



Incentives News Update

The National General Practice Accreditation Scheme

The Australian Commission on Safety and Quality in Health Care (the Commission), in collaboration with the Royal Australian College of General Practitioners (RACGP), have developed the National General Practice Accreditation Scheme.

The National General Practice Accreditation Scheme will support consistent assessment of Australian general practices against the RACGP *Standards for general practices*.

The National General Practice Accreditation Scheme will start on 1 January 2017. Changes to the eligibility criteria for the Practice Incentives Program (PIP) mean that general practices need to be assessed by an approved accrediting agency from this date.

The National General Practice Accreditation Scheme is aligned to the Australian Health Service Safety and Quality Accreditation Scheme. The scheme will include:

- an industry-based stakeholder committee to provide governance and oversight of the scheme
- an approval process for accrediting agencies assessing general practices, and
- a data collection and reporting framework for accrediting agencies that requires the submission of de-identified accreditation outcomes.

General practices will notice very little change. Those general practices already accredited will maintain their existing accreditation cycle. General practices wanting to be accredited for the first time or who will be re-accredited after 1 January 2017 need to select an approved accrediting agency.

From October 2016, the Commission will facilitate an approvals process for accrediting agencies wanting to assess general practices. A list of approved accrediting agencies will be available on the Commission's website by 31 December 2016.

Transition arrangements will be in place for general practices undergoing accreditation before mid 2017 and for practices whose current accrediting agency isn't approved.

The National General Practice Accreditation Scheme will:

- provide greater choice for general practices seeking accreditation
- improve support programs for implementation of accreditation
- provide practices with access to national data on accreditation performance and enable benchmarking.

For more information about the Scheme or the approvals process go to safetyandquality.gov.au/our-work/general-practice-accreditation

After Hours Incentive guidelines

The PIP After Hours Incentive guidelines have been updated to reflect amendments to the eligibility requirements for the Level 5 Complete After Hours Practice Coverage Payment. These have been expanded to allow the use of practice-based or localised nurse triage arrangements for practices in rural and remote areas (RRMA 5-7).

Practices can now use nurse triaging arrangements as part of an eligible model of care for Level 5 payment if:

- they're located in RRMA 5-7
- patients still have access to a practice GP when clinically relevant, and
- only practice-based or localised nurse triaging arrangements are used.

This change recognises there is often limited care available in these areas and practices need more support and flexibility to ensure their patients and communities have access to primary health care in the complete after hours period.



The **complete after hours period** is:

- outside 8 am to 6 pm weekdays
- outside 8 am to 12 noon on Saturdays, and
- all day on Sundays and public holidays.

It's broken into **sociable after hours** and **unsociable after hours**.

For more information about the PIP After Hours Incentive go to humanservices.gov.au/pip

Local arrangements may include triaging by a registered nurse at the local hospital's emergency department. National or state based nurse triaging telephone services, such as Healthdirect, aren't eligible.

The revised guidelines also include clarification on the eligibility requirements for this incentive to make it easier to understand. These are on our website at humanservices.gov.au/pip

If you have any questions about your current model of care and nurse triage arrangements, email pip@humanservices.gov.au or call the PIP enquiry line on **1800 222 032**.

Australian Immunisation Register

The Australian Childhood Immunisation Register (ACIR) is now the Australian Immunisation Register (AIR), a national register that records vaccinations given to people of all ages in Australia.

The register records vaccinations given through general practices and community clinics.

From 30 September 2016, all immunisations on the National Immunisation Program schedule that you give to your patients need to be entered into the AIR. All other immunisations that you give to your patients can also be entered into the AIR.

When you give a vaccination to an individual, you should submit details to the AIR at the time of vaccination. It's important that AIR information is up to date as immunisation status of children under 20 years of age may affect family assistance payments.

There is no change to how you upload data. To record any new vaccinations use Health Professional Online Services (HPOS) or your practice management software.

Use the AIR to:

- add information as patients get new vaccinations
- follow a patient's vaccination history and contact them if they're due or overdue for vaccination or at risk if a disease breaks out, and
- see if other providers gave a patient a vaccination.

For more information on AIR go to humanservices.gov.au/hpair or call **1800 653 809***.

To find out how to record any new vaccinations using HPOS or your practice management software go to humanservices.gov.au/hpos

For information on the Department of Health Immunise Australia Program go to immunise.health.gov.au

PRODA—accessing HPOS

From 1 January 2017, new web browser security updates will affect the use of your Medicare Individual Public Key Infrastructure (PKI) certificate.

If you're currently using a PKI Individual certificate to access HPOS, you need to create your PRODA account now to avoid disruptions.

PRODA is a digital, portable and secure platform that doesn't require additional hardware or software to use. It's available to all medical practitioners, allied health professionals and administrators to access HPOS.

Go to humanservices.gov.au/proda now to guarantee your current and future digital capabilities and create your PRODA account for HPOS.

