

Frequently Asked Questions (FAQs)

1. Who can apply for a Medicare Urgent Care Clinic (Medicare UCC)?

Only General Practitioners (GPs) and Nurse Practitioners are allowed to claim eligible Medicare UCC items.

2. Who should apply online?

Nurse Practitioners and some GPs can apply for their Medicare UCC Medicare Provider Number (MPN) online via the Health Professional Online Service (HPOS).

The following Medical Practitioners can apply online for their Medicare UCC MPN. They will receive their number instantaneously.

- Medical Practitioner with post graduate qualifications (only General Practitioners)
- General Practitioner with post graduate 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 post graduate qualifications and are subject to 19AB of the Health Insurance Act and meet either of the below criteria:
 - Distribution Priority Area (DPA) class exemption
 - Northern Territory DPA.

Note: This list may not be exhaustive.

3. Who needs to apply by manual form?

You need to apply by manual form if:

- you are applying for your initial MPN, or
- you are not on the list shown above **2. Who should apply online?**

Note: If you are eligible to apply online, you will receive your MPN sooner.

Nurse Practitioners

Nurse Practitioners applying for their **initial** MPN will need to apply by manual form at [Application for a Medicare provider number and/or PBS prescriber number for a midwife or nurse practitioner form \(HW088\)](#).

Medical Practitioners

If you are unable to apply online, you will need to use the manual form by completing the [Application for a Medicare provider number or prescriber number for a medical practitioner form \(HW019\)](#).

4. What is the Organisation Register?

The Organisation Register allows health organisations and organisation sites (locations where each organisation operates) to register and participate in government programs, such as Medicare Urgent Care Clinics or MyMedicare.

5. Organisation Site ID

5A. What is an Organisation Site ID?

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

This is different to the **Organisation Record ID**, which has the same number of characters and also starts with either 244 or 245.

5B. Why do I need an Organisation Site ID?

Your Medicare UCC MPN will be added to your Organisation Site. This will enable the practice to register and participate in government programs.

5C. How can I find my Organisation Site ID?

Speak with the practice manager and ask for the Organisation Site ID. If they are unsure, you can direct the practice manager to locate it through the [How do I find my Organisation Site record and its ID number?](#)

When adding an MPN to an Organisation Site, the following need to match exactly to the Organisation Site address:

- street number
- street name
- suburb/town
- state and;
- post code.

Check with your practice manager to ensure you have the correct address details on your application.

6. Error message troubleshooting

Error	Possible Solution
Organisation Site ID not valid <ul style="list-style-type: none">• This means that the Organisation Site ID may be incorrect, not active or doesn't exist.	Contact your practice manager to find out the correct Organisation Site ID.
UCC location type requires Organisation Site ID, please enter a valid Organisation Site ID.	<ul style="list-style-type: none">• Enter your Organisation Site ID into the 'Organisation Site ID' field.• Contact your practice manager to find out the correct Organisation Site ID.
The system could not link your provider number to organisation site: 1234567890.	Ask your practice manager to add your provider number to the Organisation Site. Instructions to do this are in the eLearning .