



# Better Access Medicare Benefits Schedule (MBS) telehealth (video and phone) services

Last updated: 13 March 2025

- This factsheet outlines the Telehealth (video and phone) services available under the Better Access Initiative
- Telehealth services provided by General Practitioners (GPs), prescribed medical practitioners, psychologists (registered and clinical), eligible-occupational therapists and social workers are available to patients through Better Access.
- This means that eligible Australians can access individual treatment sessions available through Better Access via telehealth, regardless of their location, where it is safe and clinically appropriate to do so.
- To be eligible for telehealth group therapy services under Better Access, the patient must be located in a Modified Monash Model area 4-7 at the time of the consultation, and at least 15 kilometres apart by road from the allied health professional delivering the session. More information about the Modified Monash Model, including a search tool to identify the classification of a specific location, is available at: [Modified Monash Model](#)
- MBS telehealth items provided under the Better Access Initiative are only for out-of-hospital patients.
- Providers are expected to obtain informed financial consent from patients prior to providing a service; including outlining their fees, and any out-of-pocket costs.

## MBS BETTER ACCESS TELEHEALTH ITEMS

Table 1: Mental health Better Access telehealth items for provision of individual therapy services

| Service  | Video items | Phone items |
|--|-------------|-------------|
| <b>General Practitioners</b>                                     |             |             |
| Attendance lasting at least 30 minutes, but less than 40 minutes | 91818       | 91842       |
| Attendance lasting at least 40 minutes                           | 91819       | 91843       |
| <b>Prescribed Medical Practitioners</b>                          |             |             |
| Attendance lasting at least 30 minutes, but less than 40 minutes | 91820       | 91844       |
| Attendance lasting at least 40 minutes                           | 91821       | 91845       |
| <b>Clinical Psychologists</b>                                    |             |             |

|   |       |       |
|---|-------|-------|
| Attendance lasting at least 30 minutes but less than 50 minutes | 91166 | 91181 |
| Attendance lasting at least 50 minutes                          | 91167 | 91182 |
| <b>Psychologists</b>  |       |       |
| Attendance lasting at least 20 minutes but less than 50 minutes | 91169 | 91183 |
| Attendance lasting at least 50 minutes                          | 91170 | 91184 |
| <b>Occupational Therapists</b>                                  |       |       |
| Attendance lasting at least 20 minutes but less than 50 minutes | 91172 | 91185 |
| Attendance lasting at least 50 minutes                          | 91173 | 91186 |
| <b>Social Workers</b>   |       |       |
| Attendance lasting at least 20 minutes but less than 50 minutes | 91175 | 91187 |
| Attendance lasting at least 50 minutes                          | 91176 | 91188 |

Table 2: Mental health Better Access telehealth items for provision of group therapy services

| Service                                 | Video Items |
|---|-------------|
| <b>Clinical Psychologists</b>           |             |
| Attendance lasting at least 60 minutes  | 80021       |
| Attendance lasting at least 90 minutes  | 80023       |
| Attendance lasting at least 120 minutes | 80025       |
| <b>Psychologists</b>                    |             |
| Attendance lasting at least 60 minutes  | 80121       |
| Attendance lasting at least 90 minutes  | 80123       |
| Attendance lasting at least 120 minutes | 80128       |
| <b>Occupational Therapists</b>          |             |
| Attendance lasting at least 60 minutes  | 80146       |
| Attendance lasting at least 90 minutes  | 80148       |
| Attendance lasting at least 120 minutes | 80153       |
| <b>Social Workers</b>                   |             |
| Attendance lasting at least 60          | 80171       |
| Attendance lasting at least 90 minutes  | 80173       |
| Attendance lasting at least 120 minutes | 80175       |

Table 3: Mental health Better Access telehealth items for provision of Family and Carer services

| Service   | Video Items | Phone Items |
|---|-------------|-------------|
| <b>General Practitioners</b>                                    |             |             |
| Attendance lasting at least 30 minutes but less than 40 minutes | 91859       | 91864       |
| Attendance lasting at least 40 minutes                          | 91861       | 91865       |
| <b>Prescribed Medical Practitioners</b>                         |             |             |
| Attendance lasting at least 30 minutes but less than 40 minutes | 91862       | 91866       |
| Attendance lasting at least 40 minutes                          | 91863       | 91867       |
| <b>Clinical Psychologists</b>                                   |             |             |
| Attendance lasting at least 30 minutes but less than 50 minutes | 91168       | 91198       |
| Attendance lasting at least 50 minutes                          | 91171       | 91199       |
| <b>Psychologists</b>  |             |             |
| Attendance lasting at least 20 minutes but less than 50 minutes | 91174       | 91200       |
| Attendance lasting at least 50 minutes                          | 91177       | 91201       |
| <b>Occupational Therapists</b>                                  |             |             |
| Attendance lasting at least 20 minutes but less than 50 minutes | 91194       | 91202       |
| Attendance lasting at least 50 minutes                          | 91195       | 91203       |
| <b>Social Workers</b>   |             |             |
| Attendance lasting at least 20 minutes but less than 50 minutes | 91196       | 91204       |
| Attendance lasting at least 50 minutes                          | 91197       | 91205       |

