



# How to register as a telehealth host facility

## Information for residential aged care services

### Background

Residential aged care services that have hosted their first telehealth consultation are eligible to register with Medicare Australia and receive a one-off On Board Incentive payment.

There are three steps to register and meet the obligations of participation.

#### Step 1

##### Complete application for On Board Incentive payment.

Print out and complete the *Residential Aged Care Services Application for On Board Incentive* form from [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) then go to **For health professionals > Incentives and allowances > Telehealth**

Make sure all questions are answered and the form is signed by the authorised representative.

If you don't complete all the questions, your form will be returned.

#### Step 2

##### Lodge form with Medicare Australia.

Photocopy the form for your records and send the completed form to:

Mail **Telehealth Incentive Program**  
GPO Box 2572  
ADELAIDE SA 5001

Fax **1300 587 696\***

Medicare Australia will deposit the one-off On Board Incentive payment into the bank account currently used for your aged care payments

Confirmation of your payment will be available on your aged care payments statement.

#### Step 3

##### Collect and store details of all telehealth consultations hosted at your service.

Each time your service hosts a telehealth consultation you need to collect and store the following information:

- date of service
- patients name
- patients Medicare card number and individual reference number or Department of Veterans' Affairs (DVA) card number
- name of specialist that participated in the telehealth consultation
- name of supporting practitioner in attendance (if any).

This information needs to be stored for audit purposes and made available to Medicare Australia upon request. Failure to do so may result in payment/s being recovered and/or future payments under the Telehealth Hosting Service Incentive being suspended or stopped.

For more information about the On Board Incentive and other program specifications see the telehealth program guidelines at [www.mbsonline.gov.au](http://www.mbsonline.gov.au) then go to **Telehealth**

##### For more information

Online [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) then go to **For Health Professionals > Incentives and allowances > Telehealth**

Email [telehealth@medicareaustralia.gov.au](mailto:telehealth@medicareaustralia.gov.au)

Call **1800 222 032\*\***

\*Call charges apply

\*\* Call charges apply from mobile and pay phones only.