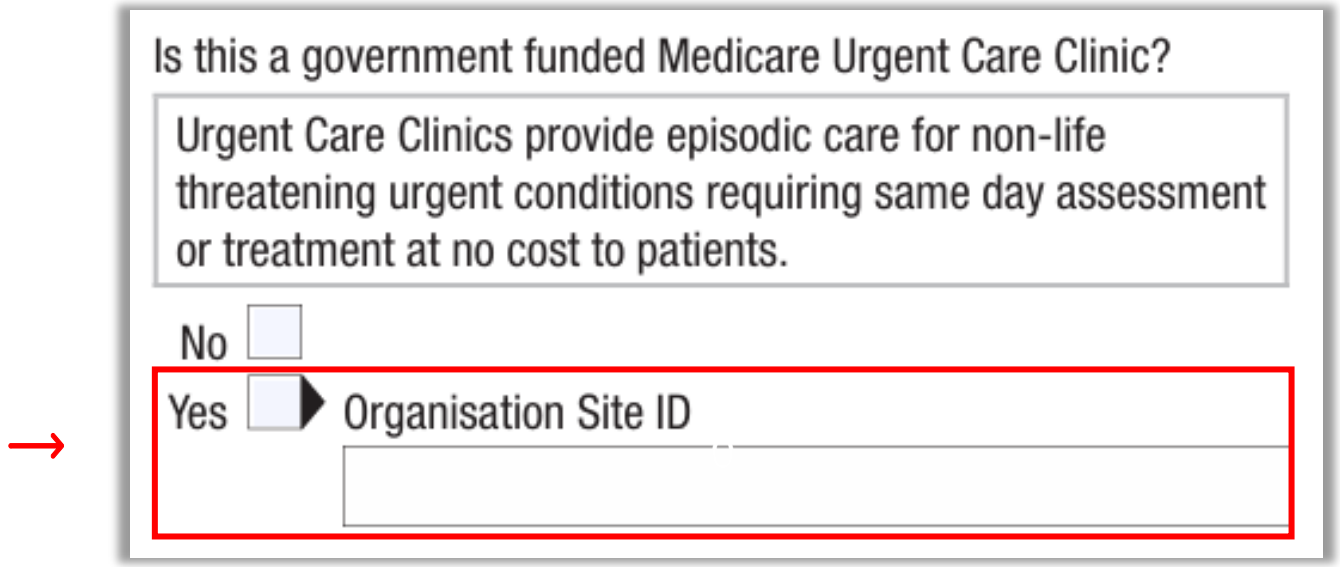
The **Medicare UCC MPN** must be used for any services provided within the Medicare UCC, regardless of the time spent at the Medicare UCC or its co-location with another service.

The **regular MPN** must be used for any services provided at the medical practice.

Note:
If a Medicare UCC MPN is used at the practice, MyMedicare incentive payments may be impacted.

5. Why do health practitioners need to include the Organisation Site ID in their Medicare UCC MPN application?

The health practitioner's Medicare UCC MPN will need to be added to the Medicare UCC's Organisation Site Record in the Organisation Register. This step will be carried out by Services Australia (either automatically or manually) when the MPN application is processed.