If you need your PKI Individual certificate to access other services, we'll send you a new PKI certificate with installation instructions soon. Please install your new PKI using your Personal Identification Code (PIC) as soon as you get it. You still need to create a PRODA account to access HPOS.

For more information about changes to PKI certificates go to humanservices.gov.au/healthprofessionalsnews

Linking your RA number to your practice profile to access PIP and PNIP Online

To access the PIP/Practice Nurse Incentive Program (PNIP) Online through HPOS, your PRODA account details need to be linked to your practice. Your Registration Authority (RA) number can be updated by a PIP or PNIP authorised contact or practice owner who already has their new RA number linked to your practice's profile. The registration process can be completed online through HPOS by:

- selecting PIP/PNIP
- selecting the Practice Staff System option from the main menu, and
- selecting the staff member who's RA number is being updated.

For help send a request on your practice letterhead, including the PIP/PNIP Practice ID and practice name to pip@humanservices.gov.au or pnip@humanservices.gov.au or call **1800 222 032** and we'll link your PRODA account number to the practice.

Register your patients for PIP IHI and PBS Co-payment Measure online through HPOS

All practice owners and authorised contacts who've registered their PRODA or PKI details with us can register patients for the Indigenous Health Incentive and Pharmaceutical Benefits Scheme (PBS) Co-payment Measure online through HPOS at humanservices.gov.au/hpos

If your patients are already registered for the PBS Co-payment Measure you don't need to re-register them. The PBS Co-payment Measure is a once-only registration.

To register patients:

- Log on to HPOS with your PRODA account details or Medicare PKI Certificate and select PIP.
- Select the Indigenous Health Incentive Patient Registration option from the main menu.
- Enter the patient's individual details in the selected fields as applicable to each patient.

Registration for the PIP Indigenous Health Incentive and the PBS Co-payment Measure are independent of each other.

If you register your patients online you aren't required to submit the patient consent form, but you must keep it on file at your practice for a period of six years for audit purposes.

If you don't have access to PIP Online through HPOS you can complete the Indigenous Health Incentive and PBS Co-payment Measure patient registration and consent form at humanservices.gov.au/pip

Online Pharmaceutical Benefits Scheme Authorities

The Online PBS Authorities system provides an online solution for approved prescribers.

This means approved prescribers don't need to contact us for most authority approvals. You can go online to get a PBS authority approval for most PBS items, including increased quantities and repeats where allowed. This doesn't include complex authority items and Alzheimer's items.

Repatriation Pharmaceutical Benefits Scheme (RPBS) authority approvals aren't currently available through our online channels. You'll need to continue using existing phone and written arrangements for RPBS approvals through the Veterans' Affairs Pharmaceutical Approvals Centre (VAPAC).

You can also use our online channels to:

- request a new PBS authority approval
- enquire about authority approvals you previously requested - within two years from the date of prescribing, and
- cancel or amend a PBS authority approval if the
 - medicine hasn't been supplied or dispensed to the patient, and
 - PBS authority approval was applied for within one year.

The system can only display authority approvals processed from 1 July 2015.

Benefits of the Online PBS Authorities system

Benefits include:

- not needing to phone or write to us to request most PBS authority approvals
- faster approvals and improved patient satisfaction
- 24/7 access to a self-service channel
- prescribing most authority required items online, and
- viewing previous approvals.

For more information go to humanservices.gov.au/hppbsauthorities or humanservices.gov.au/hppeducation

What you need to do

To request PBS authority approvals online, approved prescribers can use:

- HPOS, or
- clinical or prescribing software (check with your software vendor).

The patient must be given a valid prescription to comply with the current rules of writing and retaining an authority prescription.

For more information about HPOS go to humanservices.gov.au/hpos

Incentive Programs—forms updates

It's important you complete and submit the correct Incentive Programs forms.

If you submit an old version of the form it won't be processed and you'll be asked to submit the correct version.

To make sure you're using the most up-to-date forms go to humanservices.gov.au/hpforms and search under P for Practice Incentives.

Reminders and helpful hints

- Remember to click **Update Online Subscriptions** on your practice profile to get online notifications and alerts when your payment statements and confirmation statements are ready for viewing.
- We no longer send letters confirming change of practice details provided to us. You can view updates to your details online through HPOS.
- Check your payment advice each quarter to make sure the information is accurate.
- Settings established when using a PKI Individual certificate, such as delegates and favourites, aren't carried over when you log in using a PRODA account. You need to set them up again when logging in for the first time using your PRODA account.

News for health professionals online

Did you know you can keep up-to-date with *News for health professionals* online? Subscribe to get news highlights sent to your email every month. You can opt out at any time. Go to humanservices.gov.au/healthprofessionalsnews

For more information

Online humanservices.gov.au/pip and humanservices.gov.au/pnip

Email pip@humanservices.gov.au or pnip@humanservices.gov.au

Call **1800 222 032***
(8.30 am to 5.00 pm Monday to Friday,
Australian Central Standard Time)

Fax **1300 587 696****

*Call charges apply from mobile and pay phones only.

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