



MyMedicare Factsheet for Department of Veterans' Affairs (DVA) patients

MyMedicare is a voluntary patient registration model for all Australians, including Veteran Card holders. It aims to formalise the relationship between patients, their general practice, general practitioner (GP) and primary care teams.

Seeing your GP regularly you have with your GP and practice through MyMedicare can lead to better health outcomes.

By registering as a patient of your regular general practice, additional funding becomes available to your healthcare provider to help deliver the care you need. As a MyMedicare patient, you may benefit from:

- Longer DVA and Medicare Benefits Schedule (MBS) funded telehealth consultations with your usual GP, from 1 November 2023. Longer funded telehealth consultations may be particularly beneficial for people seeking assistance with their mental health, people with disability, older Australians and people in rural or remote Australia.
- More regular visits from your GP and better care planning for people living in a residential aged care home, from August 2024.
- Connections to more appropriate care in general practice for people who visit hospital frequently, from mid-2024.

Check you're eligible to register

You're eligible to register for MyMedicare if you have:

- a valid Veteran Card or Medicare card, and;
- had 2 face-to-face appointments with your selected practice in the previous 24 months or one face-to-face visit for practices in remote locations.

Eligible face-to-face sessions can be funded by DVA, Medicare or a combination of both.

People who are facing hardship will be exempt from all eligibility requirements. This includes people experiencing domestic and family violence and homelessness.

Parents/guardians and children can be registered at the same practice, if either is eligible and registered. A parent/guardian must register a child under 14 years and provide consent on their behalf and this registration will need to be completed at the practice. Young people aged 14 to 17 years can register and provide consent without a parent/guardian.



Registering for MyMedicare

Patients can register with their regular general practice and select their preferred GP in MyMedicare.

Your chosen practice must be registered in MyMedicare before you can commence your own patient registration.

There are a number of ways you can register with your chosen practice in MyMedicare:

- If you wish to register with your Veteran Card, Fill out a registration form at your practice. By signing the form, you are giving your consent to participate in MyMedicare with that practice. Practice staff will then complete the registration in the MyMedicare system.
- To register with your Medicare Card, start the registration process in your [Medicare Online Account](#) or [Express Plus Medicare Mobile app](#) using your Medicare Card details. Practice staff will then accept the registration in the MyMedicare system.
- Your practice may start the registration in MyMedicare using your Medicare card details, or you can ask them to do this. This will trigger a registration in your [Medicare Online Account](#) or [Express Plus Medicare Mobile app](#), which you can then complete.

A registration in MyMedicare is only successful when both the patient and practice have provided consent to formalise their relationship through one of the processes noted above.

Patients can only be registered with one practice at any time. The registration will apply to any relevant Medicare and/or DVA-funded service, regardless of which card has been used to register.

Registering with your DVA Veteran Card

If you hold both a DVA Veteran Card and a Medicare card, you can register in MyMedicare with either. Only one registration is allowed per patient.

If you choose to register in MyMedicare with a DVA Veteran Card, you'll need to complete a registration form in your chosen practice. Registration via Medicare online services can only be completed using a Medicare card.

Registering if you live in a Residential Aged Care Home

If you live in a Residential Aged Care Home, you'll be able to register for MyMedicare by completing a registration form provided by your GP or online through your [Medicare Online Account](#). You won't need to physically attend a practice for the purpose of completing your registration.



Changing your chosen practice or GP

Once you have registered with your selected general practice and chosen your preferred GP in MyMedicare, you are able to change or update your registration:

- If you would like to change your preferred GP at your registered practice, practice staff can link you to your new preferred GP with your consent.
- If your preferred GP moves to a new practice, you can change your registration details to follow them, as long as the practice is registered in MyMedicare. You will not need to meet any eligibility requirements at the new practice as your existing relationship with your GP will be recognised.
- If you would like to move to a different practice, you can register once you meet the eligibility requirements including minimum number of visits. Your new practice must also be registered in MyMedicare.

MyMedicare and your privacy

The personal information you provide when registering in MyMedicare can be kept secure and your privacy will be maintained.

MyMedicare is a voluntary patient registration system that records your details and the details of your chosen primary care team. MyMedicare does not hold any of your clinical health information. Your clinical information will continue to be available in your My Health Record, if you have one.

The MyMedicare Privacy Notice explains how Australian Government agencies will manage personal information consistent with the Privacy Act and how information about MyMedicare program participants will be collected, used and disclosed. Read the MyMedicare Privacy Notice at health.gov.au/mymedicare-privacy.

Talk to your regular general practice or GP about registering in MyMedicare, or find out more at health.gov.au/mymedicare