Table 4: Mental health Better Access telehealth items for provision of Mental Health Treatment Plan (MHTP) Preparation services

| Service   | Video Items |
|---|-------------|
| <b>General Practitioners</b>  |             |
| Attendance lasting at least 20 minutes but less than 40 minutes for a General Practitioner who has undertaken mental health skills training     | 92116       |
| Attendance lasting at least 40 minutes for a General Practitioner who has undertaken mental health skills training                              | 92117       |
| Attendance lasting at least 20 minutes but less than 40 minutes for a General Practitioner who has not undertaken mental health skills training | 92112       |
| Attendance lasting at least 40 minutes for a General Practitioner who has not undertaken mental health skills training                          | 92113       |
| <b>Prescribed Medical Practitioners</b>   |             |

|  |       |
|--|-------|
| Attendance lasting at least 20 minutes but less than 40 minutes for a Prescribed Medical Practitioner who has undertaken mental health skills training     | 92122 |
| Attendance lasting at least 40 minutes for a Prescribed Medical Practitioner who has undertaken mental health skills training                              | 92123 |
| Attendance lasting at least 20 minutes but less than 40 minutes for a Prescribed Medical Practitioner who has not undertaken mental health skills training | 92118 |
| Attendance lasting at least 40 minutes for a Prescribed Medical Practitioner who has not undertaken mental health skills training                          | 92119 |
| <b>Consultant Psychiatrists</b>  |       |
| Attendance lasting at least 45 minutes   | 92435 |

Table 5: Mental health Better Access telehealth items for provision of ongoing management services, including the review of Mental Health Treatment Plans (MHTP) and Psychiatrist Assessment and Management Plans (PAMP).

| Service   | Video Items | Telephone items<br>(for when video-conferencing is not available)<br>Phone Items |
|---|-------------|--|
| <b>General Practitioners – MHTP or PAMP Review *</b>            |             |  |
| Not timed   | 92114       | 92126  |
| <b>General Practitioners – Ongoing Management *</b>             |             |  |
| Attendance lasting at least 20 minutes                          | 92115       | 92127  |
| <b>Prescribed Medical Practitioners – MHTP or PAMP Review *</b> |             |  |
| Not timed   | 92120       | 92132  |
| <b>Prescribed Medical Practitioners – Ongoing Management *</b>  |             |  |
| Attendance lasting at least 20 minutes                          | 92121       | 92133  |
| <b>Consultant Psychiatrist – PAMP Review</b>                    |             |  |
| Attendance lasting at least 30 minutes but less than 45 minutes | 92436       | N/A  |
| Attendance lasting at least 45 minutes                          | 92437       | N/A  |

\* These items will be removed from 1 November 2025 (pending the passage of legislation).

## Where can I find more information?

The full item descriptor(s) and information on other changes to the MBS can be found on the [MBS Online website](#). You can also subscribe to future MBS updates by visiting '[Subscribe to the MBS](#)' on the MBS Online website.

The Department of Health and aged Care (the Department) provides an email advice service for providers seeking advice on interpretation of the MBS items and rules and the *Health Insurance Act 1973* and associated regulations. If you have a query relating exclusively to interpretation of the Schedule, you should email [askMBS@health.gov.au](mailto:askMBS@health.gov.au).

Private health insurance information on the product tier arrangements is available at [www.privatehealth.gov.au](http://www.privatehealth.gov.au). Detailed information on the MBS item listing within clinical categories is available on the [Department's website](#). Private health insurance minimum accommodation benefits information, including MBS item accommodation classification, is available in the latest version of the *Private Health Insurance (Benefit Requirements) Rules 2011* found on the [Federal Register of Legislation](#). If you have a query in relation to private health insurance, you should email [PHI@health.gov.au](mailto:PHI@health.gov.au).

Subscribe to '[News for Health Professionals](#)' on the Services Australia website and you will receive regular news highlights.

If you are seeking advice in relation to Medicare billing, claiming, payments, or obtaining a provider number, please go to the Health Professionals page on the Services Australia website or contact the Services Australia on the Provider Enquiry Line – 13 21 50.

The data file for software vendors when available can be accessed via the [Downloads](#) page.

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.