



Health Care Homes and Incentive Payments

This fact sheet outlines how the Health Care Home program affects the following incentive payments:

- Practice Incentives Program (**PIP**);
- Workforce Incentive Program (**WIP**) – Practice Stream (formerly the Practice Nurse Incentive Program [**PNIP**]).

Information on WIP – Doctor Stream (formerly the General Practice Rural Incentives Program [GPRIP]) payments can be accessed from the Department of Health's [website](#).

Introduction

Under the Health Care Home bundled payment approach, participants do not bill their enrolled patients against Medicare Benefits Schedule (MBS) items for services they deliver that are related to their enrolled patients' chronic conditions. Instead, Health Care Homes will receive a bundled payment for each enrolled patient that is tiered for complexity and paid on a monthly pro rata basis. As a result, Services Australia captures less MBS billing activity used to assess incentive payment eligibility and to calculate payments.

The Department of Health and Services Australia have implemented arrangements to ensure that **no Health Care Home is disadvantaged as a result of their participation in the Health Care Home program**.

This fact sheet provides information about how Health Care Homes' incentive payments will be monitored and adjusted if required to compensate for any reduced incentive payments.

What systems are in place to ensure Health Care Homes continue to receive appropriate PIP and WIP – Practice Stream payments?

Eligibility for an incentive payment under the PIP and WIP – Practice Stream is based on whether a practice meets the requirement/s of the incentive. If eligible, a payment is then calculated based on the rules and methods of calculation for each incentive.

Please visit the Services Australia [website](#) to read more about the PIP and the Department of Health [website](#) to read more about the WIP – Practice Stream.

The Department of Health will monitor and review incentive payments made to Health Care Homes. Where it is determined that a Health Care Home's PIP and WIP – Practice Stream incentive payment has been affected by its participation in the Health Care Home program, an adjustment payment will be calculated by the Department of Health and will be paid by Services Australia into the Health Care Home's PIP or WIP – Practice Stream nominated bank account. Services Australia will also notify the Health Care Home's authorised contact person in writing that an adjustment payment has been made into the nominated account.

If eligible, when will an adjustment payment be made?

If your practice is eligible, an adjustment payment will be made by Services Australia *after* the original quarterly payment has been made.

What can Health Care Homes do if they do not receive an adjustment payment or if they consider that adjustment to be insufficient?

If a Health Care Home considers that their PIP or WIP – Practice Stream payment has been affected by participation in the trial, the Health Care Home can submit a completed Practice Incentives Review of



Decision (ROD) form, which can be downloaded from the Services Australia [website](#), together with additional information detailed below. Further information on the Review of Decision process is available at the Services Australia website.

What additional information will Health Care Homes need to submit with a ROD?

When completing the ROD form, a Health Care Home must:

- identify which incentive payment has been affected by participation in the Health Care Homes program;
- provide a copy of the payment advice for the impacted payment quarter together with the statement/s for the previous 12 month period (this can be accessed through Health Professional Online Services [HPOS]);
- briefly summarise reasons why the incentive payment may have been affected; and
- provide supporting evidence that will assist in the decision making process, such as the number of enrolled Health Care Home patients and whether they belong to a particular patient cohort such as asthma or diabetes (this information should be easily accessed through practice software systems).

Further Information

Further information on the Health Care Homes program is available from the Department of Health's [website](#).

Information about the eligibility requirements for **PIP** payments can be accessed from the Services Australia [website](#) and for **WIP – Practice Stream** payments from the Department of Health [website](#).

Further information on the ROD process is available from the Services Australia [website](#).

If you have any further questions after reading the information provided on the Department of Health and Services Australia websites, please contact the Department of Health at healthcarehomes@health.gov.au.