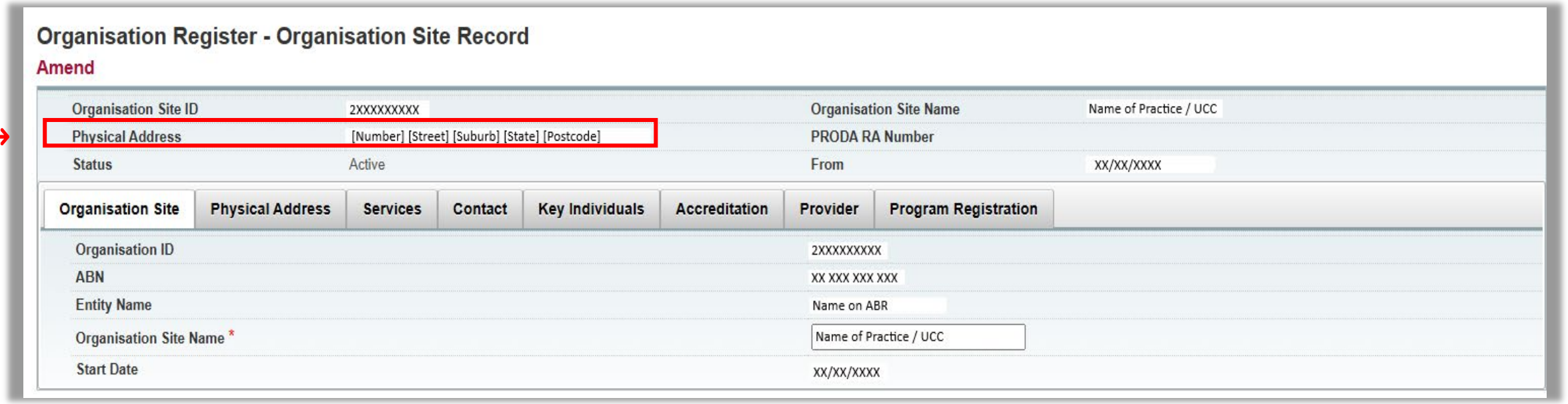


Medicare UCC Medicare Provider Number (MPN) application FAQs

6. Why won't the online application link the new Medicare UCC MPN to the Organisation Site Record?

When applying for a Medicare UCC MPN, the address provided in the application must exactly match the address in the Organisation Site Record.

Health practitioners should check with their practice manager to ensure they have the correct address details on their application. Alternatively, they can ask their practice manager to add their Medicare UCC MPN to the Organisation Site Record. Instructions are included in the **Medicare UCC overview** eLearning HPE resource.



Organisation Register FAQs

Select a question below

1. What is the Organisation Register?

2. How should the Organisation Site Record be set up in the Organisation Register for a Medicare UCC?

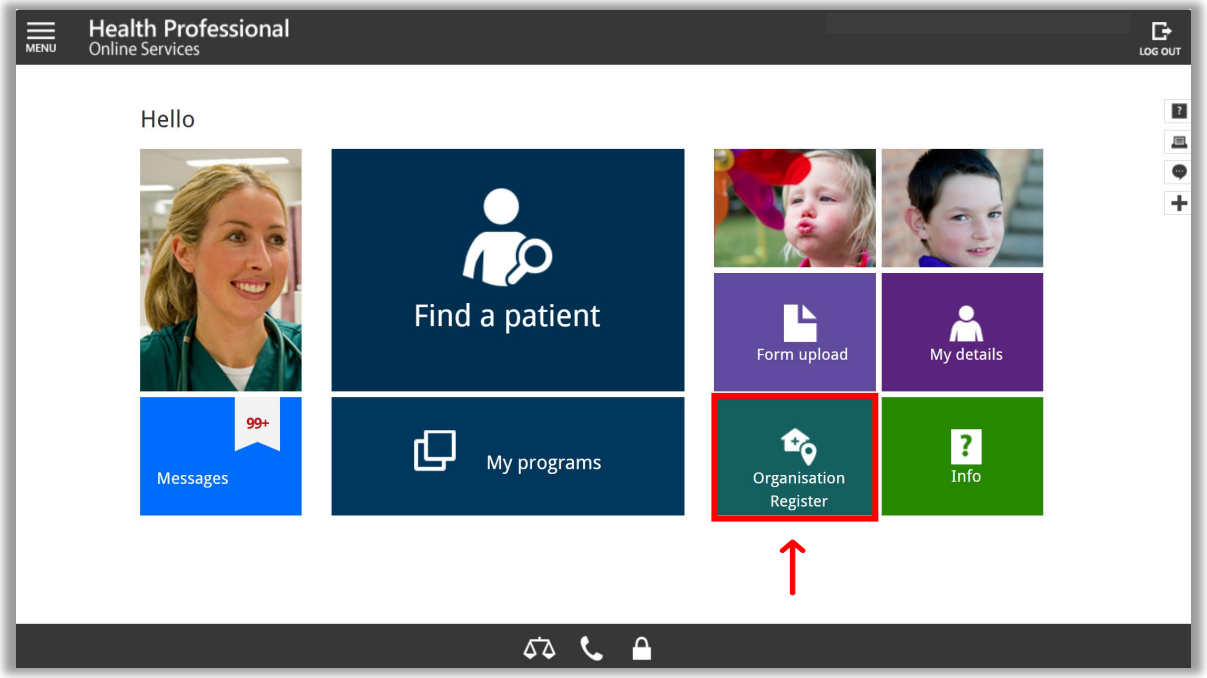
3. What is an Organisation Site ID, and how can a health practitioner find the Organisation Site ID for their Medicare UCC?

