

General Practice in Aged Care Incentive

From registration to service delivery

These instructions are for practices, and sole providers with an Australian Business Number (ABN) operating as a practice. You can skip any steps you have previously completed, such as creating a Provider Digital Access (PRODA) account or setting up your Organisation in PRODA.

System: PRODA

For help, contact the [PRODA helpdesk](#).

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PRODA account requirements

You need to:

1. have an Individual PRODA account to create or access an Organisation PRODA account
2. be an Associate or Authorised Contact for the Organisation on the Australian Business Register (ABR)
3. have the Organisation's accreditation details handy, and
4. be a member of the Organisation with the Service Link-Management attribute.

Refer to the [how to register for an individual PRODA account](#) eLearning.

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Create Organisation PRODA account

- Add & nominate members to act on behalf of the Organisation.
- Delegate **attributes** (permissions) to members to access services or perform functions on behalf of the Organisation.
- Add and link to **service providers**.
- Add subsidiary organisations (sub org).
- Add a Business to Business (B2B) device. For help, speak to your software developer.

Refer to the [how to register an organisation](#) eLearning.

For help, contact the [eBusiness Service Centre](#).

“
Make sure the name of the Organisation matches the name used on the ABR.
”

3

Link to Health Professional Online Services (HPOS)

- Link your Organisation's PRODA account to HPOS using the Organisation's ABN.

Refer to the [how to manage your details in HPOS](#) eLearning.

For help, contact the [HPOS helpdesk](#).

“
This creates a shell record in the Organisation Register.
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System: Organisation Register

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Organisation Record

Complete the Organisation Record:

- Add accreditation details.
- Link identifiers.
- Add banking details.
- Link to service providers.

Refer to the [creating an Organisation Record](#) eLearning.

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Organisation Site Record

1. Complete an Organisation Site Record for each location (practice/clinic).
2. Link providers to the Organisation Site/s using their PRODA Registration Authority number.

Refer to the [creating an Organisation Site Record](#) eLearning.

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MyMedicare program

1. Add the MyMedicare program.
2. Add banking details for the MyMedicare program.
3. Confirm patients are registered for MyMedicare.

Refer to these [MyMedicare](#) education resources.

“Accreditation details must be up to date on the Organisation Register.”

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MyMedicare General Practice in Aged Care Incentive

- Add the MyMedicare General Practice in Aged Care Incentive.

Refer to the [steps required to add the MyMedicare General Practice in Aged Care Incentive](#) infographic.

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GPACI - Patients

For each eligible patient:

1. Select the GPACI Indicator.
2. Nominate a Responsible Provider (preferably the patient's Preferred GP).

Refer to the [adding the MyMedicare General Practice in Aged Care Incentive indicator](#) infographic.

“Future-date the Indicator's start date if there's not enough time left in the quarter to deliver the required services.”

System: HPOS

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GPACI - Plan and monitor

1. Schedule at least 2 eligible regular services for each GPACI-eligible patient during each quarter. Don't forget to schedule the 2 care planning services during the 12-month care period.
2. Monitor the Organisation site's eligibility throughout each quarter by requesting an Eligibility Forecast in HPOS.
3. For ineligible patients, schedule the remaining required services so the patient, the provider and the practice are eligible by the end of each quarter.

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Tips for Organisations

- There is a list of specific [GPACI-eligible MBS and DVA service items](#). All legislative requirements associated with the delivery of these items must be met.
- Make sure your patients always have a nominated Responsible Provider, especially if your practice provides GPACI services to patients in a remote/rural area and the visiting General Practitioner (GP) changes regularly.
- Submit Medicare claims promptly and correctly to avoid delays or missing out on payments. Use your Medicare provider number (MPN) linked to the same practice as the patient who received the services.

Quarterly servicing requirements:

- 2 regular services per quarter, each in a separate calendar month.
- At least one service delivered by the Responsible Provider.
- Face-to-face in the patient's aged care home, unless the practice qualifies for telehealth.
- If providers don't manage to deliver the required services in a quarter, don't forget to deliver the missed services during the 12-month care period so you can still qualify for the Quarter 4 payment.

Annual servicing requirements:

- 8 regular services
- 2 care planning services.

Refer to the Department of Health and Aged Care - [General Practice in Aged Care Incentive program guidelines 2024](#) for more information.

“Going through a sale, merger, or relocation? Contact us so we can discuss any potential impacts on GPACI payments.”