

General practice incentives guide

Practice incentives

November 2023 (updated July 2024)



Version Control

Version	Date	Comments
1.0	29 March 2023	
1.1	3 November 2023	Changes arising from the <i>Strengthening Medicare</i> measures included in the May 2023 federal Budget. Updates to references.
1.2	25 July 2024	Commencement of Aged Care practice incentive Minor edits and updates to references

Copyright

General practice incentives guide – Practice Incentives

Published by the State of Queensland (Queensland Health), 25 July 2024.



This document is licensed under a Creative Commons Attribution 3.0 Australia licence. To view a copy of this licence, visit creativecommons.org/licenses/by/3.0/au

© State of Queensland (Queensland Health) 2024

You are free to copy, communicate and adapt the work, as long as you attribute the State of Queensland (Queensland Health).

For more information contact:

Queensland Country Practice, Department of Health, GPO Box 48, Brisbane QLD 4001

Email gcp@health.qld.gov.au

Disclaimer

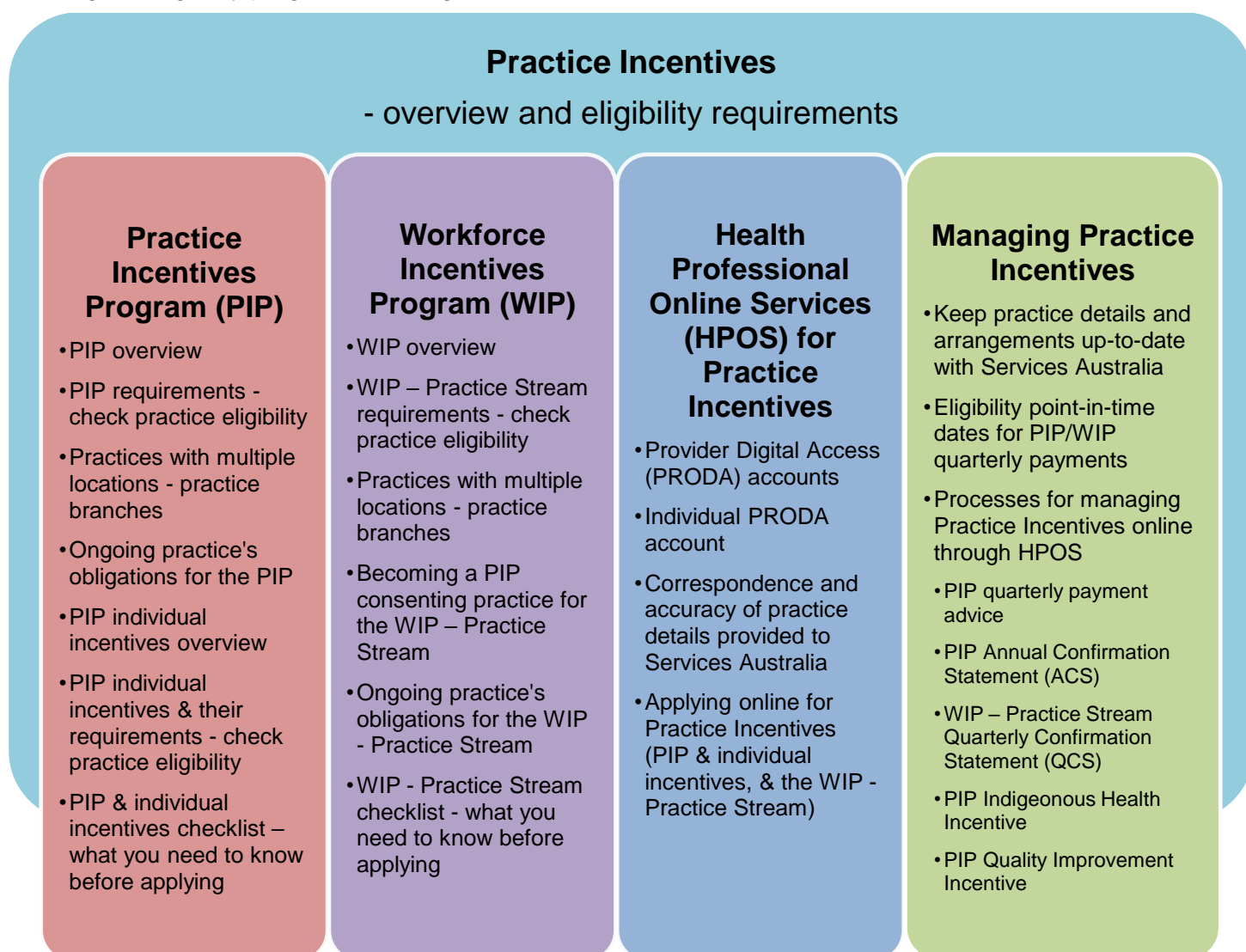
This document is intended as guidance only. Practitioners and practice staff should determine how this information applies to their particular circumstances, make their own enquiries and seek independent professional advice regarding relevant laws and guidelines if required. Importantly, practitioners and other staff must ensure they manage and administer the Practice incentives they are registered for in line with current Australian Government guidelines and any applicable legislation or legislative instruments.

Practice Incentives overview

This user guide provides an overview and information on Practice Incentives that support general practices to provide quality and continuity of care for their patients. It outlines what practice owners and/or authorised contact/s need to do to apply for and maintain a practice's eligibility for the:

- [Practice Incentives Program \(PIP\)](#)
 - [PIP individual incentives](#)
- [Workforce Incentive Program \(WIP\).](#)

The guide logically progresses through:



To support practice owners and authorised contacts this guide also includes step-by-step instructions for:

- [Applying online through HPOS for Practice Incentives](#)
- [Processes and steps for managing Practice Incentives online through HPOS.](#)

To access HPOS you need to have an [individual PRODA account](#).

Contents

Practice Incentives overview	1
Practice Incentives requirements – check practice eligibility to avoid overpayments.....	4
Compliance audits.....	4
Check practice payee provider arrangements to avoid missing incentive payments	4
Practice Incentives Program (PIP) overview	5
PIP requirements – check practice eligibility	5
Practices with multiple locations – practice branches.....	5
Ongoing practice’s obligations for PIP	6
PIP individual incentives overview	6
PIP individual incentive guidelines.....	7
PIP individual incentives and their requirements – check practice eligibility.....	8
PIP and individual incentives checklist – what you need to know before applying	8
Payee provider arrangements.....	9
Other important information	9
Workforce Incentive Program (WIP) overview.....	10
WIP – Practice Stream requirements – check practice eligibility	10
Practices with multiple locations – practice branches.....	11
Eligible health professionals for WIP – Practice Stream	11
Ineligible services and activities for the WIP – Practice Stream	11
Becoming a PIP consenting practice for WIP – Practice Stream.....	12
Ongoing practice’s obligations for WIP – Practice Stream.....	12
WIP – Practice Stream checklist – what you need to know before applying	13
Payee provider arrangements.....	13
Other important information	13
Health Professional Online Services (HPOS) for Practice Incentives	14
Provider Digital Access (PRODA) accounts.....	14
Individual PRODA account.....	14
When you need to apply for PIP and/or WIP manually	14
Correspondence and accuracy of practice details provided to Services Australia.....	15
Updating changes to practice ownership details.....	15
Updating changes to practice details and arrangements with Services Australia.....	15
Payee provider arrangements	16
Applying online through HPOS for Practice Incentives	17
How to apply online for PIP and eligible individual incentives	17
How to apply online for individual incentives after approval to participate in PIP	20
How to apply online for WIP – Practice Stream after approval to participate in PIP	24

Managing Practice Incentives	27
Keep practice details and arrangements up-to-date with Services Australia	28
Eligibility point in time dates for PIP/WIP quarterly payments	28
Reasons why Services Australia withholds practice PIP/WIP payments.....	29
What happens when Services Australia withholds PIP/WIP payments.....	30
Recovery of PIP/WIP payments	30
Processes and steps for managing Practice Incentives online through HPOS.....	31
Process for PIP quarterly payment advice	31
Check details registered for the practice are correct in a PIP quarterly payment advice	32
How to view and review a PIP quarterly payment advice online	32
Process for PIP Annual Confirmation Statement (ACS).....	36
Check details registered for the practice are correct in PIP Annual Confirmation Statements	36
How to view and confirm a PIP Annual Confirmation Statement (ACS) online	37
Process for WIP – Practice Stream Quarterly Confirmation Statement (QCS)	40
Check details registered for practice are correct in WIP – Practice Stream QCS.....	40
Calculate actual hours worked for WIP – Practice Stream	41
Evidence of hours worked for WIP – Practice Stream	41
Grace periods when eligible health professionals leave the practice.....	42
How to view and confirm a WIP – Practice Stream Quarterly Confirmation Statement (QCS) online.....	43
Process for the PIP Indigenous Health Incentive	47
Meeting the eligibility for IHI payments	47
1. Sign-on payment.....	47
2. Patient registration and re-registration.....	48
3. Outcomes payments requirements and 12-month assessment period.....	52
Outcomes payments to practices	52
Tier 1 outcomes payment – chronic disease and mental health management	52
Tier 2 outcomes payment – total patient care	54
Excluded MBS items for Tier 2 outcomes payment.....	54
How to search for registered patients for the Indigenous Health Incentive online	55
How to register eligible patients for the Indigenous Health Incentive online.....	57
Process for the PIP Quality Improvement Incentive	62
Meeting the eligibility for QI Incentive payments	62
Appendix 1 – Payment stream types, PIP individual incentives & payment amounts	64
Appendix 2 – How Services Australia calculates payments	66
3 steps in calculating the SWPE value	67

Practice Incentives requirements – check practice eligibility to avoid overpayments

Practices must meet the eligibility requirements of the program (PIP and/or WIP) and individual incentives that they apply for.

To make sure the practice qualifies for the program and individual incentive/s...

Practice owners and/or authorised contact/s should:

- familiarise** themselves with the guidelines for each program (PIP and WIP) and individual incentives
- check** the practice meets the eligibility requirements for each incentive the practice is registering/registered for
- let** Services Australia know if the practice details and/or arrangements change, or if the practice needs to update its nominated payment level or tier for an incentive
- opt-out or withdraw** from any incentive/s the practice is no longer eligible for.

Compliance audits

Compliance audits can happen up to 6 years after the practice gets a payment. If the practice does NOT meet the eligibility requirements when audited, the Australian Government Department of Health and Aged Care will recover any incorrect PIP and/or WIP payments.

Check practice payee provider arrangements to avoid missing incentive payments

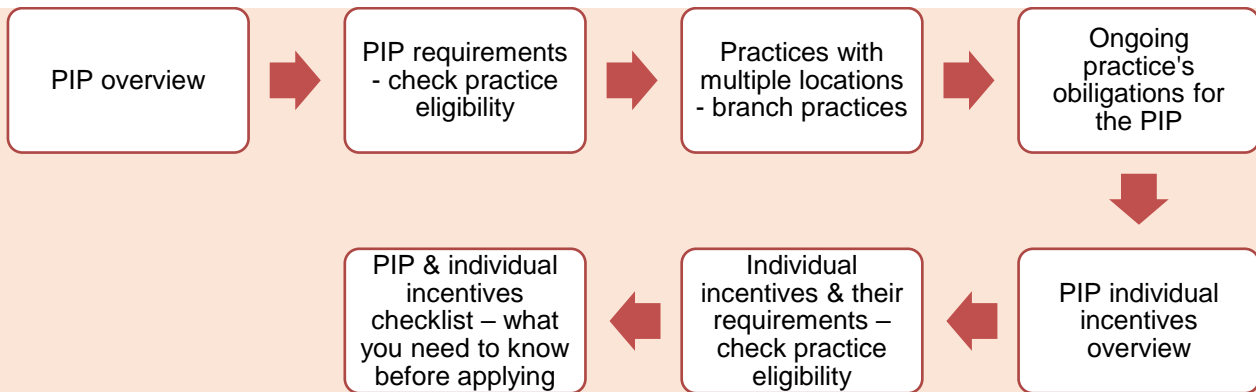
Payee provider arrangements allow Medicare claiming to be submitted with a service provider (i.e. doctor who provides the service to a patient) and a payee provider (i.e. usually the principal of the practice or the cluster Director of Medical Services).

To ensure PIP/WIP payments are correctly calculated using the practice [Standardised Whole Patient Equivalent \(SWPE\)](#), if the practice has a payee provider arrangement set up, then the payee provider must also have a provider number issued and registered for the practice in PIP/WIP with Services Australia.

When a provider (general practitioner or nurse practitioner) joins, leaves, or extends their provider number at a location, you must:

- add or update their details in PIP/WIP online, OR
- notify Services Australia so that they can add or update the provider number details on the practice profile.

The start and end dates of the providers registered in PIP/WIP for the practice determine the services that Services Australia includes in the SWPE calculation for payments.



Practice Incentives Program (PIP) overview

The Practice Incentives Program (PIP) encourages general practices to continue providing quality care, enhance capacity, and improve access and health outcomes for patients through targeted incentive payments.

PIP requirements – check practice eligibility

The practice must meet these specific requirements:

- be a general practice as defined by the Royal Australian College of General Practitioners (RACGP)
- be an open practice as defined by the PIP
- be [accredited, or registered for accreditation](#), against the RACGP Standards for general practices
- maintain at least \$10 million in public liability insurance cover
- have and maintain professional indemnity insurance cover for all general practitioners and any nurse practitioners.

Practices with multiple locations – practice branches

Practices with multiple locations (main practice with branch practice/s) can apply for the PIP as a single practice if they meet eligibility requirements.

Practices need to nominate the main practice location. The main practice location should be the one that provides the most Medicare Benefits Schedule (MBS) services per year. Additional practice locations are called practice branches. Practice branch MBS services will automatically be included in calculating payments. The calculation of a rural loading will be applied to the main practice location.

Practice branches do NOT need to be accredited to participate in the PIP if they provide less than 3,000 services per year. When a practice branch reaches 3,000 services per year, it must be registered for accreditation in its own right. It will have 12 months to be assessed and achieve accreditation from an approved accrediting agency.

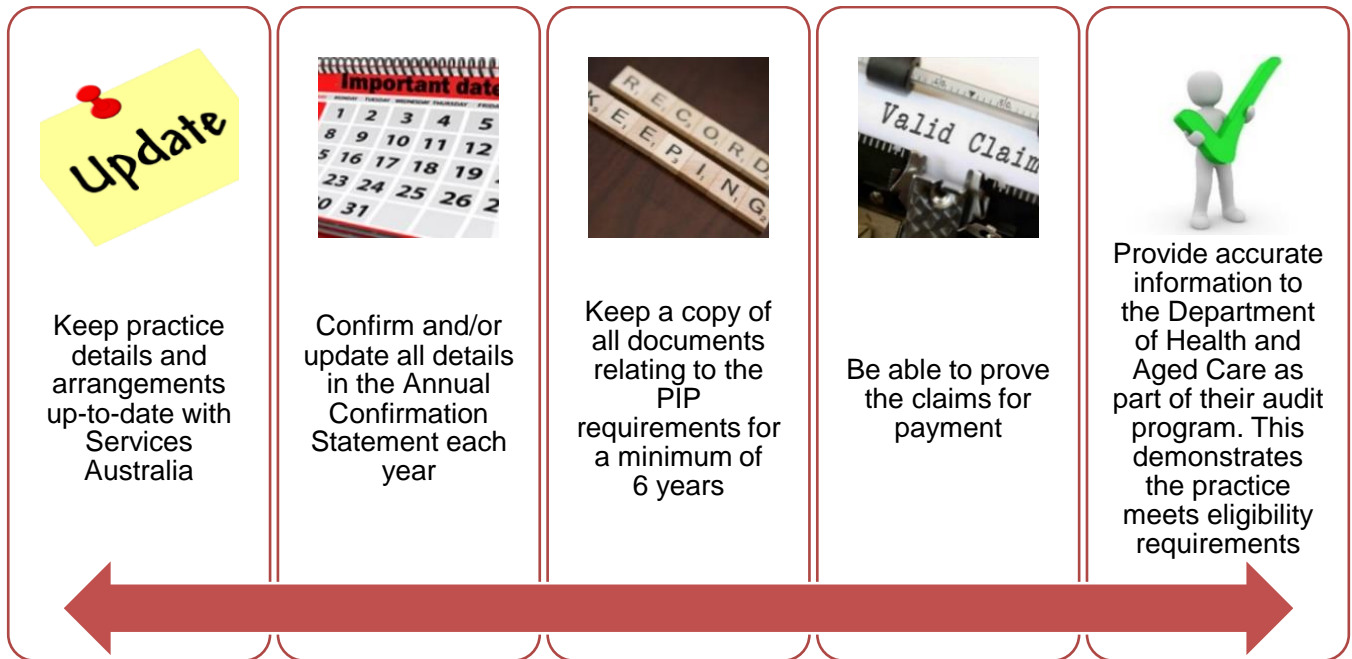
To be eligible, a practice branch must:

- provide MBS services
- have one or more general practitioners who provide MBS services at both the main practice location and the practice branch
- maintain at least \$10 million in public liability insurance cover (legal liability is not public liability)

- ensure all practitioners and eligible health professionals have, and maintain, the required professional indemnity cover.

Ongoing practice's obligations for PIP

The practice must:



The practice must meet eligibility requirements for PIP incentive payments as outlined in the [PIP guidelines \(effective July 2023\)](#) for the entire PIP quarter period. Changes to practice details and arrangements must be kept up-to-date with Services Australia as they can potentially affect the practice's eligibility and incentive payment calculations. This is further explained in this guide at [Keep practice details and arrangements up-to-date with Services Australia](#).

PIP individual incentives overview

PIP individual incentives are grouped under 3 payment streams—targeted incentive payments for quality, capacity, and rural support.

Quality payments	<ul style="list-style-type: none"> Indigenous Health Incentive Quality Improvement Incentive
Capacity payments	<ul style="list-style-type: none"> After Hours Incentive Teaching Payment eHealth Incentive General Practitioner Aged Care Access
Rural support payments	<ul style="list-style-type: none"> Rural Loading Incentive Procedural GP

Current PIP incentives are listed in the table below with a link to their program guidelines (as at July 2024). All PIP individual incentive are paid to practices, EXCEPT for the General Practitioner (GP) Aged Care Access Incentive which is paid directly to GPs into their nominated bank account.

Payment streams	Incentives	Payments to practices to...	PIP individual incentive guidelines
Quality	Indigenous Health	provide better health care for Aboriginal and Torres Strait Islander patients.	Indigenous Health Incentive guidelines (effective November 2023)
	Quality Improvement	participate in quality improvement activities to improve patient outcomes and support best practice care.	Quality Improvement Incentive guidelines (effective from 2019)
Capacity	After Hours	provide your patients with appropriate access to after-hours care.	After Hours Incentive guidelines (effective Nov 2016)
	Teaching	provide teaching sessions to undergraduate and graduate medical students preparing to enter the Australian medical profession.	Teaching Payment guidelines (effective Aug 2018)
	eHealth	keep up to date with digital health and adopt new health technology.	eHealth Incentive guidelines (effective May 2016)
Rural support	Rural loading	recognise the difficulties of providing care, often with little professional support, in rural and remote areas (i.e. practices in a Rural, Remote and Metropolitan Area (RRMA) 3–7 location).	Rural Loading Incentive guidelines (effective Nov 2013)
	Procedural General Practitioner	employ procedural general practitioners to maintain access to eligible surgical, anaesthetic, obstetric and endoscopic services in a Rural, Remote and Metropolitan Area (RRMA) 3–7 location.	Procedural General Practitioner Payment guidelines (effective Jun 2017)

Payment streams	Incentives	Payments to GPs to...	Guidelines
Capacity	General Practitioner Aged Care Access	provide increased and continuing services in Australian Government funded residential aged care facilities (RACFs) [This incentive ceases on 31 August 2024]	General Practitioner Aged Care Access Incentive guidelines (effective 1 Jul 2021)

Appendix 1 includes more information on the [payment stream types, PIP individual incentives and payment amounts](#). Appendix 2 outlines in further detail [how Services Australia calculates PIP payments](#) based on the [Standardised Whole Patient Equivalent \(SWPE\) value for the practice](#).

