

# Chronic Conditions Management

## General Practice Activation Series

## Activity 3: GP Activation Series for Chronic Conditions Management

Northern Queensland Primary Health Network (NQPHN) is supporting early change management with general practices in advance of Chronic Conditions Management (CCM) MBS item changes scheduled to come into effect 1 July 2025. We invite your practice to participate in our CCM Activation Series to make small manageable changes to maximise the benefits of MyMedicare for your general practice and your patients.

### Activity 3 – MyMedicare patient engagement and registration communications

Activity 3 takes a focus on enhancing **MyMedicare patient engagement and registration communications**. Outcomes of Activity 3 for your practice include:

1. Understand how MyMedicare is evolving, and the current and future benefits.
2. Develop a shared practice team perspective of how MyMedicare aligns with your practice's approach to patient care.
3. Develop key messages, benefits and talking points that your practice team can use to consistently communicate to patients about Chronic Conditions Management and MyMedicare.
4. Develop a plan for targeting patient populations using different communication mediums and channels to increase MyMedicare registration for regular patients of your practice.

[Click here](#) to download your copy of the Activity 3 slide pack with activities for your practice and practice team.

You can also find other activities previously released as part of the CCM Activation Series below.

**Activity 1** - The aim of this activity is to engage patients returning to your practice for Chronic Disease Management Plans and team care arrangements in MyMedicare, and regular reviews in the future.

**Activity 2** - The aim of this activity is to raise awareness among your practice team of MyMedicare and Chronic Conditions Management changes, and support your team to explore and document their roles in both MyMedicare and Chronic Conditions Management.

### Further information

If you would like support from our team to implement this activity, please contact us at [pce@nqphn.com.au](mailto:pce@nqphn.com.au)



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



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