Organisation Register FAQs

1. What is the Organisation Register?

The Organisation Register allows health organisations and organisation sites (locations where an organisation operates) to register and participate in government programs. Current programs in the Organisation Register include:

- Medicare Urgent Care Clinics
- MyMedicare and MyMedicare Incentives
- General Practice Training Payments
- Assisted Reproductive Technology (ART) Storage Funding.

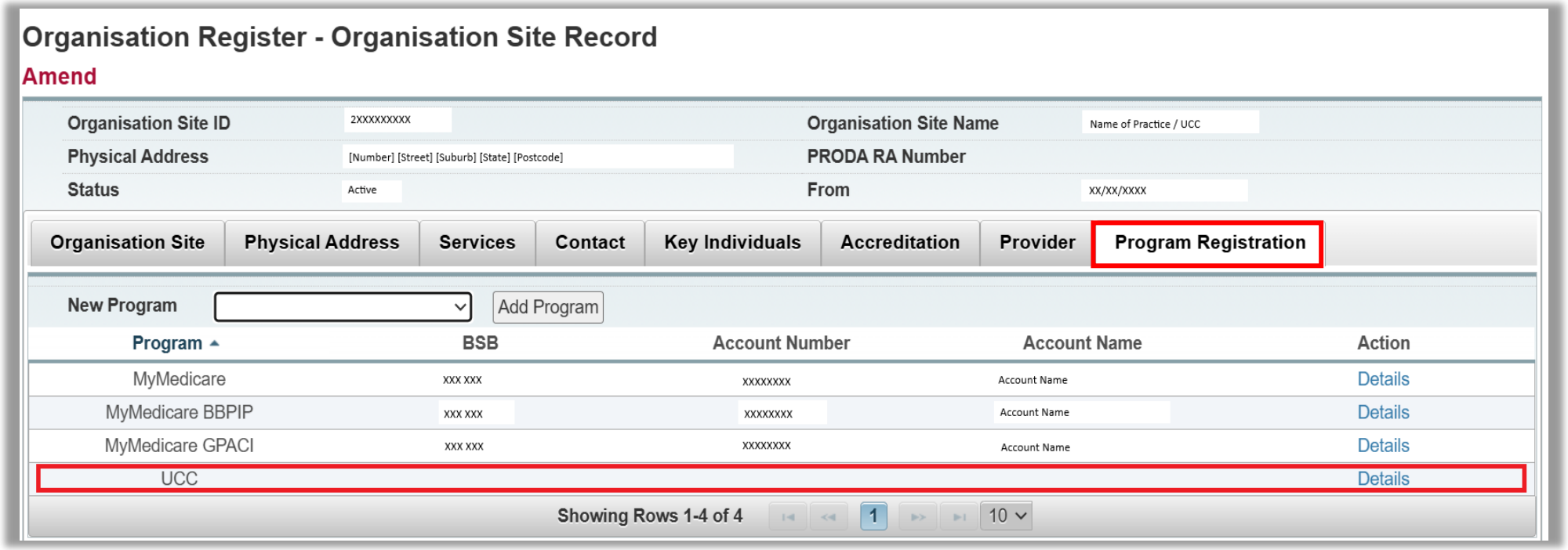


Organisation Register FAQs

2. How should the Organisation Site Record be set up in the Organisation Register for a Medicare UCC?

If the Medicare UCC is co-located with a medical practice, it can use the same Organisation Site Record as the practice. A separate Organisation Site Record does not need to be created for the Medicare UCC. However, the Medicare UCC program must be added as a registered program in the Organisation Site Record.