The PIP General Practitioner Aged Care Access incentive ceases on 31 July 2024 and is replaced by a new MyMedicare General Practice in Aged Care Incentive from 1 July 2024. The new incentive requires the practice, responsible provider/s and their patients who are permanent residents in aged care homes to register through MyMedicare on the Health Professional Online Services (HPOS) portal. This incentive focusses on care planning and regular visits to the patient at an aged care home.

The incentive provides a payment per registered aged care resident to both the GP (responsible provider) and the practice when program requirements have been met. See the [General Practice in Aged Care Incentive Program Guidelines](#) for further information.

PIP individual incentives and their requirements – check practice eligibility

When an eligible practice applies to participate in the PIP it can also apply for any individual incentives where it can meet the individual incentive's set eligibility requirements as outlined in each of the [above guidelines](#).

PIP and individual incentives checklist – what you need to know before applying

Authorised contacts or practice owners must **read** and familiarise themselves with the [PIP guidelines \(effective July 2023\)](#) and each of the [individual incentive guidelines](#) listed in the tables above to fully understand:

PIP eligibility requirements

individual incentive eligibility requirements

the importance of what practice details must be kept up-to-date with Services Australia.

Note: If you need to update an owner for the practice, this must be done manually and NOT online through HPOS.

- This is required for the practice to maintain its ongoing obligations for participating in the PIP. The authorised contact/s or practice owners must ensure for each PIP quarter the practice remains eligible for the entire PIP quarter, including for each of the incentives it has applied for. Changes to practice details and arrangements can affect the practice's eligibility for quarterly payments and must be kept up-to-date:

- through HPOS (most changes take effect immediately) OR

- by telling Services Australia **within 7 days of the change OR at least 7 days before the point in time date** for that PIP quarterly payment month

the annual confirmation statement process to review the practice's details for accuracy

how PIP payments are calculated

how long to retain copies of all documents relating to the PIP requirements

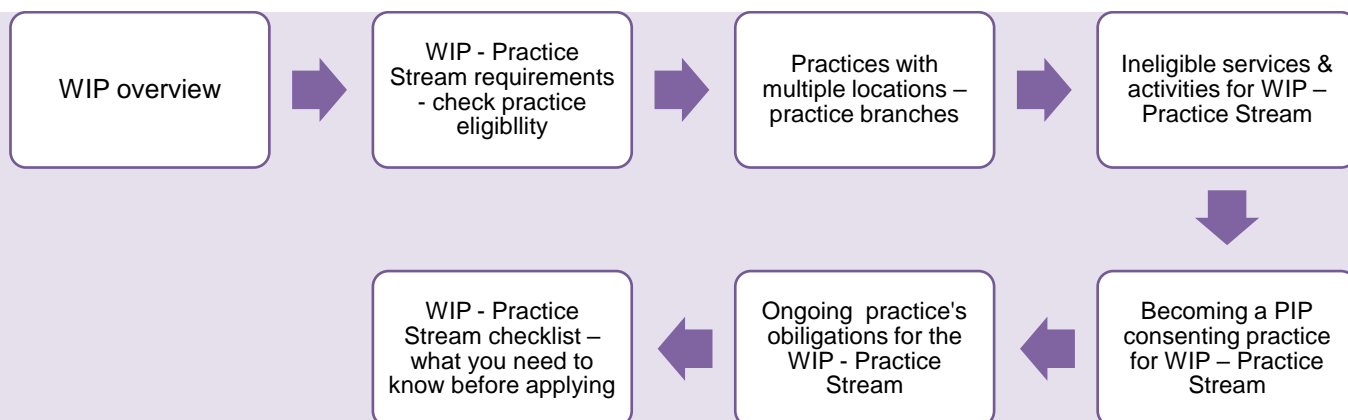
Payee provider arrangements

For services to be counted in the practice SWPE that Services Australia uses to calculate PIP payments if there is a payee provider arrangement set up, then the payee provider must have a provider number issued and registered at the practice for PIP with Services Australia. Read more about [payee provider arrangements](#) and [how Services Australia calculates payments](#). You can also find more information in the [PIP guidelines \(effective July 2023\)](#).

Other important information

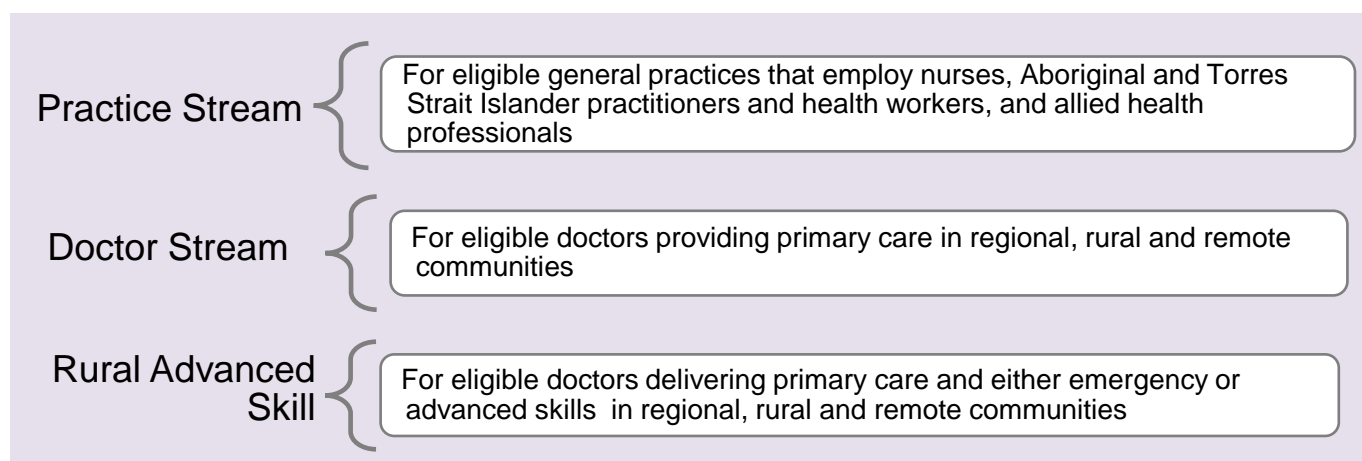
Read how to:

- apply for and manage Practice Incentives [using Health Professional Online Services \(HPOS\) for Practice Incentives](#)
- [keep practice details and arrangements up-to-date with Services Australia](#).



Workforce Incentive Program (WIP) overview

The WIP provides incentives through 3 payment streams:



For the purposes of this guide, only information on the WIP – Practice Stream is included as it relates to incentive payments made to practices.

WIP – Practice Stream requirements – check practice eligibility

The practice must meet these specific requirements:

- be [accredited, or registered for accreditation](#), as a general practice against the Royal Australian College of General Practitioners (RACGP) Standards for general practices. If the practice:
 - is registered for accreditation then this must be achieved within 12 months of joining AND accreditation must continue to be maintained
 - is NOT accredited within 12 months, or does NOT maintain ongoing and continuous accreditation, then it will not be eligible for any further payments
- if the practice is a 'PIP consenting practice', then it must remain eligible in the PIP
- maintain at least \$10 million in public liability insurance cover
- employ a full or part time GP
- employ, engage, or otherwise retain the services of 'eligible health professionals'
- ensure all practitioners (medical and nursing) and eligible health professionals have and maintain the required level of professional indemnity insurance cover.

Practices with multiple locations – practice branches

Practices with multiple locations (main practice with branch practice/s) can apply for the WIP – Practice Stream as a single practice if they meet eligibility requirements.

Practices need to nominate the main practice location. The main practice location should be the one that provides the most Medicare Benefits Schedule (MBS) services per year. Additional practice locations are called practice branches. Practice branch MBS services will automatically be included in calculating payments. The calculation of a rural loading will be applied to the main practice location.

Practice branches do NOT need to be accredited to participate in the WIP – Practice Stream if they provide less than 3,000 services per year. When a practice branch reaches 3,000 services per year, it must be registered for accreditation in its own right. It will have 12 months to be assessed and achieve accreditation from an approved accrediting agency.

To be eligible, a practice branch must:

- provide MBS services
- have one or more general practitioners who provide MBS services at both the main practice location and the practice branch
- maintain at least \$10 million in public liability insurance cover (legal liability is not public liability)
- ensure all practitioners and eligible health professionals have, and maintain, the required professional indemnity cover.

Eligible health professionals for WIP – Practice Stream

- nurse practitioners	- physiotherapists	- occupational therapists	- pharmacists* (non-dispensing role)
- registered nurses	- speech pathologists	- podiatrists	- audiologists
- enrolled nurses*	- social workers	- chiropractors	- osteopaths
- Aboriginal and Torres Strait Islander health practitioners	- psychologists	- diabetes educators	- orthotists/ prosthetists
- Aboriginal and Torres Strait Islander health workers	- exercise physiologists	- dietitians/nutritionists	- orthoptists

*Additional requirements apply to the engagement of enrolled nurses and pharmacists (non-dispensing role).

Ineligible services and activities for the WIP – Practice Stream

Practices are NOT eligible to claim the WIP – Practice Stream payment for ANY hours where they already receive support to employ or engage the services of an eligible health professional. Support could include:

- Australian, state or territory government funding
- other private funding
- funding from other incentive programs.

Practices that employ or engage the services of a nurse practitioner, Aboriginal and Torres Strait Islander Health Practitioner, Aboriginal and Torres Strait Islander Health Worker, or allied health professional with their own provider number are NOT eligible to claim WIP – Practice Stream incentives for ANY time those

health professionals spend on Medicare Benefits Schedule (MBS) services. This does NOT apply to Aboriginal Medical Services, Aboriginal Community Controlled Health Services and state or territory government health clinics that:

- have an exemption under Section 19(2) of the *Health Insurance Act 1973*, OR
- receive funding for Aboriginal and Torres Strait Islander Health Workers, Aboriginal and Torres Strait Islander Health Practitioners, or allied health professionals through the Australian Government Department of Health and Aged Care.

Becoming a PIP consenting practice for WIP – Practice Stream

If the practice is applying for the PIP and the WIP – Practice Stream, it can become a PIP consenting practice. This means consent is given to the following PIP information being used for the WIP – Practice Stream:

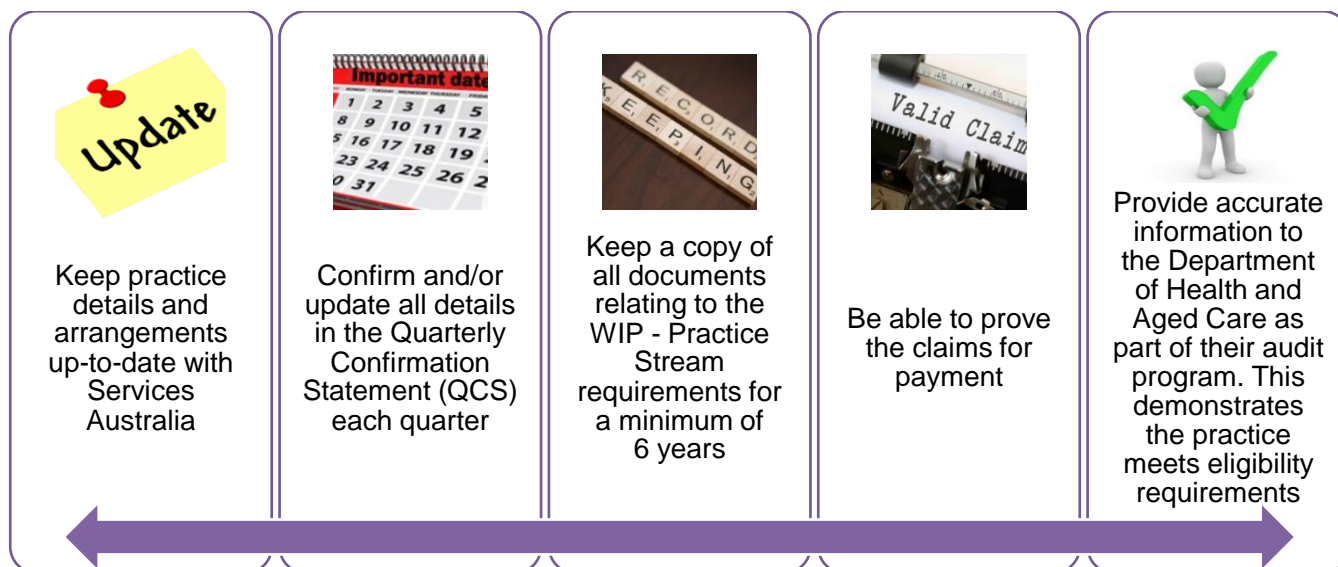
- practice name and main address
- eligibility details such as accreditation, public liability insurance and indemnity insurance
- bank account details
- contact details
- location details
- ownership details
- GP and nurse practitioner details
- the practice’s Standardised Whole of Patient Equivalent (SWPE) to be used for payment calculations

When a practice becomes a PIP consenting practice the practice:

- IDs are identical, and the practice needs to only update practice details once in the PIP profile— NOT in the WIP – Practice Stream profile
- must remain eligible for the PIP to be eligible for incentive payments under the WIP – Practice Stream.

Ongoing practice’s obligations for WIP – Practice Stream

The practice must:



The practice must meet eligibility requirements for the WIP – Practice Stream incentive payments as outlined in the [WIP guidelines \(effective November 2023\)](#) for the entire quarter period.

Changes to practice details and arrangements must be kept up-to-date with Services Australia as they can potentially affect the practice's eligibility and incentive payment calculations. This is further explained in this guide at [Keep practice details and arrangements up-to-date with Services Australia](#).

WIP – Practice Stream checklist – what you need to know before applying

Authorised contacts or practice owners must **read** and familiarise themselves with the [WIP guidelines \(effective November 2023\)](#) to fully understand:

WIP - Practice Stream eligibility requirements

WIP - Practice Stream individual payment eligibility requirements—quarterly incentive, quarterly rural loading, and annual Department of Veterans' Affairs (DVA) loading payments

the importance of what practice details must be kept up-to-date with Services Australia.

Note: If you need to update an owner for the practice, this must be done manually and NOT online through HPOS.

- This is required for the practice to maintain its ongoing obligations for participating in the WIP - Practice Stream. The authorised contact/s or practice owners must ensure for each payment quarter the practice remains eligible for the entire quarter. Changes to practice details and arrangements can affect the practice's eligibility for quarterly payments and must be kept up to date:

- through HPOS (most changes take effect immediately) **OR**

- by telling Services Australia **within 7 days of the change OR at least 7 days before the point in time date** for that quarterly payment month

the quarterly confirmation statement process to review the practice's details for accuracy

how WIP - Practice Stream payments are calculated

how long to retain copies of all documents relating to the WIP - Practice Stream requirements

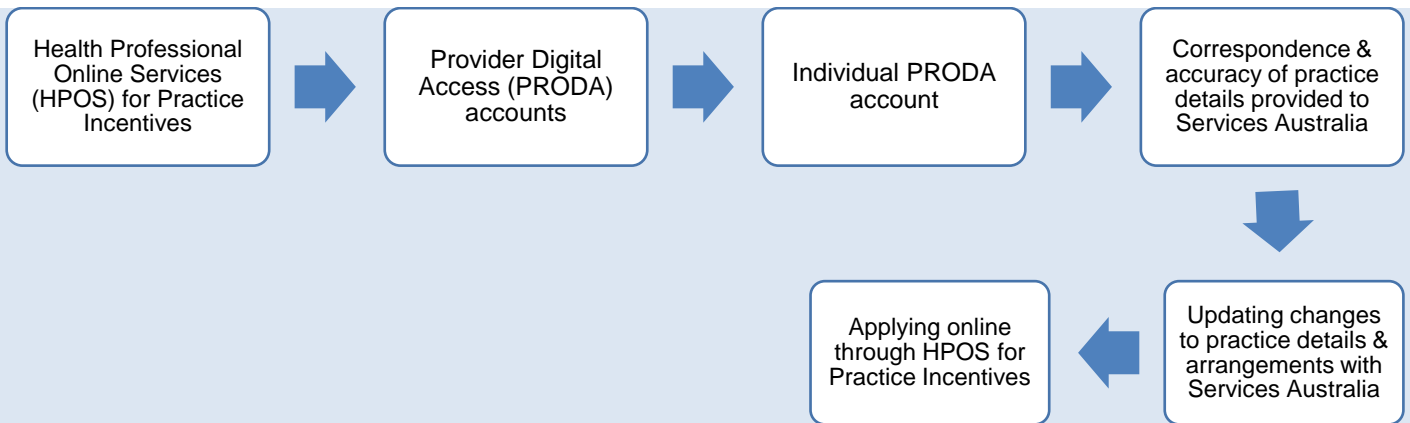
Payee provider arrangements

Read more about [payee provider arrangements](#) and [how Services Australia calculates payments](#). You can also find more information in the [WIP guidelines \(effective November 2023\)](#).

Other important information

Read how to:

- apply for and manage Practice Incentives [using Health Professional Online Services \(HPOS\) for Practice Incentives](#)
- [keep practice details and arrangements up-to-date with Services Australia](#).



Health Professional Online Services (HPOS) for Practice Incentives

Health Professional Online Services (HPOS) is an online secure portal that practice owners and authorised contacts can access to apply for and manage Practice Incentives. Once approved to participate in the PIP and/or WIP – Practice Stream, practice owners and authorised contacts must manage their ongoing obligations to maintain the practice’s eligibility for the programs and each of the incentives it is registered for.



Provider Digital Access (PRODA) accounts

Provider Digital Access (PRODA) is an online identity verification and authentication system that allows secure access to a range of Commonwealth government online services, including HPOS. To access HPOS you need to have an [individual PRODA account](#).

Individual PRODA account

If you do not have an individual PRODA account with a Registration Authority (RA) number then go to the Services Australia website for more information on:

- how to register an individual PRODA account, and
- what identity documents you can use to verify your identity online to complete the PRODA registration process.

Have your identity documents ready before you start verifying your identity online.

Once you have access to HPOS you can apply online for the PIP and/or WIP.

When you need to apply for PIP and/or WIP manually

If you need to register a new practice and it used to be previously registered for PIP by the former practice owners, then you will NOT be able to apply online through HPOS. The system will return a message that ‘The practice address may have been previously registered. Contact PIP for further assistance.’

You will need to:

- go to the Services Australia website to download and complete the current version of the Practice Incentives application form (IP001)
- provide the supporting documents requested on the application form.

Incomplete applications may delay the processing and approval process.

Correspondence and accuracy of practice details provided to Services Australia



Services Australia correspondence for the Practice Incentives

- All correspondence will be sent to the primary authorised contact person provided in the application.
- Authorised contact person/s is responsible for notifying PIP/WIP of any changes to practice details and/or arrangements.



