



MBS Bulk Billing Incentives - Scenarios

Last updated: 1 September 2025

15 minute consultation

Jan, 64 years old, is feeling unwell and visits her local GP practice in a Modified Monash 1 area. The GP talks to Jan about her symptoms and conducts a physical examination. Following the examination the GP is satisfied that Jan has a viral infection. She discusses symptom management with Jan and provides her with a medical certificate for work.

The consultation takes 15 minutes and the GP bulk bills MBS item 23. Because bulk billing incentives are now available for all Medicare-eligible patients, Jan's GP also claims MBS bulk billing incentive item 75870 without checking whether Jan has a concession card.

Multiple consultations with different bulk billing incentives

Vincent turned 16 last week and does not have a valid Health Care Card. His GP's practice is in a Modified Monash 3 area. Vincent attends for a simple prescription renewal and his GP bulk bills a Level A consultation (MBS item 3). Because bulk billing incentives are now available for all Medicare-eligible patients Vincent's GP also claims the single bulk billing incentive (MBS item 75855).

The next day Vincent feels unwell and returns to his GP. The consultation lasts 15 minutes and his GP claims MBS item 23 and the applicable triple bulk billing incentive item (MBS item 75873).

A consultation and a procedure on the same day

Mary's GP practice is in a Modified Monash 5 area. Mary visits the GP for a check up and to have her prescriptions reissued. This consultation takes 30 minutes, and the GP claims a Level C consultation (MBS item 36).

While the GP is taking Mary's blood pressure she notices a skin lesion on Mary's arm and performs a skin biopsy after the 30 minute consultation. The GP claims MBS item 30071.

Mary's GP bulk bills both the consultation and biopsy. Mary's GP also claims the single bulk billing incentive 75856 in conjunction with the biopsy, and the MBS triple bulk billing incentive item 75874 in conjunction with the Level C consultation without checking whether Mary has a concession card.

Telehealth consultations

Dr Smith is working from a practice in a Modified Monash 1 area and has several patients booked for telehealth appointments today.

The first patient, Paul is a regular patient of Dr Smith and is registered at the practice through MyMedicare. The consultation is by phone and takes 25 minutes. Dr Smith uses the Level C telephone item for patients enrolled in MyMedicare (MBS item 91900). Paul is bulk billed for the consultation and, as he is enrolled in MyMedicare, Dr Smith claims the triple MBS bulk billing incentive item 75880 without checking whether Paul has a concession card.

The second patient, Jenny is not enrolled in MyMedicare. However, she had a face to face consultation with Dr Smith seven months ago. As the consultation was less than 12 months ago, Jenny is eligible for MBS benefits for her telehealth consultation.

The consultation is by video and lasts 35 minutes so Dr Smith claims MBS item 91801. Dr Smith bulk bills Jenny. As Jenny is not enrolled in MyMedicare Dr Smith cannot claim the triple bulk billing incentive (MBS item 75880) and instead claims the single bulk billing incentive (MBS item 10990) without checking whether Jenny has a concession card.

Please note that the information provided is a general guide only. It is ultimately the responsibility of treating practitioners to use their professional judgment to determine the most clinically appropriate services to provide, and then to ensure that any services billed to Medicare fully meet the eligibility requirements outlined in the legislation.

This factsheet is current as of the Last updated date shown above and does not account for MBS changes since that date.