If the Medicare UCC is located on its own at a separate physical address, a new Organisation Site Record must be created for the Medicare UCC. The Medicare UCC program must be added as a registered program in the Organisation Site Record.



Organisation Register FAQs

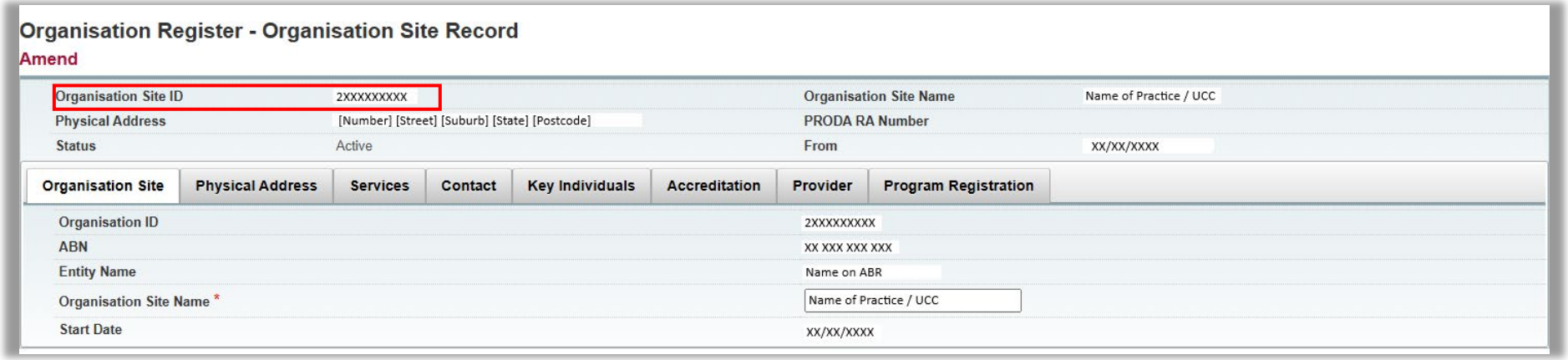
3. What is an Organisation Site ID and how can a health practitioner find the Organisation Site ID for their Medicare UCC?

An Organisation Site ID is the ID which is generated when an Organisation Site Record is created in the Organisation Register. An organisation site is the physical location where an individual practice, clinic or other healthcare service is provided.

The Medicare UCC or co-located medical practice is responsible for setting up the Organisation Site Record in the Organisation Register. Health practitioners should speak with their practice manager in the first instance and ask for the Organisation Site ID for their Medicare UCC.

If unsure, the practice manager can access the **Organisation Register HPE resources** for assistance.
Refer to **Finding my Organisation Site Record and its ID number - ORGREGINFO8** infographic**.**

Note:
The Organisation Site ID is different to the Organisation Record ID. Both IDs have the same number of characters and start with either 24 or 25.



ART	Assisted Reproductive Technology	DPA	Distribution Priority Area	FAQ	Frequently Asked Questions
GP	general practitioner	HPOS	Health Professional Online Services	MBS	Medical Benefits Schedule
MPN	Medicare provider number	Medicare UCC	Medicare Urgent Care Clinic	PMP	prescribed medical practitioner

Glossary

Feedback

You can provide feedback on this resource or any others via the **Feedback form** on the **Health Professional Education Resources** website.

It is helpful to include the specific resource code or title in your feedback. For this resource, please use the code **UCCBOOK2**.