Care in completing the application – penalties for false or misleading information

- Penalties exist under law for giving false and/or misleading information. Services Australia may take steps to recover any resulting overpayments if:
 - inaccurate information is provided in the application; or
 - the applicant fails to notify Services Australia within the required time of any relevant changes in practice details and/or arrangements.

Updating changes to practice ownership details

When an existing owner of a practice registered for the PIP and/or WIP leaves (e.g. EDR, DMS, or other delegated officer), do NOT update the changes in PIP online through HPOS. This will put any practice payments on hold.

As a state government or other public body, as long as there is still one officer who is listed as an owner of the practice then go to the Services Australia website, download, and complete the current version of the Practice Incentives Change of practice ownership form (IP010).

Updating changes to practice details and arrangements with Services Australia

Refer to the information in the section '[Keep practice details and arrangements up-to-date with Services Australia](#)' for the list of changes that can affect Practice Incentives eligibility for PIP/WIP quarterly payments.

Changes to the practice can be actioned:

- ▶ online through HPOS – by updating the details in PIP/WIP Online (most changes take effect immediately); OR
- ▶ by advising Services Australia:
 - within 7 days of the change; OR
 - at least 7 days before the [point in time date](#).

Read more about why Services Australia may [withhold \(suspend\) payments](#) and/or [recover any overpayments](#) that result from providing incomplete or inaccurate information, or delays in advising them of changes within the required timeframe.

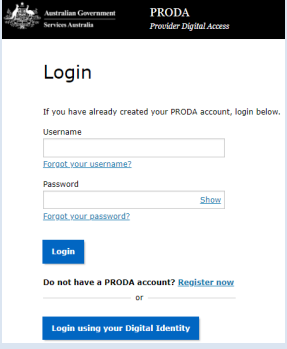
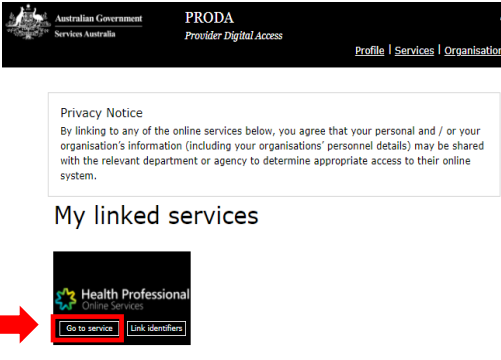
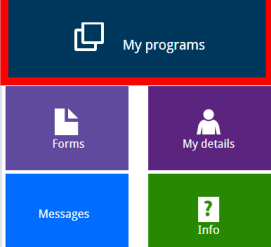
Payee provider arrangements

Check with the practice if there is a [payee provider arrangement](#) set up for Medicare claiming at the practice. If yes, then the payee provider (usually the principal at the practice or cluster Director of Medical Services) must also have a provider number issued and registered at the practice for PIP/WIP with Services Australia.

Applying online through HPOS for Practice Incentives

Practices can apply online through HPOS for...	Follow the steps in...
PIP and any eligible individual incentives at the same time	How to apply online for PIP and eligible individual incentives
Any eligible PIP individual incentives later	How to apply online for PIP individual incentives after approval to participate in the PIP
WIP – Practice Stream	How to apply online for the WIP – Practice Stream after approval to participate in the PIP

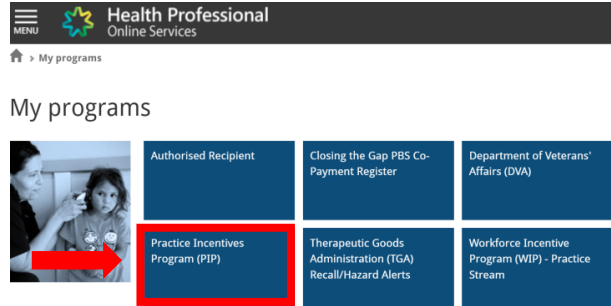
How to apply online for PIP and eligible individual incentives

Steps to complete in PIP Online through HPOS using your PRODA account	
<p>1. Login to your individual PRODA account.</p>	
<p>2. The PRODA main menu screen is displayed.</p> <p>Under 'My linked services', click on the 'Go to service' button on the Health Professional Online Services (HPOS) tile.</p>	
<p>3. The HPOS main menu screen is displayed.</p> <p>Click on the 'My programs' tile.</p>	

Steps to complete in PIP Online through HPOS using your PRODA account

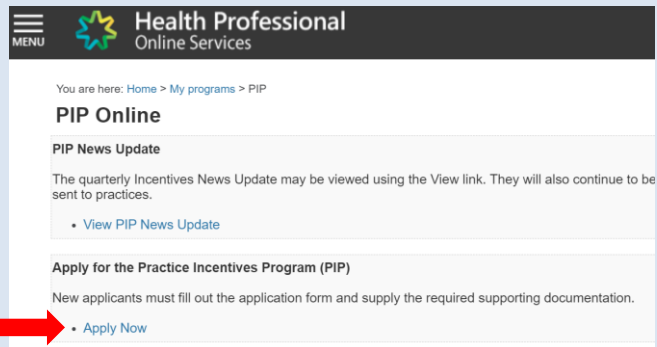
4. The HPOS 'My programs' menu screen is displayed.

Click on the 'Practice Incentives Program (PIP)' tile.



5. The HPOS 'PIP Online' main screen is displayed.

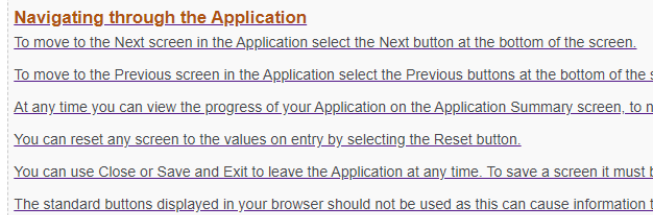
Click on the 'Apply Now' hyperlink.



6. The 'PIP Online Instructions' page is displayed.

Scroll down and read through the instructions page.

Click on the 'Next' button to move to the next screen in the application.



7. At any time during the application:

If you need to...	Then click on the...
Go back to the previous screen	'Previous' button at the bottom of the screen.
View your progress in completing the application	'View Application Summary' button.
Reset details you have entered on the screen	'Reset' button.
Leave the application before it has been completed	'Save and Exit' button.



DO NOT USE THE STANDARD BUTTONS IN YOUR BROWSER AS THIS CAN CAUSE INFORMATION YOU HAVE ENTERED TO BE LOST.

Steps to complete in PIP Online through HPOS using your PRODA account

8. During the online application process, the 'Incentive Overview' screen is displayed.

The PIP individual incentives that practices can apply for are listed under 'Incentives Available'.

9. Have you read the individual [PIP incentive guidelines](#) and fully understand the eligibility requirements to qualify for each of the individual incentives that you are applying for?

If...	Then...
yes	<p>to apply for an incentive:</p> <ul style="list-style-type: none"> • click on (to tick) the 'Apply for' checkbox for each incentive the practice is eligible for. You can apply for some or all incentives the practice qualifies for when applying for PIP. • read the terms/eligibility questions displayed • select the answers to any eligibility questions displayed • click on (to tick) the Participation Payment option • click on the 'Submit' button • click on the 'Next' button to continue. <p>Note: If you selected multiple incentives, then they will be displayed in the order selected once you click on the 'Next' button.</p>
no	<p>you will need to apply for individual incentives at a later time on PIP Online through HPOS:</p> <ul style="list-style-type: none"> • read and familiarise yourself with the eligibility requirements for each of the incentives the practice is eligible to apply for as per the PIP individual incentive guidelines • follow the steps on How to apply online for PIP individual incentives after approval to participate in the PIP.

10. Once you have completed the online application you will need to complete and submit these 2 forms:

1. [Practice Incentives Practice ownership details and declaration form](#) (IP008). This needs to be signed by all owners who wish to be listed in PIP. Submit this with a copy of your accreditation or registered for accreditation certificate.
2. [Practice Incentives Individual general practitioner, nurse practitioner or health practitioner details form](#) (IP003). This needs to be signed by the practitioner. This is required for any procedural general practitioners.



Important note: Check with the practice if there is a [payee provider arrangement](#) set up for Medicare claiming at the practice. If yes, then the payee provider (usually the principal at the practice or cluster Director of Medical Services) must also have a provider number issued and registered at the practice for the PIP with Services Australia.

Steps to complete in PIP Online through HPOS using your PRODA account

11. You can **upload** the forms and any other supporting documentation required from the online application process to the 'Associated Documents' screen when applying for PIP through [HPOS](#).

Click on the '**Submit**' button

The application for the incentives will be pending until Services Australia reviews eligibility.

PIP Online

Practice ID: 1234
Practice Name: PIP 123

Associated Documents

Upload Document

Type * Select one ▾
Document name *
Description *
Choose file * Choose File No file chosen

Available Documents

How to apply online for individual incentives after approval to participate in PIP

Steps to complete in PIP Online through HPOS using your PRODA account

1. **Login** to your individual PRODA account.

Australian Government Services Australia PRODA Provider Digital Access

Login

If you have already created your PRODA account, login below.

Username
[Forgot your username?](#)

Password
[Forgot your password?](#)

Do not have a PRODA account? [Register now](#)
or

2. The PRODA main menu screen is displayed.
Under 'My linked services', **click** on the '**Go to service**' button on the Health Professional Online Services (HPOS) tile.

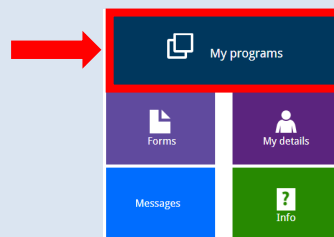
Australian Government Services Australia PRODA Provider Digital Access Profile | Services | Organisation

Privacy Notice
By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services



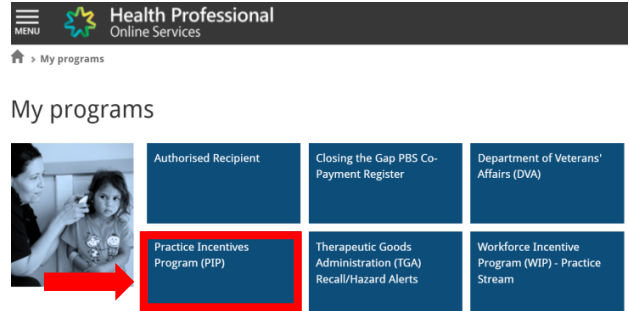
3. The HPOS main menu screen is displayed.
Click on the '**My programs**' tile.



Steps to complete in PIP Online through HPOS using your PRODA account

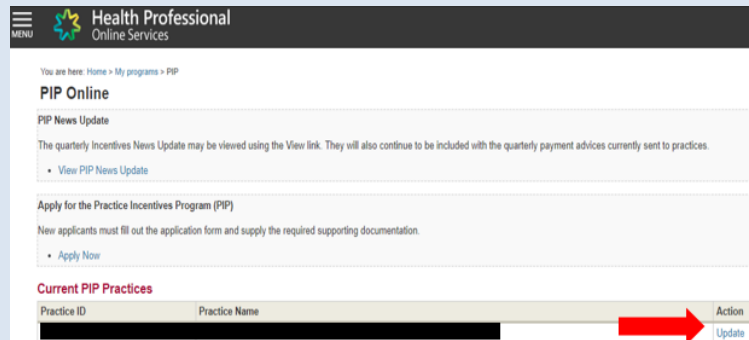
4. The HPOS 'My programs' menu screen is displayed.

Click on the 'Practice Incentives Program (PIP)' tile.



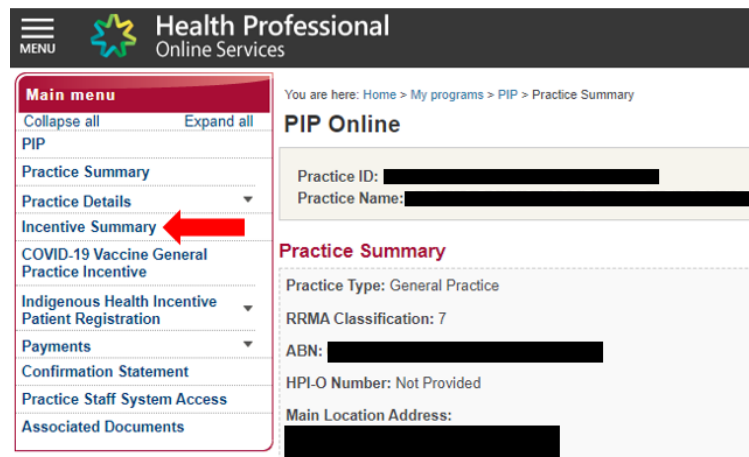
5. The HPOS 'PIP Online' main screen is displayed.

Under 'Current PIP Practices', click on the 'Update' hyperlink listed under 'Action'.

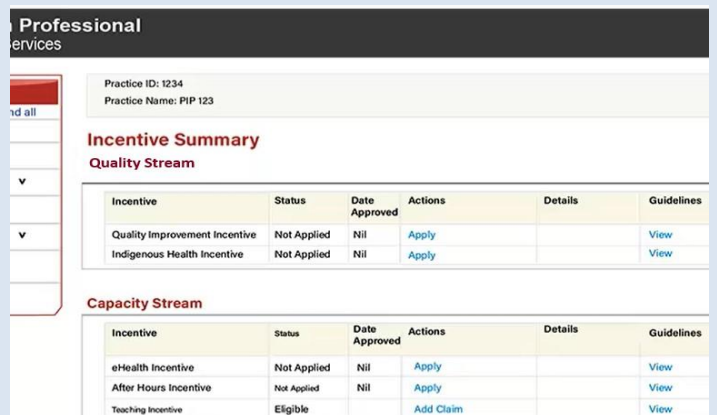


6. The 'Practice Summary' main menu is displayed.

Click on 'Incentive Summary' hyperlink on the main menu.



7. The 'Incentive Summary' screen is displayed. A list of the PIP Incentives is shown.



Steps to complete in PIP Online through HPOS using your PRODA account

8. Have you read the individual [PIP incentive guidelines](#) and fully understand the eligibility requirements to qualify for each of the individual incentives that you are applying for?

If...	Then...
yes	<ul style="list-style-type: none"> to apply for an incentive click on the 'Apply' hyperlink in the 'Actions' column for the relevant incentive. go to step 9.
no	<ul style="list-style-type: none"> click on the 'View' hyperlink in the 'Guidelines' column for the relevant incentive. read and familiarise yourself with the eligibility requirements for each of the incentives the practice qualifies for as per the PIP incentive guidelines. <p>You can apply for individual incentives at a later time on PIP Online through HPOS. When ready follow the steps on How to apply online for PIP individual incentives after approval to participate in the PIP.</p>

Incentive	Status	Date Approved	Actions
Quality Improvement Incentive	Not Applied	Nil	Apply
Indigenous Health Incentive	Not Applied	Nil	Apply

Incentive	Status	Date Approved	Actions	Details	Guidelines
Quality Improvement Incentive	Not Applied	Nil	Apply		View
Indigenous Health Incentive	Not Applied	Nil	Apply		View

9. A terms and/or an eligibility screen for the incentive is displayed.

- read** the terms and/or any /eligibility questions displayed
- select** the answers to any eligibility questions displayed
- click** on the 'Next' button to continue.

Indigenous Health Incentive

To be eligible for this incentive, the practice must meet the requirements as set out in the PIP Indigenous Health Incentive Guidelines. You can view the Health Incentive Guidelines on a PIP Information Page View.

Answer the following questions

1. Does your practice agree to:

a. seek consent to register your eligible Aboriginal and Torres Strait Islander patients (regardless of age) who have, or are at risk of a chronic disease with Service order to access support through the Indigenous Chronic Disease Package measures, and

b. establish and use a mechanism to ensure your Aboriginal and Torres Strait Islander patients aged 15 years and over with a chronic disease are followed up (eg. of a recall reminder system, or staff actively seeking out their patients to ensure they return for ongoing care)?

Yes No

2. Does your practice agree to ensure that at least two staff members, one of whom must be a GP, will undertake appropriate cultural awareness training within 6 months of the date of submission of this application?

Practices under the management of an Aboriginal Board of Directors, or a committee comprising predominantly Aboriginal community representatives must meet the cultural awareness training requirements. If this is the case select Not Applicable for your response in Question 2.

Yes No Not Applicable

Previous Next Reset Incentive Overview View Application Summary Save and Exit

Steps to complete in PIP Online through HPOS using your PRODA account

10. At any time during the application:

If you need to...	Then click on the...
Go back to the previous screen	'Previous' button at the bottom of the screen.
View your progress in completing the application	'View Application Summary' button.
Reset details you have entered on the screen	'Reset' button.
Leave the application before it has been completed	'Save and Exit' button.



DO NOT USE THE STANDARD BUTTONS IN YOUR BROWSER AS THIS CAN CAUSE INFORMATION YOU HAVE ENTERED TO BE LOST.

11. Click on the 'Submit' button

The application for the incentive will be pending until Services Australia reviews eligibility.

PIP Online

Practice ID: 1234
Practice Name: PIP 123

Associated Documents

Upload Document

Type *

Document name *

Description *

Choose file * No file chosen

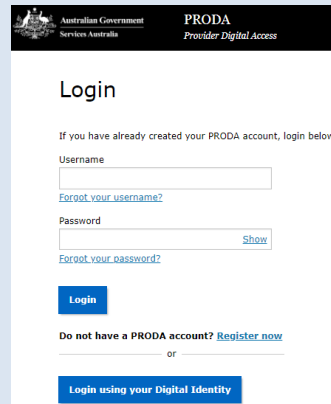
Available Documents

12. To apply for more incentives **go to and repeat steps 7 to 11** until you have completed applying for the incentives the practice qualifies for.

How to apply online for WIP – Practice Stream after approval to participate in PIP

Steps to complete in WIP – Practice Stream Online through HPOS using your PRODA account

1. **Login** to your individual PRODA account.



2. The PRODA main menu screen is displayed.

Under 'My linked services', **click** on the **'Go to service'** button on the Health Professional Online Services (HPOS) tile.



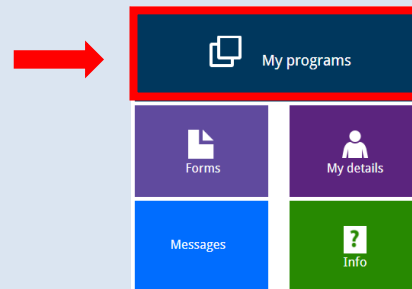
Privacy Notice
By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services



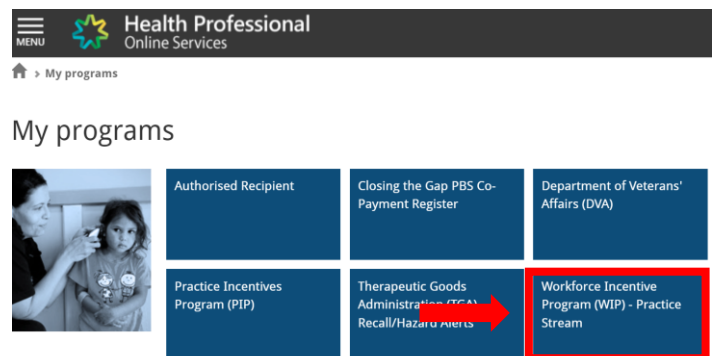
3. The HPOS main menu screen is displayed.

Click on the **'My programs'** tile.



