



Bulk Billing Incentives - Scenarios

Last updated: 22 August 2023

15 minute consultation

Jan 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. The GP also bills bulk billing incentive item 75870 as Jan has a valid Health Care card.

Multiple consultations with different bulk billing incentives

Vincent is 15 years old and his GP's practice is in a Modified Monash 3 area. Vincent attends for a simple prescription renewal and his GP claims a Level A consultation (MBS item 3). The GP bulk bills Vincent and claims the standard 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. The GP bulk bills Vincent and claims the higher rate bulk billing incentive that applies to MBS item 23 (MBS item 75873).

A consultation and a procedure on the same day

Mary has a Commonwealth Seniors Health card and her 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 mole on Mary's arm and performs a skin biopsy after the 30 minute consultation. As the biopsy is an independent procedure the GP claims MBS item 30071.

Mary's GP bulk bills both the consultation and the biopsy. As Mary has a valid concession card her GP claims bulk billing incentive 75856 in conjunction with the biopsy, and bulk billing incentive 75874 in conjunction with the level C consultation.

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, has a Health Care card. He is a regular patient of Dr Smith and is enrolled with the practice under the MyMedicare program. The consultation is by phone and takes 25 minutes. Dr Smith uses the new level C telephone item for patients enrolled in MyMedicare (91900). Paul is bulk billed for the consultation and, as he is enrolled in MyMedicare, Dr Smith claims bulk billing incentive 75880.

The second patient, Jenny has a Pensioner Concession card. She is not enrolled in MyMedicare. However, she had a face to face consultation with Dr Smith 7 months ago and is therefore eligible to access 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 bulk billing incentive 75880, and instead claims the standard bulk billing incentive 10990.

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.