

MyMedicare Incentive failed payment notifications

After the end of each quarter, Services Australia will assess and make payments to eligible practices and providers. It is important to make sure you keep your banking details up to date to receive payment promptly.

If we are unable to make payments due to missing or incorrect banking details, you will receive a notification via your Health Professional Online Services (HPOS) mailbox.

For more information on using your HPOS mailbox, search:

hpe.servicesaustralia.gov.au > HPOS > Messages and forms > Using HPOS Messages

If you receive a notification, please review the table below to determine what actions are required for the payment to be processed.



Notification title	What you need to do
<p>Update your MyMedicare banking details - Payment failed for the period</p>	<p>The nominated banking details for the MyMedicare General Practice in Aged Care Incentive (GPACI) Program need to be updated.</p> <p>The practice or provider receiving the notification is required to update the nominated MyMedicare Incentive banking details.</p> <p>Practices need to update their MyMedicare Incentive banking details in the Organisation Register.</p> <p>For information on how to do this, search: hpe.servicesaustralia.gov.au > Organisation Register > Creating an Organisation Site Record</p> <p>Providers (and delegates of providers) need to update their MyMedicare Incentive banking details in HPOS under My Programs.</p> <p>For information on how to do this, search: hpe.servicesaustralia.gov.au > HPOS > Manage your details > How to manage your details in HPOS</p> <p>Once the banking details are updated, the system will register the update and deliver payment. There is no need to contact us.</p>
<p>Update your MyMedicare banking details and contact us - Payment cancelled for the period</p>	<p>You will receive this notification if you do not update your banking details, and we have tried unsuccessfully to make payment for 12 months.</p> <p>The practice or provider receiving the notification is required to update their nominated MyMedicare Incentive banking details and then contact us using one of the methods below.</p> <p>Practices need to update their MyMedicare Incentive banking details in the Organisation Register.</p> <p>For information on how to do this, search: hpe.servicesaustralia.gov.au > Organisation Register > Creating an Organisation Site Record</p> <p>Providers (and delegates of providers) need to update their MyMedicare Incentive banking details in HPOS under My Programs.</p> <p>For information on how to do this, search: hpe.servicesaustralia.gov.au > HPOS > Manage your details > How to manage your details in HPOS</p> <p>Once the banking details are updated, you will need to contact us by one of the following methods to advise the banking details have been updated:</p> <ul style="list-style-type: none"> ▪ use the Reply option at the top of the HPOS notification ▪ call us on 13 21 50 and select option 2 (call charges may apply), or ▪ email mymedicare@servicesaustralia.gov.au (please be aware that there may be risks with sending personal information through unsecured networks or email channels).