4. The HPOS 'My programs' menu screen is displayed.

Click on the **'Workforce Incentives Program (WIP) – Practice Stream'** tile.



Steps to complete in WIP – Practice Stream Online through HPOS using your PRODA account

5. The HPOS 'WIP – Practice Stream Online' main screen is displayed.

Click on the 'Apply Online Now' hyperlink.

6. The 'WIP – Practice Stream Online Instructions' page is displayed.

Scroll down and read through the instructions page.

Click on the 'Next' button to move to the next screen in the application.

7. On the 'Eligibility Check' page, complete the Practice Details:

- enter the Practice Name
- select the Practice Type
- select 'Yes' to 'Is the practice registered for PIP?'
- enter the PIP Practice ID
- select 'Yes' to 'Do you give consent to use PIP data for WIP – Practice Stream?'

Note: By consenting to use PIP data, it will pre-populate sections of the application.

8. For the section 'Incentive Payments – Current Health Professionals Weekly Contracted Hours', complete the details:

- select the 'Health Professional Type'
- enter their 'Last Name' and 'First Name'
- select 'AHPRA' for the 'Identifier' and enter their number
- enter their 'Weekly Contracted Hours (HHH:MM)' in standard hours and minutes.

Steps to complete in WIP – Practice Stream Online through HPOS using your PRODA account

9. For the 'Declaration' section answer the questions:

- **select** 'Yes' if you have read the WIP Guidelines and the practice meets all the WIP – Practice Stream eligibility requirements
- **select** 'Yes' if you agree to collect and provide evidence to support eligibility and claims for payment as per the WIP Guidelines.
- **click** on the 'Next' button to continue.

The screenshot shows a web form with several sections. At the top, there are dropdown menus for 'Enrolled Nurse' and 'Nurse Practitioner'. Below these is a table for 'Incentive Payments - Current Allied Health Professionals Weekly Contracted Hours' with columns for 'Allied Health Professional Type', 'Last Name', 'First Name', and 'Ident'. The 'Declaration' section contains two questions with radio button options for 'Yes' and 'No'. The first question is 'Do you declare that you have read the WIP Guidelines and the practice meets all of the WIP - Practice Stream eligibility requirements.' The second question is 'Do you agree to collect and provide evidence to support your eligibility and claims for payment as per the WIP Guidelines?'. At the bottom of the form, there are buttons for 'Previous', 'Next', 'Reset', 'View Application Summary', and 'Save and Exit'. The 'Next' button is highlighted with a red box.

10. At any time during the application:

If you need to...	Then click on the...
Go back to the previous screen	'Previous' button at the bottom of the screen.
View your progress in completing the application	'View Application Summary' button.
Reset details you have entered on the screen	'Reset' button.
Leave the application before it has been completed	'Save and Exit' button.



DO NOT USE THE STANDARD BUTTONS IN YOUR BROWSER AS THIS CAN CAUSE INFORMATION YOU HAVE ENTERED TO BE LOST.

11. Click on 'View Application Summary' button to review the application and make sure each section has a 'Complete' Status.

Note: the 'Associated Documents' Section doesn't need to have 'Complete' Status.

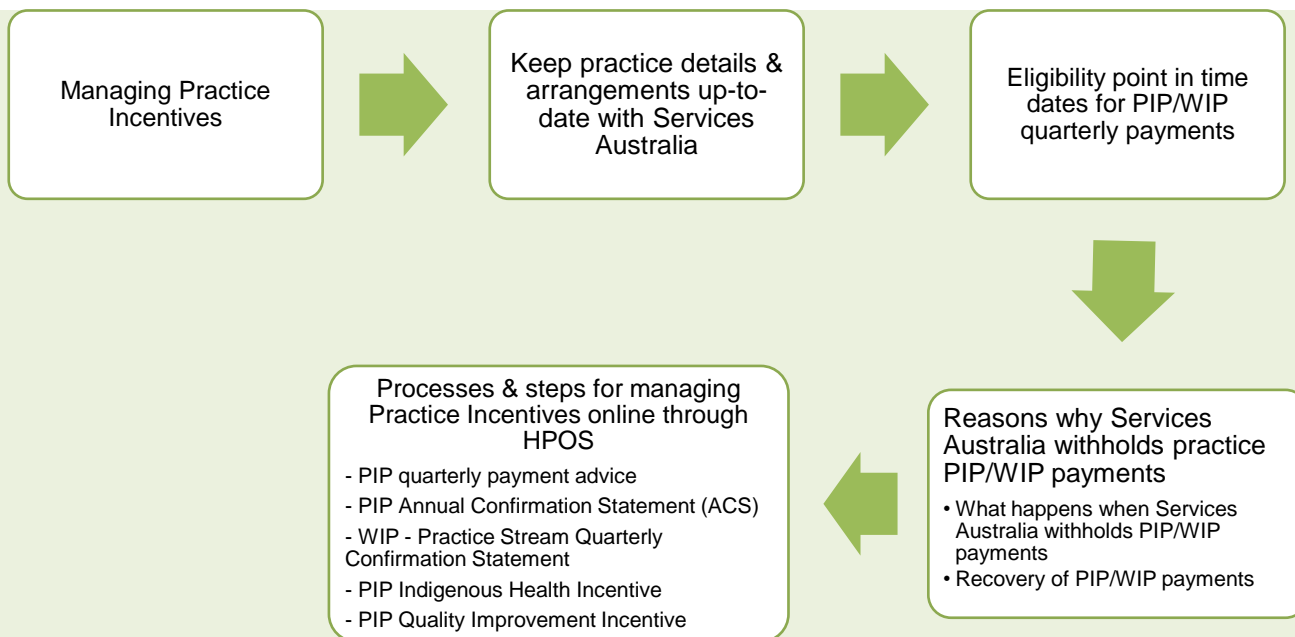
Click on the 'View or Edit' hyperlink under 'Actions' to review and make any changes for each section.

When all the application details are completed, click on the 'Submit Application' button.

The screenshot shows the 'Application Summary' page. It contains a table with the following data:

Section	Status	Actions
Eligibility Check	Complete	View or Edit
Practice Details	Complete	View or Edit
Payment Details	Complete	View or Edit
Additional Locations	Complete	View or Edit
Incentives	Complete	View or Edit
Practice Ownership Details	Complete	View or Edit
GP Details Summary	Complete	View or Edit
Associated Documents	-	View or Edit

Below the table, there are instructions and a 'Submit Application' button highlighted with a red box.



Managing Practice Incentives

Practice owners need to nominate authorised contact person/s to act on behalf of the practice. This can be completed during the PIP and/or WIP application process.

To ensure the practice maintains its ongoing eligibility for Practice Incentives it has applied for...

Practice owners and/or authorised contact/s should continue to:

- ❑ **familiarise** themselves with the PIP guidelines, PIP individual incentives' guidelines, and the WIP guidelines. Services Australia and the Australia Government Department of Health and Aged Care periodically update these documents. The onus is on practices to ensure they meet the eligibility requirements set out according to the latest guidelines
- ❑ **check** the practice continues to meet the eligibility requirements for each incentive and/or any tier/level that the practice has registered for and claiming incentive payments
- ❑ **let** Services Australia know if any of the practice details and/or arrangements change (see the list in the next section 'Keep practice details and arrangements up-to-date with Services Australia'); or if the practice needs to update its nominated payment level or tier for an incentive. This can be done through HPOS
- ❑ **opt-out or withdraw** from any incentive/s that the practice is no longer eligible for by the relevant point-in-time date.
- ❑ **check** in HPOS for PIP/WIP quarterly payment advices, PIP Annual Confirmation Statements and WIP Quarterly Confirmation Statements. **Review** the payment advices and confirmation statements for accuracy, **update** any changes needed and **submit** confirmation statements by the relevant point-in-time date.

Keep practice details and arrangements up-to-date with Services Australia



For changes to the owners (officers) of a practice such as EDR, DMS, or other delegated officer leaving, go to the Services Australia website, download, and complete the current version of the Practice Incentives Change of practice ownership (IP010) form.

Authorised contacts or practice owners must update these changes to practice details and arrangements with Services Australia:

- practitioners leaving or starting at the practice
- the authorised contact person for the practice
- the practice's bank account
- a practitioner's bank account
- the practice's accrediting agency or accreditation status—including achieving accreditation or accreditation lapsing
- any other information that may affect eligibility for the program.
- the practice location, ownership, or amalgamations
- practice details and arrangements that affect eligibility for individual incentives
- practitioner details
- extensions to provider numbers allocated by Medicare with an end date
- [eligible health professionals](#) at the practice and/or their actual hours worked by them (for WIP – Practice Stream)
- the practice's public liability insurance OR an individual practitioner's (including eligible health professionals') professional indemnity cover lapsing

Updates can be made:

- ▶ **online through HPOS – update the details in PIP/WIP Online** (most changes take effect immediately) **OR**
- ▶ **by advising Services Australia within 7 days of the change OR at least 7 days before the relevant point-in-time date** to manually process the change/s.

The practice needs to meet all eligibility requirements for the entire quarter, including **point-in-time dates** (i.e. the last day of the month before the quarterly payment month as per the table).

Eligibility point in time dates for PIP/WIP quarterly payments

Quarters (reference period)	Point-in-time dates (assessment of eligibility)	Quarterly payment month
1 November to 31 January	31 January	February
1 February to 30 April	30 April	May
1 May to 31 July	31 July	August
1 August to 31 October	31 October	November

Reasons why Services Australia withholds practice PIP/WIP payments

Services Australia may withhold (suspend) payments if the practice:

- fails to [complete and submit the WIP – Practice Stream quarterly confirmation statement](#) either online through HPOS by the [relevant point-in-time date](#); or by fax to Incentive Programs for manual processing at least **7 calendar days before** the [relevant point-in-time date](#)
- fails to [complete and submit the PIP annual confirmation statement](#) either online through HPOS on or by 31 July OR by advising Services Australia and providing them with any relevant signed and completed form/s on or by 24 July for manual processing
- does NOT meet the PIP/WIP eligibility requirements
- does NOT achieve accreditation within 12 months of joining the PIP
- relocates and the practice needs to provide an accreditation certificate to Services Australia for the new location
- no longer employs a GP
- no longer employs or engages an [eligible health professional](#) for the WIP – Practice Stream
- changes ownership and the practice does NOT provide Services Australia with the details to finalise the change
- accreditation has expired and/or there is a lapse in accreditation dates
- has significant changes to practice details
- providers and/or [eligible health professionals](#) at the practice do NOT have the required insurance
- has provided Services Australia incomplete or inaccurate practice details
- has changes in the [eligible health professionals](#) engaged and/or their hours they have worked for the WIP- Practice Stream
- is non-compliant due to any other information that may affect program eligibility or claims for payment.



- ☑ PRACTICES MUST ACHIEVE ACCREDITATION WITHIN 12 MONTHS OF JOINING THE PIP.
- ☒ ANY LAPSE IN ACCREDITATION OR OTHER CIRCUMSTANCES WHERE PRACTICES DO NOT MEET ELIGIBILITY REQUIREMENTS COULD RESULT IN THE SWPE VALUE RETURNING TO ZERO.
- ☑ PRACTICES MUST ENSURE THEY MAINTAIN THEIR ACCREDITATION.
 - IT IS RECOMMENDED PRACTICES REGISTER FOR RE-ACCREDITATION APPROXIMATELY 12 MONTHS PRIOR TO THEIR ACCREDITATION EXPIRY DATE TO ALLOW SUFFICIENT TIME FOR THE PRACTICE TEAM TO REVIEW SYSTEMS AND PROCESSES PRIOR TO THE ON-SITE ASSESSMENT BY SURVEYORS.
 - IF NON-COMPLIANCES ARE IDENTIFIED, PRACTICES HAVE TIME TO ADDRESS THEM FOR THE ACCREDITING AGENCY'S FINAL REPORT.

What happens when Services Australia withholds PIP/WIP payments

If Services Australia withholds a PIP/WIP payment they will advise the practice what details they need to release the payment. Should any payments be withheld for 3 consecutive payment quarters, they will be forfeited and the practice PIP/WIP payments will stop. Services Australia will withdraw the practice from the PIP/WIP and the practice will need to reapply to participate in the PIP/WIP.

If the practice reapplies, PIP/WIP payments will start from the payment quarter following the date the practice has met all eligibility requirements and approved for PIP/WIP.

Recovery of PIP/WIP payments

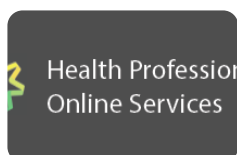
After each PIP/WIP payment Services Australia sends a payment advice outlining practice and payment details. Authorised contacts and/or practice owners should check that the details in the payment advice are correct, otherwise Services Australia or the Australian Government Department of Health and Aged Care may seek to recover PIP/WIP payments where:

- an administrative error has caused incorrect payments
- authorised contact and/or owners:
 - have made false or misleading claims; OR
 - do NOT advise Services Australia about changes that affect the practice's eligibility for PIP/WIP payments.

Processes and steps for managing Practice Incentives online through HPOS

Read information on the process for...	Follow the steps on...
PIP quarterly payment advice	How to view and review PIP quarterly payment advice online
PIP Annual Confirmation Statement (ACS)	How to view and confirm PIP Annual Confirmation Statements (ACS) online
WIP – Practice Stream Quarterly Confirmation Statement (QCS)	How to view and confirm WIP – Practice Stream Quarterly Confirmation Statements (QCS) online
PIP Indigenous Health Incentive	How to search for registered patients for the Indigenous Health Incentive online How to register eligible patients for the Indigenous Health Incentive online
PIP Quality Improvement Incentive	Not applicable

Process for PIP quarterly payment advice



Check PIP Online for PIP quarterly payment advices in HPOS in February, May, August, and November.



If by the end of February, May, August, or November the practice has NOT received the respective PIP quarterly payment advice, THEN **call** Incentive Programs at Services Australia to let them know.



If any details are NOT correct in the payment advice, AND you CANNOT update them online through HPOS, THEN you must **tell Services Australia and provide them with any relevant signed and completed form/s at least 7 days before the current PIP quarter point in time date (i.e. 24 January, 23 April, 24 July, and 24 October) for manual processing.**



If any details are NOT correct, THEN **update** them online through HPOS **on or before the current PIP quarter point in time date (i.e. by 31 January, 30 April, 31 July, and 31 October).**

In February, May, August, and November each year Services Australia sends a PIP quarterly payment advice through HPOS (when the practice selects to receive correspondence online) or by mail.

- If the practice has NOT received the respective PIP quarterly payment advice by the end of February, May, August, and November then phone Incentive Programs at Services Australia on 1800 222 032 (Mon-Fri, 8.30am to 5.00pm) to advise them.

Check details registered for the practice are correct in a PIP quarterly payment advice

The practice details in the PIP quarterly payment advice are what the practice has provided to Incentive Programs at Services Australia for the purpose of participating in the PIP and for any individual incentives.

It is important to review the practice details in the PIP quarterly payment advice and make sure they are correct. This includes checking:

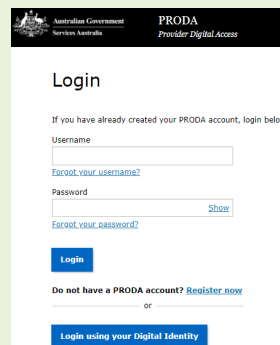
- that the names and details of all the doctors and any nurse practitioners (e.g. their provider numbers and any start and end dates) for the practice and individual incentives are correct.
- with the practice if there is a [payee provider arrangement](#) set up for Medicare claiming at the practice. If yes, then the payee provider (usually the principal at the practice or cluster Director of Medical Services) must also have a provider number issued and registered at the practice for the PIP with Services Australia.

It is the practice owners and/or authorised contact/s responsibility to [keep practice details and arrangements up-to-date with Services Australia](#) to meet the eligibility requirements for each of the PIP incentives they are claiming a quarterly payment for. The practice needs to meet all [eligibility requirements for the entire quarter, including point in time dates](#).

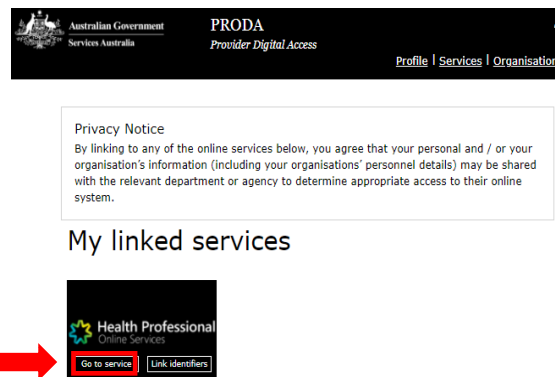
How to view and review a PIP quarterly payment advice online

Steps to complete in PIP Online through HPOS using your PRODA account

- 1 **Login** to your individual PRODA account.



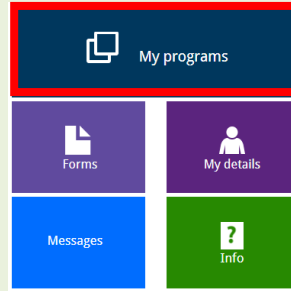
- 2 The PRODA main menu screen is displayed.
Under 'My linked services', **click** on the '**Go to service**' button on the Health Professional Online Services (HPOS) tile.



Steps to complete in PIP Online through HPOS using your PRODA account

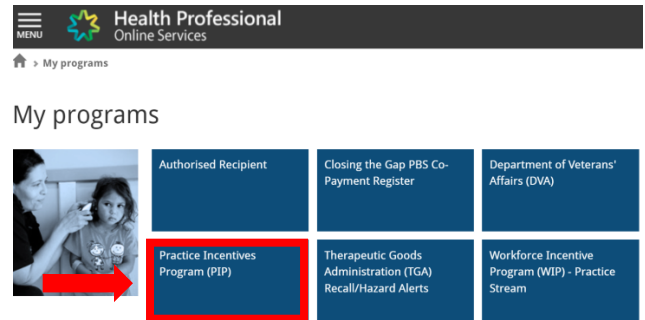
1 The HPOS main menu screen is displayed.

Click on the **'My programs'** tile.



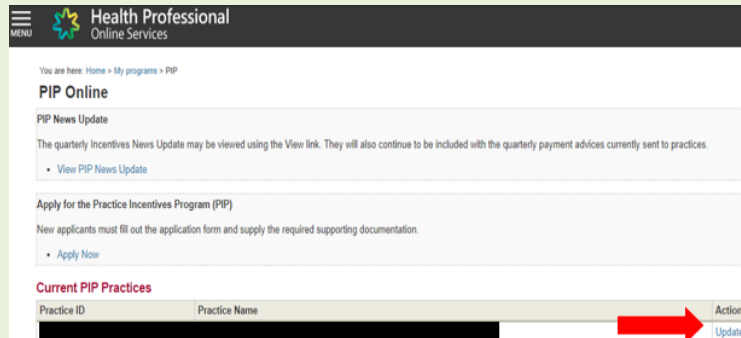
2 The HPOS 'My programs' menu screen is displayed.

Click on the **'Practice Incentives Program (PIP)'** tile.



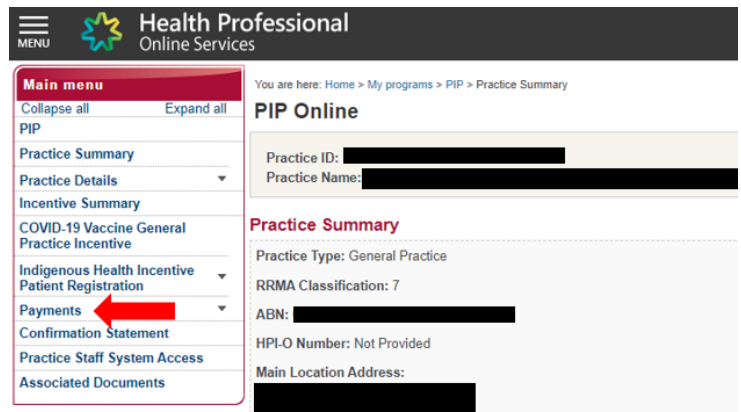
3 The HPOS 'PIP Online' main screen is displayed.

Under 'Current PIP Practices', click on the **'Update'** hyperlink listed under 'Action'.



4 The 'Practice Summary' main menu is displayed.

Click on the **'Payments'** hyperlink on the main menu to display **'Payment History'**.



Steps to complete in PIP Online through HPOS using your PRODA account

- 7 **Click** on the **'Payment History'** hyperlink. The **'Payment History'** screen is displayed.

Health Professional Online Services

You are here: Home > My programs > PIP > Practice Summary

PIP Online

Practice ID: [REDACTED]
Practice Name: [REDACTED]

Practice Summary

Practice Type: General Practice
RRMA Classification: 7
ABN: [REDACTED]
HPI-O Number: Not Provided
Main Location Address: [REDACTED]

- 8 The latest payment advice is displayed under **'PIP Payments'**.

Click on the **'View PDF'** hyperlink under **'Payment Advice'** to view the current PIP quarterly payment advice.

You are here: Home > My programs > PIP > Payments > Payment History

PIP Online

Practice ID: [REDACTED]
Practice Name: [REDACTED]

Payment History

Filter criteria:

Select Year: 2022
Get Details

PIP Payments

Run Number	Calculation Quarter	Payment Status	Payment Date	Amount	Payment Advice
P144	February 2022	Paid	21/02/2022	[REDACTED]	View PDF View RTF

- 9 **Review** the information carefully on each page of the quarterly payment advice to make sure the practice details, doctors, individual incentives etc registered at the practice for PIP with Services Australia are correct and up-to-date.

Check with the practice if there is a [payee provider arrangement](#) set up for Medicare claiming at the practice. If yes, then the payee provider (usually the principal at the practice or cluster Director of Medical Services) must also have a provider number issued and registered at the practice for PIP with Services Australia. If the current payee provider is not listed, then you will need to get their full name, provider number for the practice and its start date, and update the details at step 10.

This review process of the PIP quarterly payment advice supports the practice in meeting its ongoing obligations under the PIP.

Read more information on what [practice details and arrangements must be kept up-to-date with Services Australia](#) so that PIP payments are correctly calculated.

If not delivered return to: Incentive Programs
GPO Box 2572 ADELAIDE SA 5001

Australian Government
Services Australia
medicare
ABN: 75 174 030 967

22 February 2022

Payment date: 21 February 2022
Run number: P144
Practice ID: [REDACTED]

Dear [REDACTED]

**Practice Incentives Program
February 2022 quarterly payment advice**

This advice contains information about payments you have received under the Practice Incentives Program (PIP) for the February 2022 quarter. Please keep this advice for your records.

Your payment has been calculated using data held by us for the reference period 01 October 2020 - 30 September 2021. More information about the payment is shown in Schedule A.

Payment details for your practice

Your payment has been lodged electronically into the bank account below.

Account name: [REDACTED]
BSB number: [REDACTED]
Account number: [REDACTED]
Payment for this quarter: [REDACTED]

Main practice address

[REDACTED]

Steps to complete in PIP Online through HPOS using your PRODA account

- 1 Are all the details Services Australia has listed in the PIP Quarterly Payment Advice for the practice correct and up-to-date (e.g. lists all the GPs and any nurse practitioners registered for PIP at the practice and individual incentives that the practice is eligible to apply for such as Quality Improvement Incentive, Indigenous Health Incentive etc)?

If...	Then...
yes	no further action is required.
no	<ul style="list-style-type: none"> • update incorrect and/or add missing details including apply for any individual incentives that the practice is eligible for in PIP Online as soon as possible OR at least by the current PIP quarter point in time date (i.e. by 31 January, 30 April, 31 July, or 31 October); OR • tell Services Australia and provide them with any relevant signed and completed form/s at least 7 days before the current PIP quarter point in time date (i.e. 24 January, 23 April, 24 July, and 24 October) for manual processing. <p>This must be actioned to ensure the practice receives the correct PIP payment amount.</p> <p>Refer to the section Keep practice details and arrangements up-to-date with Services Australia.</p>

Note:

It is the authorised contacts and/or practice owners responsibility to ensure the practice and payment details are checked and correct. There is no avenue to seek a request for a review regarding incorrect and/or missing practice details registered for the PIP with Services Australia. This includes instances of any missing or incorrect PIP incentive payments due to:

- GPs, locums, or nurse practitioners not registered at the practice
- missing individual incentives as the practice did not register for them when the practice was eligible to apply for them earlier.

Process for PIP Annual Confirmation Statement (ACS)



Check PIP Online in HPOS around mid-May for the PIP Annual Confirmation Statement.



If by the end of May the practice has NOT received the PIP Annual Confirmation Statement, THEN **call** Incentive Programs at Services Australia to let them know.



If any details are NOT correct, AND you CANNOT update them online through HPOS, THEN you must **tell Services Australia and provide them with any relevant signed and completed form/s on or by 24 July for manual processing.**



If any details are NOT correct, THEN **update** them through HPOS. You must update them online **on or before 31 July.**

In May each year Services Australia sends a PIP Annual Confirmation Statement (ACS) through HPOS (when the practice selects to receive correspondence online) or by mail.

- If the practice has NOT received it by the end of May, then phone Incentive Programs at Services Australia on 1800 222 032 (Mon-Fri, 8.30am to 5.00pm) to advise them.

Check details registered for the practice are correct in PIP Annual Confirmation Statements

The practice details in the PIP Annual Confirmation Statement are what the practice has provided to Incentive Programs at Services Australia for the purpose of determining eligibility to participate in the PIP and any individual incentives.

It is important to review the practice details in the ACS to make sure they are correct. This includes checking:

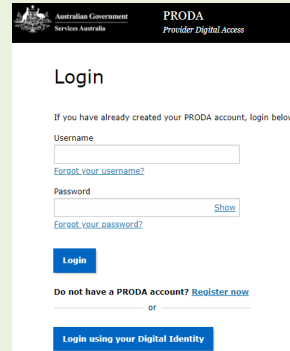
- that the names and details of all the doctors (e.g. their provider numbers and any start and end dates) for the practice and individual incentives are correct.
- with the practice if there is a [payee provider arrangement](#) set up for Medicare claiming at the practice. If yes, then the payee provider (usually the principal at the practice or cluster Director of Medical Services) must also have a provider number issued and registered at the practice for the PIP with Services Australia.

It is the practice owners and/or authorised contact/s responsibility to [keep practice details and arrangements up-to-date with Services Australia](#) to meet the eligibility requirements for each of the PIP incentives they are claiming a quarterly payment for. The practice needs to meet all [eligibility requirements for the entire quarter, including point in time dates.](#)

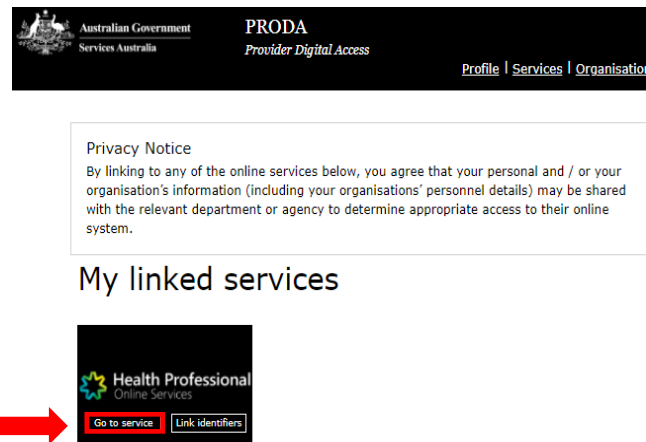
How to view and confirm a PIP Annual Confirmation Statement (ACS) online

Steps to complete in PIP Online through HPOS using your PRODA account

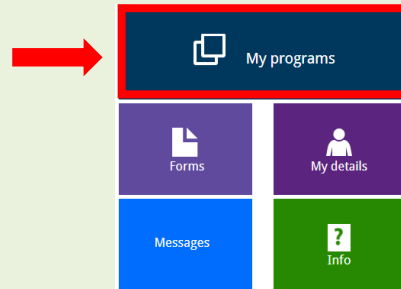
1. **Login** to your individual PRODA account.



2. The PRODA main menu screen is displayed.
Under 'My linked services', **click** on the '**Go to service**' button on the Health Professional Online Services (HPOS) tile.



3. The HPOS main menu screen is displayed.
Click on the '**My programs**' tile.

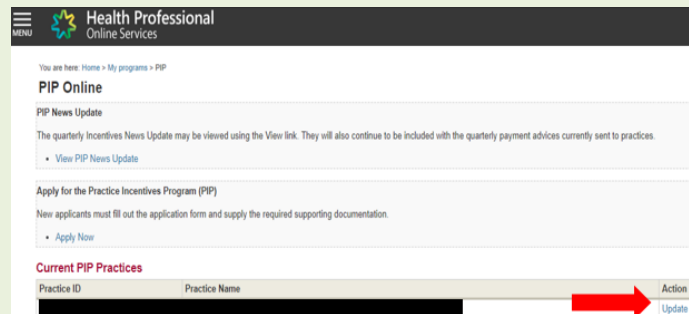


4. The HPOS 'My programs' menu screen is displayed.
Click on the '**Practice Incentives Program (PIP)**' tile.

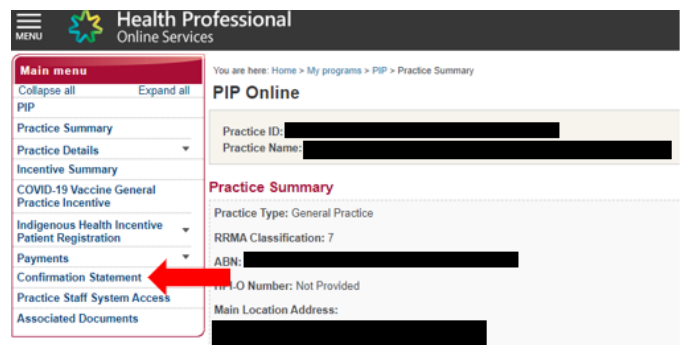


Steps to complete in PIP Online through HPOS using your PRODA account

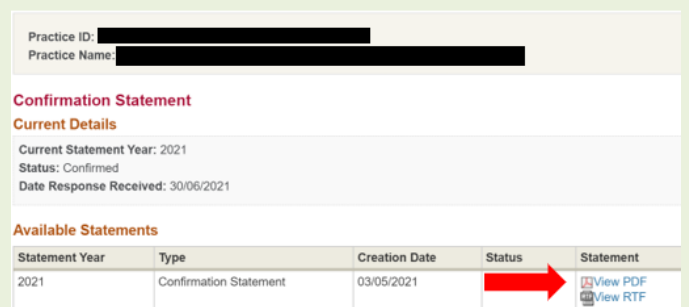
5. The HPOS 'PIP Online' main screen is displayed.
Under 'Current PIP Practices', **click** on the '**Update**' hyperlink listed under 'Action'



6. The 'Practice Summary' main menu is displayed.
Click on '**Confirmation Statement**' hyperlink on the main menu.



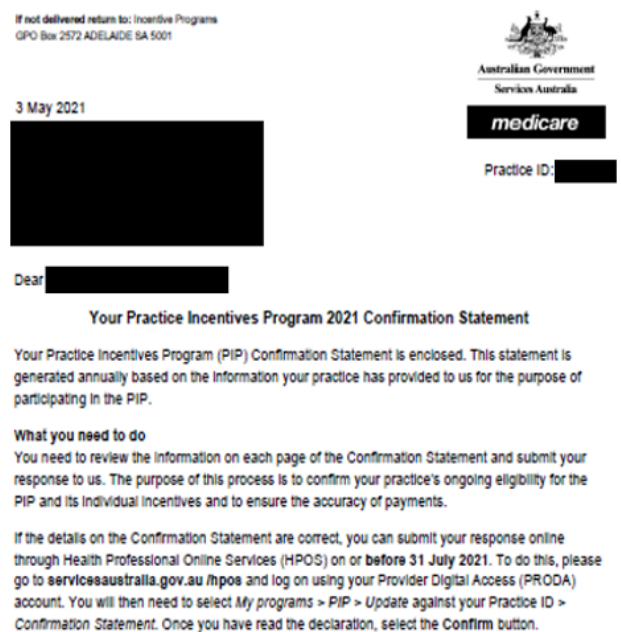
7. The 'Confirmation Statement' screen is displayed.
Scroll down to view the 'Available Statements' and **click** on the 'View PDF' hyperlink under 'Statement' to view the current year's annual confirmation statement.



8. **Review** the information carefully on each page of the annual confirmation statement to make sure the practice details, doctors, individual incentives etc registered at the practice for PIP with Services Australia are correct and up-to-date.

Check with the practice if there is a [payee provider arrangement](#) set up for Medicare claiming at the practice. If yes, then the payee provider (usually the principal at the practice or cluster Director of Medical Services) must also have a provider number issued and registered at the practice for PIP with Services Australia. If the current payee provider is not listed, then you will need to get their full name, provider number for the practice and its start date, and update the details at step 9.

This review process of the PIP annual confirmation statement supports the practice in meeting its ongoing obligations under the PIP.



Steps to complete in PIP Online through HPOS using your PRODA account

Read more information on what [practice details and arrangements must be kept up-to-date with Services Australia](#) so that PIP payments are correctly calculated.

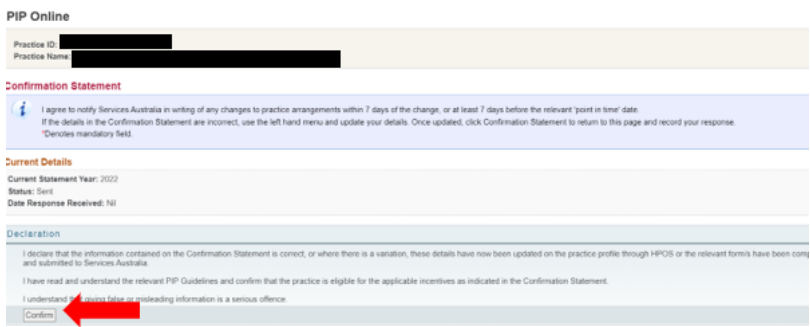
9.



Note: Once the statement is confirmed there is no avenue to seek a request for a review regarding incorrect and/or missing practice details registered for the PIP with Services Australia. This includes instances of any missing or incorrect incentive payments due to:

- GPs, locums, or nurse practitioners not registered at the practice
- missing individual incentives as the practice did not register for them when the practice was eligible to apply for them earlier.

Are all the details Services Australia has listed in the PIP Annual Confirmation Statement for the practice correct and up-to-date (e.g. lists all the GPs registered for PIP at the practice and individual incentives that the practice is eligible to apply for such as Quality Improvement Incentive, Indigenous Health Incentive etc)?

If...	Then...	
yes	read the declaration and select the 'Confirm' button.	 <p>PIP Online</p> <p>Practice ID: [REDACTED] Practice Name: [REDACTED]</p> <p>Confirmation Statement</p> <p>I agree to notify Services Australia in writing of any changes to practice arrangements within 7 days of the change, or at least 7 days before the relevant 'point in time' date. If the details in the Confirmation Statement are incorrect, use the left hand menu and update your details. Once updated, click Confirmation Statement to return to this page and record your response. *Denotes mandatory field.</p> <p>Current Details</p> <p>Current Statement Year: 2022 Status: Sent Date Response Received: Nil</p> <p>Declaration</p> <p>I declare that the information contained on the Confirmation Statement is correct, or where there is a variation, these details have now been updated on the practice profile through HPOS or the relevant forms have been completed and submitted to Services Australia.</p> <p>I have read and understand the relevant PIP Guidelines and confirm that the practice is eligible for the applicable incentives as indicated in the Confirmation Statement.</p> <p>I understand that providing false or misleading information is a serious offence.</p> <p><input type="button" value="Confirm"/></p>
no	<ul style="list-style-type: none"> • update incorrect and/or add missing details in PIP Online as most updates are visible and effective immediately. This must be actioned online by 31 July; OR • tell Services Australia and provide them with any relevant signed and completed form/s by 24 July to manually process the updates. <p>This must be actioned either online by 31 July or faxed to Services Australia by 24 July to ensure the practice receives the correct PIP payment amount.</p> <p>Refer to the section Keep practice details and arrangements up-to-date with Services Australia.</p>	

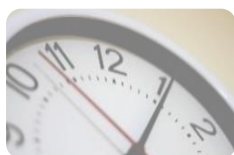
Process for WIP – Practice Stream Quarterly Confirmation Statement (QCS)



Check WIP - Practice Stream Online through HPOS for a WIP - Practice Stream Quarterly Confirmation Statement at the start of January, April, July, and October.



If by mid-January, mid-April, mid-July, and mid-October the practice has NOT received the respective WIP - Practice Stream Quarterly Confirmation Statement, THEN **call** Incentive Programs at Services Australia to let them know.



If any details are NOT correct, AND you CANNOT update them online through HPOS, THEN you must **tell Services Australia and provide them with any relevant signed and completed form/s at least 7 days before the current WIP quarter point in time date (i.e. 24 January, 23 April, 24 July, or 24 October) for manual processing.**



If any details are NOT correct, THEN **update them online through HPOS on or before the current WIP quarter point in time date (i.e. by 31 January, 30 April, 31 July, and 31 October).**

In January, April, July, and October each year Services Australia sends a WIP – Practice Stream Quarterly Confirmation Statement through HPOS (if the practice has selected to receive correspondence online) or by mail.

- If the practice has NOT received a WIP – Practice Stream Quarterly Confirmation Statement by mid-January, mid-April, mid-July, and mid-October then phone Incentive Programs at Services Australia on 1800 222 032 (Mon-Fri, 8.30am to 5.00pm) to advise them.

Check details registered for practice are correct in WIP – Practice Stream QCS

When a practice participates in the WIP – Practice Stream, it must report to Services Australia on the [eligible health professionals](#) it is engaging and their average weekly hours.

Every quarter, Services Australia sends a WIP – Practice Stream Quarterly Confirmation Statement (QCS) for the authorised contact/s or practice owner/s to review, update details (if needed) and confirm that the details listed for the practice are correct.

The practice details in the WIP – Practice Stream QCS are what the practice has provided to Incentive Programs at Services Australia for the purpose of participating in the program.

It is important to review the practice details and make sure they are correct. This includes checking:

- that the names and details of all the doctors and nurse practitioners (e.g. their provider numbers and any start and end dates) for the practice are correct
- the name/s and details of the practice nurse and/or nurse practitioner and their average weekly work hours claimed by the practice
- with the HHS Finance Team to run the report to confirm the actual hours being claimed (costed to the practice) for the nurse practitioner and/or practice nurse are correct in WIP – Practice Stream Online and the QCS. They must work a minimum of at least a minimum of 12 hours and 40 minutes per week (averaged over the entire quarter) at the practice to qualify for the payment
- if any [eligible health professionals](#) are on paid leave during the quarter (reference period), these hours can be included in the practice's averaged weekly hours
- if the practice includes hours for the nurse practitioner/s with a Medicare provider number they must be registered with the WIP – Practice Stream to make sure their MBS services contribute to the SWPE value for the practice. Read the information regarding what hours can and cannot be claimed for the nurse practitioner or other [eligible health professionals](#) in the section [Ineligible services and activities for the WIP – Practice Stream](#).
- with the practice if there is a payee provider arrangement set up for Medicare claiming at the practice. If yes, then the payee provider (usually the principal at the practice or cluster Director of Medical Services) must also have a provider number issued and registered at the practice with Services Australia.

Calculate actual hours worked for WIP – Practice Stream

Practices can only claim the hours worked by eligible health professionals employed or engaged by the practice. Practices need to calculate the average weekly hours worked per quarter for each [eligible health professional](#), taking into account [ineligible services and activities](#).

The number of hours a full time eligible health professional works is equivalent to 38 hours per week. For eligible health professionals not working full time average weekly hours are the sum of total hours worked by that health professional for the entire payment quarter divided by 13 weeks.

Example

A nurse engaged for:

- 15 hours per week for 4 weeks
- 20 hours per week for 9 weeks

Calculation: $(15 \times 4) + (20 \times 9) \div 13 = 18.46$ average weekly hours for the quarter.

Evidence of hours worked for WIP – Practice Stream

Practices must keep documented evidence (e.g. time sheets) for 6 years of the hours worked by each eligible health professional for auditing purposes.

Grace periods when eligible health professionals leave the practice

A practice has the following grace periods to replace an eligible health professional that was funded through the WIP – Practice Stream before it affects the calculation of incentives:

- 21 calendar days; OR
- 45 calendar days if the practice is:
 - an Aboriginal Medical Service
 - an Aboriginal Community Controlled Health Service
 - eligible to receive a rural loading based on the MMM geographical classification.

If a practice can't replace the eligible health professional within the applicable grace period, the practice must notify Services Australia of the change in circumstances **at least 7 calendar days before the [point-in-time](#)**.

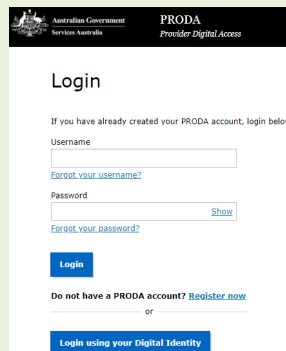
It is the practice owners and/or authorised contact/s responsibility to [keep practice details and arrangements up-to-date with Services Australia](#) to meet the eligibility requirements for each of the PIP/WIP incentives they are claiming a quarterly payment for. The practice needs to meet all [eligibility requirements for the entire quarter, including point in time dates](#).

Once the WIP – Practice Stream QCS is confirmed as true and correct this then triggers a quarterly payment to the practice.

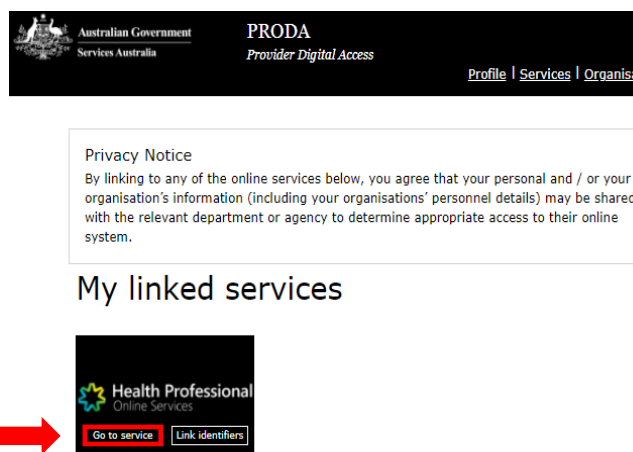
How to view and confirm a WIP – Practice Stream Quarterly Confirmation Statement (QCS) online

Steps to complete in WIP – Practice Stream Online through HPOS using your PRODA account

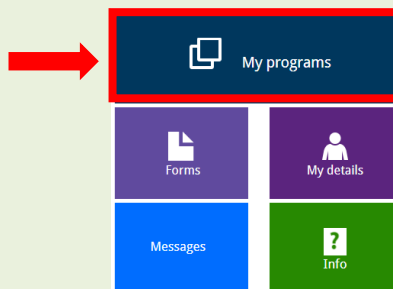
1. **Login** to your individual PRODA account.



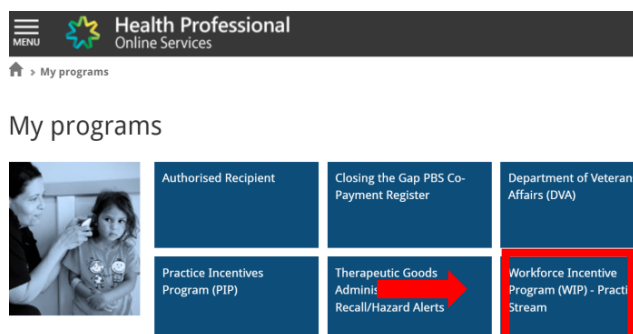
2. The PRODA main menu screen is displayed.
Under 'My linked services', **click** on the '**Go to service**' button on the Health Professional Online Services (HPOS) tile.



3. The HPOS main menu screen is displayed.
Click on the '**My programs**' tile.



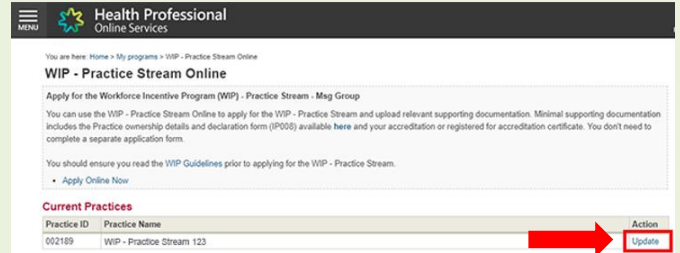
4. The HPOS 'My programs' menu screen is displayed.
Click on the '**Workforce Incentive Program (WIP) – Practice Stream**' tile.



Steps to complete in WIP – Practice Stream Online through HPOS using your PRODA account

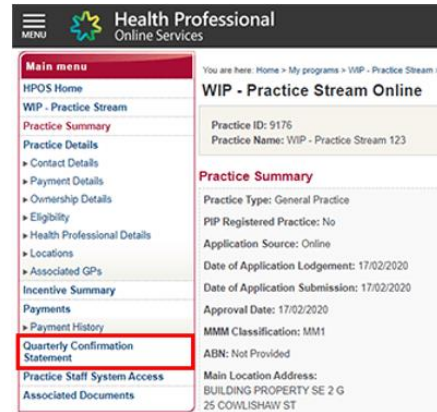
5. The HPOS 'WIP – Practice Stream Online' main screen is displayed.

Under 'Current Practices', **click** on the 'Update' hyperlink listed under 'Action'



6. The 'Practice Summary' main menu is displayed.

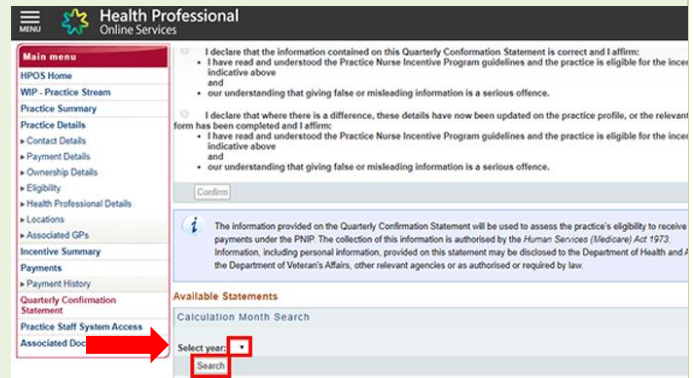
Click on 'Quarterly Confirmation Statement' hyperlink on the main menu.



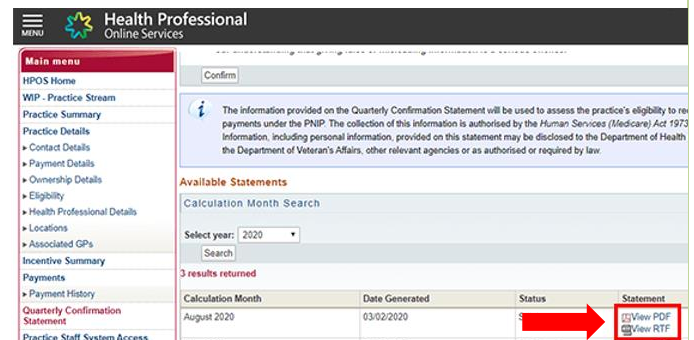
7. The 'Quarterly Confirmation Statement' screen is displayed.

Scroll down to view the 'Available Statements'.

In the 'Calculation Month Search' **select** the current year from the dropdown list and **click** on the 'Search' button.



8. **Click** on the 'View PDF' hyperlink under 'Statement' to view the current quarterly confirmation statement.



Steps to complete in WIP – Practice Stream Online through HPOS using your PRODA account

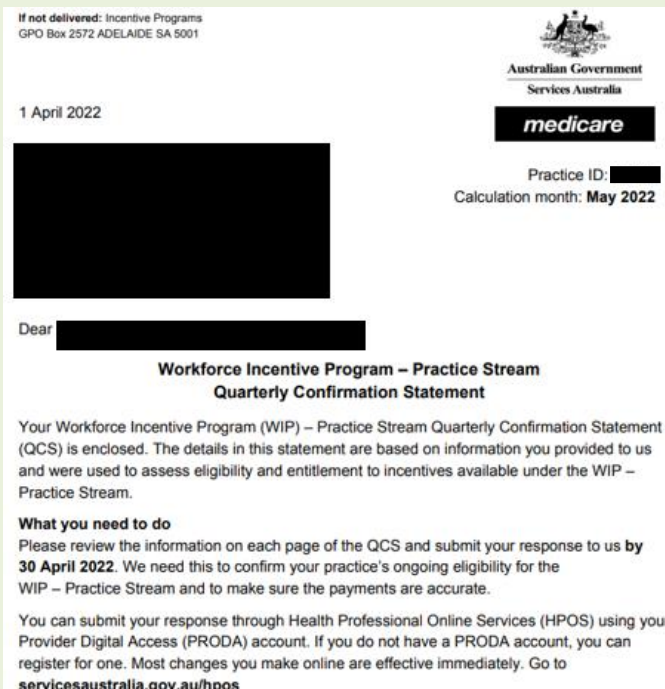
9. **Review** the information carefully on each page of the quarterly confirmation statement to make sure the practice details, doctors, [eligible health professionals](#) (e.g. nurse practitioner, practice nurse) that are registered at the practice with Services Australia are correct and up-to-date.

- Check** with your HHS Finance branch to confirm the actual hours being claimed (costed to the practice) for the listed [eligible health professionals](#) (e.g. nurse practitioner, practice nurse) working at the practice are correct. They must work a minimum of at least 12 hours and 40 minutes per week (averaged over the entire quarter) at the practice to qualify for the payment.

Notes

- For any paid leave taken during the quarter, these hours can be included in the practice's weekly hours.
- If the practice includes hours for the nurse practitioner/s with a Medicare provider number they must be registered with the WIP – Practice Stream to make sure their MBS services contribute to the [SWPE value for the practice](#).
- **Read** what hours can and cannot be claimed for the nurse practitioner or other [eligible health professionals](#) in the section [Ineligible services and activities for the WIP – Practice Stream](#).

- Check** with the practice if there is a [payee provider arrangement](#) set up for Medicare claiming at the practice. If yes, then the payee provider (usually the principal at the practice or cluster Director of Medical Services) must also have a provider number issued and registered at the practice for PIP/WIP with Services Australia. If the current payee provider is not listed, then you will need to get their full name, provider number for the practice and its start date, and update the details at step 10.



This review process of the WIP – Practice Stream quarterly confirmation statement supports the practice in meeting its ongoing obligations under the program.

Read more information on what [practice details and arrangements must be kept up-to-date with Services Australia](#) so that PIP/WIP payments are correctly calculated.

Steps to complete in WIP – Practice Stream Online through HPOS using your PRODA account



Note: Once the statement is confirmed there is no avenue to seek a request for a review regarding incorrect and/or missing practice details registered for the WIP – Practice Stream with Services Australia. This includes instances of any missing or incorrect incentive payments due to:

- GPs, locums, or [eligible health professionals](#) issued with a Medicare provider number (e.g. nurse practitioners) that were NOT registered at the practice
- the practice did NOT register changes for [eligible health professionals](#) (e.g. nurse practitioner/s, practice nurse/s etc) and/or their actual hours worked for the quarter.

Are all the details Services Australia has listed in the WIP – Practice Stream Quarterly Confirmation Statement for the practice correct and up-to-date (e.g. lists all the GPs, nurse practitioners, practice nurses etc registered at the practice and that for the nurse practitioners and practice nurses the actual average weekly hours worked (calculated over the entire quarter and confirmed with the HHS Finance Branch) are correct and reflect the hours being claimed?)

If...	Then...	
<p>yes</p>	<p>read the declaration and select the 'Confirm' button.</p>	<p>The screenshot shows the 'PIP Online' interface. It includes fields for 'Practice ID' and 'Practice Name'. Below that is the 'Confirmation Statement' section with a blue information icon and text: 'I agree to notify Services Australia in writing of any changes to practice arrangements within 7 days of the change, or at least 7 days before the relevant 'point in time' date. If the details in the Confirmation Statement are incorrect, use the left hand menu to update your details. Once updated, click Confirmation Statement to return to this page and record your response. *Denotes mandatory field.' Underneath is the 'Current Details' section showing 'Current Statement Year: 2022', 'Status: Sent', and 'Date Response Received: Nil'. The 'Declaration' section contains two lines of text: 'I declare that the information contained on the Confirmation Statement is correct, or where there is a variation, these details have now been updated on the practice profile through HPOS or the relevant forms have been and submitted to Services Australia.' and 'I have read and understand the relevant PIP Guidelines and confirm that the practice is eligible for the applicable incentives as indicated in the Confirmation Statement.' At the bottom, there is a 'Confirm' button with a red arrow pointing to it.</p>
<p>no</p>	<ul style="list-style-type: none"> • update incorrect and/or add missing details (e.g. nurse practitioners, practice nurses and their actual weekly hours for the quarter in WIP – Practice Stream Online as most updates are visible and effective immediately. This must be actioned online by 31 January, 30 April, 31 July, and 31 October for each respective quarter; OR • tell Services Australia and provide them with any relevant signed and completed form/s by 24 January, 23 April, 24 July, or 24 October) to manually process the updates. <p>This must be actioned either online by 31 January, 30 April, 31 July, and 31 October OR faxed to Services Australia by 24 January, 23 April, 24 July, or 24 October) to ensure the practice receives the correct WIP – Practice Stream amount.</p> <p>Refer to the section Keep practice details and arrangements up-to-date with Services Australia.</p>	

Process for the PIP Indigenous Health Incentive

This incentive supports practices and Indigenous health services to provide better health care for Aboriginal and Torres Strait Islander patients and is a key part of the Council of Australian Governments (COAG) National Partnership Agreement on Closing the Gap: Tackling Indigenous Chronic Disease.

As part of the 2021-22 Budget the PIP Indigenous Health Incentive (IHI) will introduce changes. The first changes came into effect from 1 January 2023. Visit health.gov.au/pip-ihl for more information.

From 1 January 2023, PIP IHI:

- Eligibility was expanded to include children under the age of 15 years:
 - Practices can register them for available outcomes payments
 - Practices do NOT receive any patient registration payments for registering eligible children under 15 years
- GP Mental Health Care Plan items (MBS items 2700, 2701, 2712, and 2717) were added as eligible services for the purposes of outcomes payments
- The outcomes payments requirement to deliver a specified number of services in a calendar year are now based on a 12-month rolling 'assessment period' to enable practices more time to achieve delivering the services required for outcomes payments
- The incentive is moving towards an outcomes based payment structure—transitioning by gradually reducing patient registration payments and increasing Tier 2 outcomes payments as per the table below.

Payment types	1 Jan 2023	1 Jan 2024	1 Jan 2025
Patient registration	\$150	\$100	\$0
Tier 1 – outcomes payment	\$100	\$100	\$100
Tier 2 – outcomes payment	\$150	\$200	\$300

This is an overview of the eligibility requirements and process for practices to qualify and apply for the 3 different types of payments available under the IHI.

1. Sign-on payment
2. Patient registration payment
3. Outcomes payments:
 - Tier 1: chronic disease and mental health management
 - Tier 2: total patient care.

You can read more information about the IHI in the [PIP Indigenous Health Incentive guidelines](#) (effective from November 2023).

Meeting the eligibility for IHI payments

1. Sign-on payment

Practices must participate in the PIP, AND meet the sign-on payment requirements to receive the sign-on one-off \$1,000 payment per practice:

Sign on payment checklist of eligibility requirements

- Be eligible for and participate in the PIP**
- Read** more information about eligibility requirements for the practice participating in PIP in the [PIP guidelines](#).

Practice requirements

- Create and use a recall and reminder system** to make sure their Aboriginal and/or Torres Strait Islander patients aged 15 years and over with a chronic disease or mental health disorder are followed up, OR staff actively seek out patients to make sure they return for ongoing care, AND
- Undertake cultural awareness training** within 12 months of joining the incentive unless the practice is exempt.

Cultural awareness training

At least 2 staff members from the practice (one must be a GP) must complete appropriate cultural awareness training within 12 months of the practice signing on to the PIP Indigenous Health Incentive. For the purpose of the PIP Indigenous Health Incentive, appropriate training is any endorsed by a professional medical college, including those:

- offering Continuing Professional Development (CPD) points or
- endorsed by the NACCHO or one of its state or territory affiliates.

- Provide and keep evidence** of completed training on file at the practice or that exemptions apply.

Where a staff member, including a GP, counted towards meeting this requirement leaves the practice, another staff member of the practice needs to meet the training requirement or be considered exempt. This needs to happen within 12 months of the separation date of the previous staff member.

- Apply for and be registered for the PIP IHI** to receive a once-off sign-on payment by following the steps:
 - [How to apply online for PIP and eligible individual incentives](#), OR
 - [How to apply online for PIP individual incentives after approval to participate in the PIP](#).

2. Patient registration and re-registration

Once the PIP practice has applied for and been approved for the PIP IHI it can register their Aboriginal and/or Torres Strait Island patients including eligible children under the age of 15 (with parent or guardian consent).

Practices will only receive a patient registration payment for each eligible patient aged 15 years and over that they register for the PIP IHI per calendar year.

Outcomes payments are available for each PIP IHI registered patient when practices approved to participate in the PIP IHI provide the required number of eligible MBS services within the 12-month assessment period—regardless of age or which practice registered them.

Practices:

- must register their patients for the PIP IHI annually
- can start re-registering their patients from 1 November for the next calendar year either:
 - online through HPOS
 - manually by completing a new [PIP Indigenous Health Incentive patient registration and consent form](#)

Patient registration payment checklist of eligibility requirements

To register patients for the PIP IHI, patients must self-identify to the GP or practice staff as being of Aboriginal and/or Torres Strait Islander origin. Patients don't need to provide evidence to support this. Self-identification is voluntary, but practices need to make sure patients can make an informed choice about their decision to self-identify. A patient has the right to choose whether to reveal their ethnic origin.

The RACGP *Standards for general practices* state practices need to work towards the routine recording of patients' cultural background, including self-identified Aboriginal and/or Torres Strait Islander Australians, to help appropriately tailor care to patients.

Practice requirements – patient self-identifies as being Aboriginal and/or Torres Strait Islander

GPs and/or practice staff should:

- ask** all patients if they identify as being of Aboriginal and/or Torres Strait Islander origin, using the national standard identification question "Are you of Aboriginal or Torres Strait Islander origin?"
 - for a child or a patient unable to respond ask an accompanying responsible adult, "is (person's name) of Aboriginal or Torres Strait Islander origin?"
- record** the patient's answer as stated in the patient record. Practices should respect the patient's choice to self-identify.

Pre-registration – patients need to understand the purpose of the incentive

- Practices should verbally explain the Indigenous Health Incentive to eligible patients.
- The GP needs to be sure the patient understands the incentive before asking them if they want to register.

Patient registration

Patient registration for the PIP IHI is available to each self-identified Aboriginal and/or Torres Strait Islander patient who:

- is aged 15 years and over (or under 15 years with parent or guardian consent)
- is a **'usual' patient of the practice**
- has a **chronic disease or mental health disorder**
- has had, or been offered, a **health check for Aboriginal and/or Torres Strait Islanders** using Medicare Benefits Schedule (MBS) items 715 and 228. Patients in residential aged care facilities, who are not eligible for items 715 and 228, can be offered alternative health checks, using MBS items 701, 703, 705 and 707

- has a current Medicare card
- has (or for patients under 15 years their parent or guardian has) nominated the practice as their 'usual care provider' and provided informed consent to be registered for the PIP Indigenous Health Incentive by completing the patient consent and declaration part of the [PIP Indigenous Health Incentive patient registration and consent \(IP017\)](#) form.

Patients under 15 years

Patients aged under 15 years can be registered for the PIP IHI with parent or guardian consent, however there is no patient registration payment for this. Practices registered for the PIP IHI can receive available outcome payments for each registered patient when they provide the required number of eligible MBS services within the 12-month assessment period.

If you register a patient aged under 15 years for the first time in November or December 2022, they will only be registered for the 2023 calendar year. You will need to re-register them again in November or December 2023 to qualify for any outcome payment.

Usual patient of the practice

Patient registration for the PIP IHI should only be undertaken by the patient's 'usual care provider'. This is the practice that has provided the majority of care to the patient over the previous 12 months and/or will be providing the majority of care to the patient over the next 12 months.

Before the practice registers a patient, the GP should be satisfied their peers would agree their practice provides the usual care to the patient, given the patient's needs and circumstances. The term 'usual care provider' wouldn't apply to a practice that provides only one service to a patient.

Chronic disease

The MBS definition of a chronic disease – a disease that has been, or is likely to be, present for at least 6 months. It includes but is not limited to asthma, cancer, cardiovascular illness, diabetes mellitus, musculoskeletal conditions, chronic respiratory disease, cancer, chronic kidney disease and stroke.

Mental health disorder

A mental disorder means a significant impairment of any or all of an individual's cognitive, affective, and relational abilities and may:

- require medical intervention
- be a recognised, medically diagnosable illness or disorder.

Ultimately, as with chronic disease, whether a patient meets the eligibility requirement of having a mental disorder is for a GP to determine using their clinical judgement.

Aboriginal and/or Torres Strait Islander health checks

Conducting Aboriginal and/or Torres Strait Islander health checks—MBS items 715 and 228—is a useful first step to make sure Aboriginal and/or Torres Strait Islander Australians get the best level of health care. It encourages early detection, diagnosis and intervention for common and treatable conditions that cause considerable morbidity and early mortality.

As residential aged care patients are not eligible to receive MBS items 715 and 228, alternative health checks such as MBS items 701, 703, 705 and 707, can be offered.

Checking if patient registered

- Search** for a registered patient for the IHI online through HPOS, or by phoning PIP on 1800 222 032 (call charges may apply).

Registering eligible practice patients

- [Register eligible patients for the IHI online through HPOS](#); or by sending the completed patient registration and consent form/s to Services Australia to manually register the patient/s
 - Obtain** patient consent (i.e. patient signs the Patient declaration section of the form) for registering them for the PIP IHI
 - Keep** a copy of the form with the patient's signature at the practice for audit and compliance purposes.

Practices that register patients through HPOS don't need to send Services Australia the [Practice Incentives Program Indigenous Health Incentive - patient registration and consent form](#), however the practice must complete and retain the form with the patient's signature for 6 years for auditing purposes.

Patient registration payments and dates

The patient registration payment is paid once per eligible patient, per calendar year for patients registered between 1 January and 31 October.

If a patient is registered for the first time in November or December, they'll be automatically registered for the current year (i.e. from 1 January to 31 December), and for the following calendar year. Practices will receive 1 patient registration payment in the February payment quarter of the following year.

Patient registration dates

Date registered	Registration period	Patient registration payment transition restructure from 1 Jan...
		2023 - \$150
		2024 - \$100
		2025 - \$ 0
1 Jan to 31 Oct	1 Jan to 31 Dec	Payment to practice in next quarterly payment
1 Nov to 31 Dec	1 Jan to 31 Dec of that year, AND 1 Jan to 31 Dec of following year	Payment to practice February of next year

Practices won't get patient registration payments for eligible patients who are already registered for the PIP IHI with another practice for that calendar year.

Services Australia provides a list of patients registered at the practice during the quarter for the PIP IHI as part of the practice's PIP quarterly payment advice. Services Australia contacts practices directly if they cannot manually register a patient for any reason.

Services Australia must receive the [Practice Incentives Program Indigenous Health Incentive - patient registration and consent form](#) at least 7 days before the [relevant point-in-time date](#) so the practice can get a patient registration payment in the following quarter.

- Use** the practice recall and reminder system to follow up patients registered for the PIP IHI.

Annual re-registration of eligible patients

- ❑ **Start** the process to [re-register patients](#) for the next calendar year from 1 November through HPOS, or by completing a new [Practice Incentives Program Indigenous Health Incentive - patient registration and consent form](#)
 - ❑ **Obtain** patient consent (i.e. patient signs the Patient declaration section of the form) for re-registering them for the PIP IHI
 - ❑ **Keep** a copy of the form with the patient's signature for 6 years at the practice for audit and compliance purposes.

If a registered patient changes practices, the new practice must wait until the next calendar year before they can claim a patient registration payment.

Registered patients withdrawing from IHI

Patients can withdraw their consent at any time by completing the [Practice Incentives Program Indigenous Health Incentive patient withdrawal of consent \(IP029\)](#) form at servicesaustralia.gov.au/hpforms.

3. Outcomes payments requirements and 12-month assessment period

PIP practices approved for the PIP IHI automatically receive outcomes payments (Tier 1 and/or Tier 2) when they meet the requirements based on the MBS services provided to registered patients within a **12-month assessment period**.

The assessment period starts from the date the first eligible (Tier 1 or Tier 2) MBS service is processed and ends 12 months later.

Note: Patients can be registered at the practice or at another PIP practice.

PIP practices must ensure to re-register patients for the PIP IHI every calendar year in order to receive outcomes payments.

Outcomes payments to practices

Tier 1 outcomes payment – chronic disease and mental health management

PIP IHI participating practices receive \$100 payment per patient registered for the IHI in the quarter after the practice has provided them the required 2 eligible MBS services within the 12-month assessment period.

MBS chronic disease and mental health items for Tier 1 – outcomes payment

1	+	2
AND		
<p>For the patient either:</p> <ul style="list-style-type: none"> <input type="checkbox"/> prepare a GPMP (1 x item 721 or 229) OR <input type="checkbox"/> coordinate development of a TCA (1 x item 723 or 230) OR <input type="checkbox"/> prepare a GP MHTP (Mental Health Treatment Plan) (1 x item 2700 or 2701 or 2717) 	<p>Also for the same patient complete either:</p> <ul style="list-style-type: none"> <input type="checkbox"/> review a GPMP OR TCA (1 x item 732 or 233) OR <input type="checkbox"/> review a GP MHTP or Psychiatrist referred Assessment and Management Plan (1 x item 2712) 	

OR	<p>3</p> <p>If a GPMP, TCA, GP MHTP or Psychiatrist referred Assessment and Management Plan is already in place, then for that patient, complete either:</p> <ul style="list-style-type: none"> <input type="checkbox"/> 2 reviews of GPMP OR TCA (2 x item 732 or 233) OR <input type="checkbox"/> 2 reviews of GP MHTP or Psychiatrist referred Assessment and Management Plan (2 x item 2712) OR <input type="checkbox"/> contribute twice to review of multidisciplinary care plan in RACF (2 x item 731 or 232)
-----------	---

Note: The recommended frequency for preparing a GPMP or coordinating a TCA, allowing for variation in patients' needs, is once every 2 years, with regular reviews recommended every 6 months. MBS Online provides guidance on the frequency and claiming restrictions for chronic disease and mental health items.

This means for the patient the practice must provide these CDM/mental health services within the 12-month assessment period:

- from group **1** - 1 GPMP **OR** 1 TCA **OR** 1 GP MHTP **AND**
- from group **2** - 1 review of GPMP **OR** TCA **OR** GP MHTP (or a Psychiatrist referred Assessment and Management Plan);

OR...

If the patient already has a GPMP, TCA, GP MHTP or Psychiatrist referred Assessment and Management Plan, then the practice must provide within the 12-month assessment period:

- from group **3** - 2 reviews of GPMP **OR** TCA **OR** GP MHTP or Psychiatrist referred Assessment and Management Plan **OR** contribute twice to review of multidisciplinary care plan in RACF

Tier 2 outcomes payment – total patient care

PIP IHI participating practices receive \$150 payment (in 2023) per patient registered for the IHI in the quarter after the practice has provided them the required 5 eligible MBS services within the 12-month assessment period. The Tier 2 outcomes payment to practices per patient will increase to \$200 in 2024 and \$300 in 2025.

For the purposes of this incentive payment eligible MBS services include professional attendance and procedural items delivered by either a:

- GP
- medical practitioner who practices general practice.

Excluded MBS items for Tier 2 outcomes payment

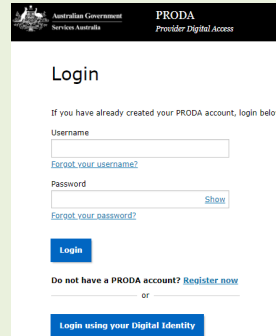
All items under:

- Category 4 (Oral and Maxillofacial Services)
- Category 6 (Pathology Services); with the **exception** of P9 and P12
- Category 7 (Cleft Lip and Cleft Palate Services)
- Category 8 (Miscellaneous Services).

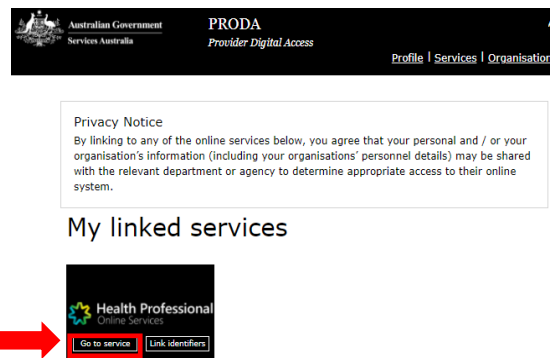
How to search for registered patients for the Indigenous Health Incentive online

Steps to complete in PIP Online through HPOS using your PRODA account

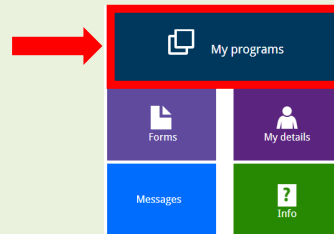
1. **Login** to your individual PRODA account.



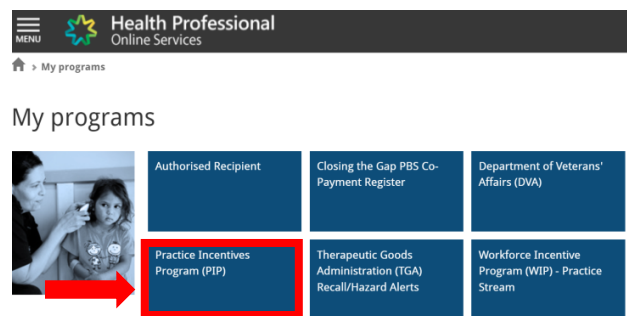
2. The PRODA main menu screen is displayed.
Under 'My linked services', **click** on the '**Go to service**' button on the Health Professional Online Services (HPOS) tile.



3. The HPOS main menu screen is displayed.
Click on the '**My programs**' tile.



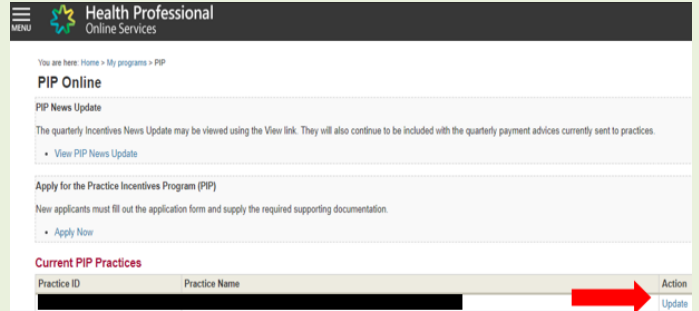
4. The HPOS 'My programs' menu screen is displayed.
Click on the '**Practice Incentives Program (PIP)**' tile.



Steps to complete in PIP Online through HPOS using your PRODA account

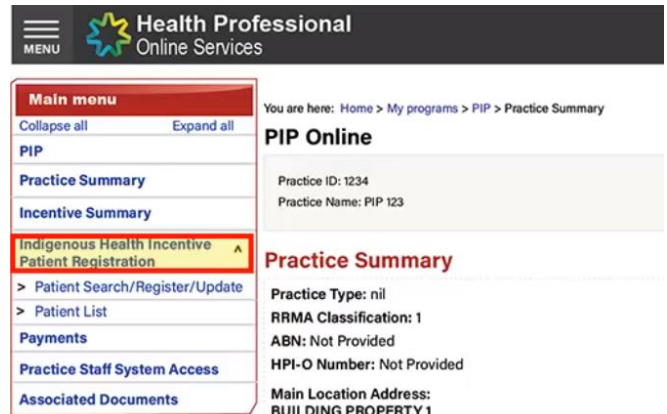
5. The HPOS 'PIP Online' main screen is displayed.

Under 'Current PIP Practices', **click** on the 'Update' hyperlink listed under 'Action'

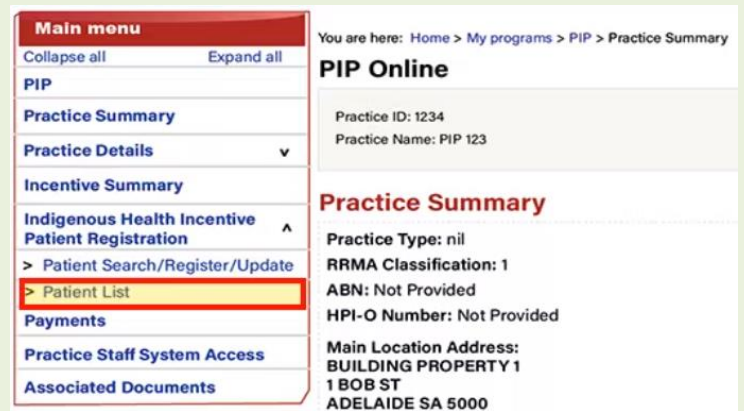


6. The 'Practice Summary' main menu is displayed.

Click on 'Indigenous Health Incentive Patient Registration' hyperlink on the main menu.



7. Then **click** on 'Patient List' hyperlink.



8. The 'Patient List' screen is displayed.

In the 'Filter criteria' section, for 'Select registration' select 'Current' from the dropdown list.



Steps to complete in PIP Online through HPOS using your PRODA account

9. Then **click** on the 'Get Details' button.

PIP Online

Practice ID: 1234
Practice Name: PIP 123

Patient List

Filter criteria

Select registration Current v

Get Details

10. **Click** on the '**View**' hyperlink under '**Details**' to see the patient's current registration details.

Patient List

Filter criteria

Select registration Current v

Get Details

Medicare Card Number	IRN	Patient Name ^	Date of birth	Patient Consent Date v	Action	Details
999999999	3	JOHN CITIZEN	24/04/1992	02/12/2019	Update	View

How to register eligible patients for the Indigenous Health Incentive online

Steps to complete in PIP Online through HPOS using your PRODA account

1. **Login** to your individual PRODA account.

Australian Government Services Australia PRODA Provider Digital Access

Login

If you have already created your PRODA account, login below.

Username

Forgot your username?

Password

Forgot your password? Show

Login

Do not have a PRODA account? [Register now](#)

or

Login using your Digital Identity

2. The PRODA main menu screen is displayed.
- Under 'My linked services', **click** on the '**Go to service**' button on the Health Professional Online Services (HPOS) tile.

Australian Government Services Australia PRODA Provider Digital Access Profile | Services | Organisation

Privacy Notice

By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

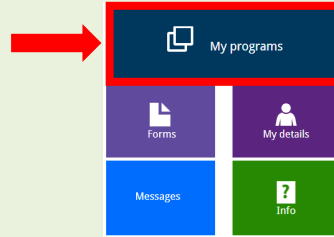
My linked services

Health Professional Online Services

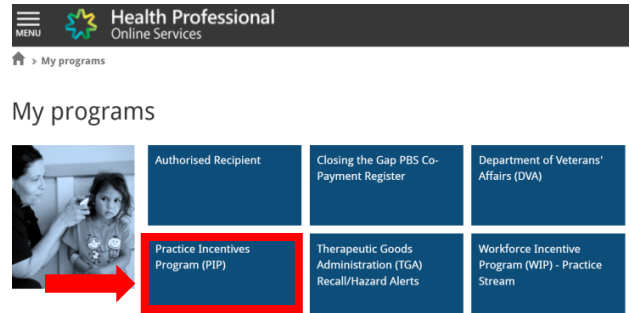
Go to service [Link identifiers](#)

Steps to complete in PIP Online through HPOS using your PRODA account

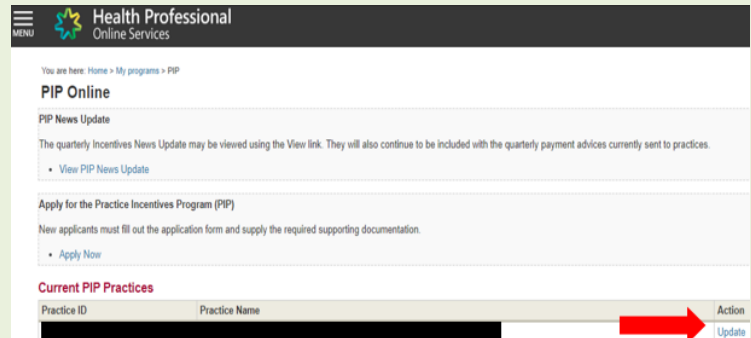
3. The HPOS main menu screen is displayed.
Click on the **'My programs'** tile.



4. The HPOS 'My programs' menu screen is displayed.
Click on the **'Practice Incentives Program (PIP)'** tile.



5. The HPOS 'PIP Online' main screen is displayed.
Under 'Current PIP Practices', click on the **'Update'** hyperlink listed under 'Action'



6. The 'Practice Summary' main menu is displayed.
Click on **'Indigenous Health Incentive Patient Registration'** hyperlink on the main menu.



Steps to complete in PIP Online through HPOS using your PRODA account

7. Then **click** on 'Patient Search/Register/Update' hyperlink.

Health Professional Online Services

MENU

You are here: Home > My programs > PIP > Practice Summary

PIP Online

Practice ID: 1234
Practice Name: PIP 123

Practice Summary

Practice Type: nil
RRMA Classification: 1
ABN: Not Provided
HPI-O Number: Not Provided
Main Location Address: BUILDING PROPERTY 1

Main menu

Collapse all Expand all

PIP

Practice Summary

Incentive Summary

Indigenous Health Incentive Patient Registration

> Patient Search/Register/Update

> Patient List

Payments

Practice Staff System Access

Associated Documents

8. The 'Patient Registration – Search Patient' screen is displayed.
- Enter the patient details in 'Search criteria 1'.
- Medicare card number
 - Individual Reference Number (IRN)
 - First name.

PIP Online

Practice ID: 1234
Practice Name: PIP 123

Patient Registration - Search Patient

Search patient details

Enter the patient information into the fields marked as mandatory in either section below. Only in the case of a unique match with current Medicare records will the patient details and Indigenous Incentive processing options be returned.
* Denotes mandatory field

Search criteria 1

Medicare card number

Individual Reference Number (IRN)

First name one name Tick if the patient is legally known only by

Date of Birth

declare that this search is for Indigenous Health Incentive patient registration related purposes only

Search Reset

9. **Click** on the checkbox to confirm the declaration.
- Then **click** on the 'Search' button.

PIP Online

Practice ID: 1234
Practice Name: PIP 123

Patient Registration - Search Patient

Search patient details

Enter the patient information into the fields marked as mandatory in either section below. Only in the case of a unique match with current Medicare records will the patient details and Indigenous Incentive processing options be returned.
* Denotes mandatory field

Search criteria 1

Medicare card number 999999999

Individual Reference Number (IRN) 3

First name one name John Tick if the patient is legally known only by

Date of Birth

declare that this search is for Indigenous Health Incentive patient registration related purposes only

Search Reset

Steps to complete in PIP Online through HPOS using your PRODA account

10. If no search results show, **enter** the patient's details in 'Search criteria 2'.

- First name
- Last name
- Date of Birth.

Search criteria 1

Medicare card number

Individual Reference Number (IRN)

First name one name Tick if the patient is legally known only by

Date of Birth

declare that this search is for Indigenous Health Incentive patient registration related purposes only

Search Reset

Search criteria 2

First name one name Tick if the patient is legally known only by

Last Name

Date of Birth

Locality/Suburb

Postcode

declare that this search is for Indigenous Health Incentive patient registration related purposes only

Search Reset

11. **Click** on the checkbox to confirm the declaration.

Search criteria 2

First name one name John Tick if the patient is legally known only by

Last Name Citizen

Date of Birth 19/04/1994

Locality/Suburb

Postcode

declare that this search is for Indigenous Health Incentive patient registration related purposes only

Search Reset

12. Then **click** on the 'Search' button.

If no search results show, please **complete** the [PIP Indigenous Health Incentive patient registration and consent \(IP017\)](#) and email/fax it to Services Australia to manually register the patient.

Search criteria 2

First name one name John Tick if the patient is legally known only by

Last Name Citizen

Date of Birth 19/04/1994

Locality/Suburb

Postcode

declare that this search is for Indigenous Health Incentive patient registration related purposes only

Search Reset

13. The 'Patient Details' screen is displayed.

Complete the patient eligibility questions.

- Does the patient have a chronic disease?
- Has had, or been offered the appropriate health check for Aboriginal and Torres Strait Islander Australians?
- Is of Aboriginal and/or Torres Strait Islander origin?
- Wants the practice to be their usual care provider?
- Wants to participate in the PIP IHI.

Patient Details

Medicare Card Number	IRN	Patient Name	Date of Birth	Patient Consent Date	Registration Period Start Date	Registration Period End Date	Status
999999999	3	JOHN CITIZEN	14/07/1994	Nil	Nil	Nil	Not Register

[Return to Search](#)

[Return to Patient List](#)

Answer the following questions

- Does this patient have a chronic disease?
 Yes No
- Has this patient had, or been offered, the appropriate health check for Aboriginal and Torres Strait Islander Australians?
 Yes No
- Is the patient of Aboriginal and/or Torres Strait Islander origin?
 Yes - Aboriginal Yes - Torres Strait Islander No
- The patient wants the practice written on this form to be their usual care provider and look after their chronic disease and/or chronic disease risk factor.
 Yes No
- The patient has been told how participation in the PIP Indigenous Health Incentive will help their practice provide better care for their chronic disease. The patient has indicated they understood what they have been told, and want this practice to register them for this program.
 Yes No

Steps to complete in PIP Online through HPOS using your PRODA account

14. Enter the date the patient signed the [PIP Indigenous Health Incentive patient registration and consent \(IP017\)](#) form.

Answer the following questions

1. Does this patient have a chronic disease?
 Yes No

2. Has this patient had, or been offered, the appropriate health check for Aboriginal and Torres Strait Islander Australians?
 Yes No

3. Is the patient of Aboriginal and/or Torres Strait Islander origin?
 Yes - Aboriginal Yes - Torres Strait Islander No

4. The patient wants the practice written on this form to be their usual care provider and look after their chronic disease and/or chronic disease risk factor.
 Yes No

5. The patient has been told how participation in the PIP Indigenous Health Incentive will help their practice provide better care for their chronic disease.
The patient has indicated they understood what they have been told, and want this practice to register them for this program.
 Yes No

6. When did the patient sign the Patient Consent Form?

Submit Registration

15. Then click on the 'Submit Registration' button.

The practice must keep the signed patient declaration and consent section of the form for 6 years for auditing purposes.

Answer the following questions

1. Does this patient have a chronic disease?
 Yes No

2. Has this patient had, or been offered, the appropriate health check for Aboriginal and Torres Strait Islander Australians?
 Yes No

3. Is the patient of Aboriginal and/or Torres Strait Islander origin?
 Yes - Aboriginal Yes - Torres Strait Islander No

4. The patient wants the practice written on this form to be their usual care provider and look after their chronic disease and/or chronic disease risk factor.
 Yes No

5. The patient has been told how participation in the PIP Indigenous Health Incentive will help their practice provide better care for their chronic disease.
The patient has indicated they understood what they have been told, and want this practice to register them for this program.
 Yes No

6. When did the patient sign the Patient Consent Form?

Submit Registration

Process for the PIP Quality Improvement Incentive

The Practice Incentives Program (PIP) Quality Improvement (QI) Incentive is a payment to general practices that participate in quality improvement activities in partnership with their local Primary Health Network (PHN) to improve patient outcomes and deliver best practice care.

This is an overview of the eligibility requirements and process for practices to qualify and apply for the payments available under the PIP QI Incentive.

Read more information about the [PIP QI Incentive on the Australian Government Department of Health and Aged Care website](#) in the:

- [PIP QI Incentive Guidelines](#)
- [PIP Eligible Data Set Data Government Framework](#)
- [10 Improvement Measures](#)
- [PIP QI – User Guide for General Practices](#).

Meeting the eligibility for QI Incentive payments

Practices must:

Checklist of eligibility requirements

- Be eligible for and participate in the PIP**
- Read** more information about eligibility requirements for the practice participating in PIP in the [PIP guidelines](#).

Practice requirements

- Apply** for the PIP QI Incentive online through HPOS.
 - [How to apply online for PIP and eligible individual incentives](#)
 - [How to apply online for PIP individual incentives after approval to participate in the PIP](#)
- Once the practice is registered for PIP QI Incentive, **notify** the Darling Downs and West Moreton PHN Primary Care Liaison Team. You will need to provide them with your PIP ID.
- Complete** a Data Sharing agreement with the PHN.
- Submit** de-identified data (i.e. the PIP Eligible Data Set comprising of 10 Improvement Measures) quarterly to the PHN. The PenCS Clinical Audit Tool (CAT4) is a tool provided by the PHN to assist practices to review their clinical data.
- Undertake and participate** in continuous QI activities in partnership with the PHN.

Checklist of eligibility requirements

The PIP Eligible Data Set is comprised of 10 Improvement Measures which represent these key health priority areas.

Proportion of patients...

with diabetes with a current HbA1c result

with a smoking status

with a weight classification

aged 64 and over who were immunised against influenza

with diabetes who were immunised against influenza

with chronic obstructive pulmonary disease who were immunised against influenza

with an alcohol consumption status

with the necessary risk factors assessed to enable cardiovascular disease assessment

female with an up-to-date cervical screening

with diabetes with a blood pressure result

Appendix 1 – Payment stream types, PIP individual incentives & payment amounts

Quality payments

Individual incentives	Payments available based on activity	Amount
Indigenous Health	Sign-on	\$1,000 per practice
	Patient registration	\$250 per eligible patient per calendar year
	Outcomes: Tier 1	\$100 per eligible patient per calendar year
	Outcomes: Tier 2	\$150 per eligible patient per calendar year
Quality Improvement	Undertake continuous quality improvement activities through collection and review of practice data	\$5.00 per SWPE* capped at \$12,500 per quarter

Capacity payments

Individual incentives	Payments available based on activity	Amount
After Hours	Level 1: Participation	\$1 per SWPE* up to 20,000 SWPE
	Level 2: Sociable after hour cooperative coverage	\$4 per SWPE* up to 20,000 SWPE
	Level 3: Sociable after hours practice coverage	\$5.50 per SWPE* up to 20,000 SWPE
	Level 4: Complete after hours cooperative coverage	\$5.50 per SWPE* up to 20,000 SWPE
	Level 5: Complete after hours practice coverage	\$11 per SWPE* up to 20,000 SWPE
Teaching	Teaching medical students to a maximum of 2 sessions per GP per day	\$200 per session
eHealth	Meet all requirements listed	\$6.50 per SWPE* capped at \$12,500 per practice per quarter
General Practice in Aged Care	Payment to eligible practices for each permanent resident of an aged care home who has registered for the incentive in MyMedicare.	\$130 per patient, per year, paid to the practice
	Payment to GPs for providing care plans and qualifying regular care to residents of aged care homes	\$300 per patient, per year, paid to the responsible provider

Rural support payments

Individual incentives	Payments available based on activity	Amount
Rural Loading	Payment to practice whose main location is outside a metropolitan area, based on the Rural, Remote and Metropolitan Area	RRMA 3 - 15% loading RRMA 4 - 20% loading RRMA 5 - 40% loading

	(RRMA) Classification. Once all incentive payments are added the rural loading amount is applied.	RRMA 6 - 25% loading RRMA 7 - 50% loading
Procedural GP	Tier 1: Payment to GPs in a rural or remote practice who provides at least 1 procedural service, which meets the definition of a procedural service, in the 6-month reference period	\$1,000 per procedural GP per 6 month reference period
	Tier 2: Payment to GPs in a rural or remote practice who meets the Tier 1 requirement and provides after-hours procedural services on a regular or rostered basis (15 hours per week on average) throughout the 6-month reference period	\$2,000 per procedural GP per 6 month reference period
	Tier 3: Payment for GPs a rural or remote practice who meets the Tier 2 requirements and provides 25 or more eligible surgical, anaesthetic, or obstetric services in the 6-month reference period	\$5,000 per procedural GP per 6 month reference period
	Tier 4: Payment for GPs in a rural or remote practice who meets the Tier 2 requirements and delivers 10 or more babies in the 6 month reference period or meets the obstetric needs of the community	\$8,500 per procedural GP per 6 month reference period

***SWPE (Standardised Whole Patient Equivalent)** is the basis for determining PIP/WIP payment amounts for some incentives. It's the sum of the fractions of care a practice provides to each of its patients weighted for the age and gender of each patient. As a guide, the average full time general practitioner has a SWPE value of around 1,000 SWPEs annually.

MyMedicare Incentive payments

Incentives	Payments available based on qualifying care	Amount
General Practice in Aged Care	Payment to eligible practices for each permanent resident of an aged care home who has registered for the incentive in MyMedicare and has received qualifying care	\$130 per patient, per year, paid to the practice
	Payment to GPs for providing care plans and qualifying regular care to residents of aged care homes	\$300 per patient, per year, paid to the responsible provider

This incentive is not part of the Practice Incentive Program and has been included for information as an available practice incentive available through MyMedicare.

Appendix 2 – How Services Australia calculates payments

Standardised Whole Patient Equivalent (SWPE) value for the practice

Practice incentive payments are based on calculating the Standardised Whole Patient Equivalent (SWPE) value for the practice (or the 'practice size'). It is based on the eligible services provided by all general practitioners and any nurse practitioners (registered in the WIP – Practice Stream) for the practice. For more information go to [3 steps in calculating the SWPE value](#).

Eligible services are Medicare and the Department of Veterans' Affairs (DVA) services provided to patients (i.e., the practice's Medicare payment claims data) during the **reference period**—a rolling, historical 12 month period that starts 16 months before the payment quarter. A weighting for the age and gender of each patient is applied in the calculation.

Payee provider arrangements can affect payment calculations

A payee provider arrangement is generally set up to allow Medicare claiming to be submitted with a service provider (i.e. doctor who provides the service to a patient) and a payee provider (i.e. usually the principal of the practice or cluster Director of Medical Services).

For Medicare claims, where there is a payee provider arrangement, the service provider number must still be used to accurately record the doctor that provided the service as well as the payee provider number. To ensure all services provided at the practice are included in the practice's SWPE value, service providers and any payee providers must be registered for PIP/WIP – Practice Stream at the practice location.

Keep practice details up-to-date with Services Australia

It is important that when a practitioner joins, leaves, or extends their provider number at a practice location, you must update the details online through HPOS or notify Services Australia so they can manually add or update the provider number on the practice profile. The provider number start and end dates of the practitioners who work in the practice determine which MBS services Services Australia includes in the SWPE calculation.

Calculating WIP – Practice Stream payments

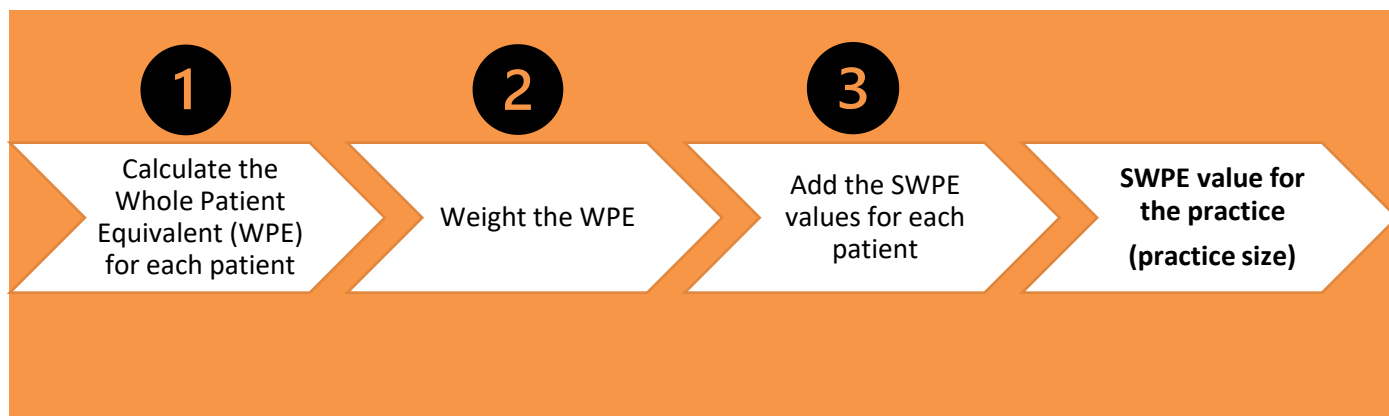
The incentive payment amount a general practice receives depends on the:

- practice's SWPE value
- type of eligible health professional engaged/contracted to work at the practice
- average weekly hours they work at the practice over the quarter.

A practice may be eligible to receive incentive payments of:

Payment amount per year per 1,000 SWPE	Eligible health professionals	Minimum work hours per week
\$25,000	<ul style="list-style-type: none">• nurse practitioner• registered nurse• allied health professional	12 hours 40 mins
\$12,500	<ul style="list-style-type: none">• enrolled nurse• Aboriginal and Torres Strait Islander Health Worker• Aboriginal and Torres Strait Islander Health Practitioner	12 hours 40 mins

3 steps in calculating the SWPE value



There are 3 steps to work out the SWPE value:

1. Calculate the Whole Patient Equivalent (WPE) for each patient

Services Australia calculates the fraction of care provided by the practice to each patient.

Example: In a 12 month period, a patient gets:

At Practice	MBS benefits	Assigned care calculation (MBS benefits ÷ total)	Patient's care (fraction)
A	\$100	$\$100 \div \500	0.2
B	\$400	$\$100 \div \500	0.8
Total	\$500		1.0

The total care for each patient equals one (1.0) and is known as the Whole Patient Equivalent (WPE). The WPE is based on GP and other non-referred consultation items in the MBS and uses the value of the MBS benefits, not how many consultations a patient received.

2. Weight the WPE

The WPE is weighted for the age and gender of each patient to become the SWPE. The weighting recognises people have different care needs at different stages in their life. The amount of care differs for males and females. The weighting amounts are revised each quarter and updated on the Services Australia website.

3. Add the SWPE values for each patient

The individual SWPE values for each patient are added together to total the SWPE value of the practice.

Practices without a historical SWPE

New practices don't have a historical SWPE and therefore won't reflect the current patient load of the practice.

- As the practice establishes a SWPE value, the PIP payments will increase.
- It takes about 18 months or 6 PIP payment quarters, from when the practice joins the PIP, to establish a full SWPE value.

- not having a historical SWPE value won't affect some incentive payments, such as the Procedural GP Payment, Indigenous Health, and Teaching Payment.

Transferring a SWPE value

A SWPE value can only be transferred if a practice:

- changes ownership
- relocates and the original and new location is in the same local area, or
- amalgamates with 2 or more practices.

In all other situations, practices need to apply for the PIP as a new practice and establish a new SWPE value.

Practices must continue to meet all PIP requirements, including accreditation, to get payments.

When SWPE values are transferred to another practice, the practice isn't eligible for any sign-on payments that have been paid.

Change of practice ownership

If a practice changes ownership (i.e., sold to a new owner), and remains open in the same location, the SWPE value will transfer to the new owners. This happens if the accreditation is included in the sale of the practice. The new practice owners can then use the historical SWPE value.

This happens even if the original owners establish a new practice in the same local area.

Relocation of a practice

If the practice isn't sold but relocates in the same local area, and there isn't another practice operating in the original location, the SWPE value will transfer to your new location. You can only transfer the SWPE value to the new location if:

- the original and final new location are within the local area;
- another practice isn't operating from the original location; and
- the patients and all patient records stay with the relocated practice.

If the relocated practice doesn't meet these requirements, you'll need to apply for the PIP as a new practice and establish a SWPE value.

Amalgamation of a practice

If 2 or more practices in the same local area amalgamate:

- the SWPE of the amalgamated practice will be the sum of the SWPE values for each original practice.
 - If the amalgamated practice doesn't meet this requirement, then the practice will need to apply for the PIP as a new practice and establish a SWPE value
- Services Australia won't pay the closed practice/s for the quarter in which the practices amalgamate.

If 1 or more of the amalgamating practices is outside the local area, the practice originally on site at the final location will maintain its SWPE value.