



## COVID-19 Temporary MBS Telehealth Services Allied Health Providers

Last updated: 25 June 2021

- Commencing 13 March 2020 and extending until 31 December 2021, new temporary MBS telehealth items have been made available to help reduce the risk of community transmission of COVID-19 and provide protection for patients and health care providers.
- Temporary telehealth items are available to allied health providers.
- A service may only be provided by telehealth where it is safe and clinically appropriate to do so.
- The temporary MBS telehealth items are for out-of-hospital patients.
- Allied health providers are not required to bulk bill the telehealth items.
- All providers are expected to obtain informed financial consent from patients prior to charging private fees for COVID-19 telehealth services.

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### What are the changes?

As part of the Australian Government's response to COVID-19, thirty-nine (39) allied health items have been introduced to ensure continued access to essential Medicare rebated consultation services.

The telehealth items are:

Group M18, sub-groups 11-26:

- 4 new items for Allied Health Services for Chronic Disease Management
- 4 new follow-up allied health items for patients of Aboriginal and Torres Strait Islander descent;
- 2 new allied health items for pregnancy support counselling;
- 8 new allied health items for early intervention services for children with autism, pervasive developmental disorder or disability;
- 18 new allied health eating disorders services; and
- 3 new allied health items for group dietetics services

A list of the new telehealth items is provided later in this fact sheet.

### Who is eligible?

The temporary MBS telehealth items are available to providers of telehealth services for a wide range of consultations. All Medicare eligible Australians can now receive these services.

Bulk billing is at the discretion of the provider, so long as informed financial consent is obtained prior to the provision of the service.



## What telehealth options are available?

Videoconference services are the preferred approach for substituting a face-to-face consultation. However, in response to the COVID-19 pandemic, providers will also be able to offer audio-only services via telephone if video is not available. There are separate items available for the audio-only services.

No specific equipment is required to provide Medicare-compliant telehealth services. Practitioners must ensure that their chosen telecommunications solution meets their clinical requirements and satisfies privacy laws. To assist providers with their privacy obligations, a privacy checklist for telehealth services has been made available on MBSOnline: <http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/Factsheet-TelehealthPrivChecklist>. Further information can be found on the [Australian Cyber Security Centre website](#).

## Why are the changes being made?

The temporary MBS telehealth items allow people to access essential Medicare funded health services in their homes and reduce their risk of exposure to COVID-19 within the community.

As part of the 2021–22 Budget, the Government is investing an additional \$204.6 million to support continued access to MBS COVID-19 telehealth services until 31 December 2021, building on previous investment of \$3.6 billion since March 2020.

## What does this mean for providers?

The temporary MBS telehealth items allow providers to continue to deliver essential health care services to patients within their care.

Providers do not need to be in their regular practice to provide telehealth services. Providers should use their provider number for their primary location, and must provide safe services in accordance with normal professional standards.

The telehealth MBS items can substitute for current face-to-face consultations that available under the MBS when the service/s cannot be provided due to COVID-19 considerations. The MBS telehealth items have the same clinical requirements as the corresponding face-to-face consultation items.

All MBS items for allied health services require a valid referral to the relevant allied health professional. A patient must be referred by an eligible medical practitioner, and services can form part of an eligible treatment, management or care plan, including:

- Chronic Disease Management Plans
- GP Management Plans
- Shared Care Plans
- Team Care Plans
- Multidisciplinary Care Plans
- Pervasive Developmental Disorder Treatment Plan
- Disability Treatment Plan
- Eating Disorder Treatment and Management Plan

For additional information on the use of telehealth items, please refer to the [Provider Frequently Asked Questions](#) document available on MBSOnline.



## How will these changes affect patients?

Patients should ask their service providers about their telehealth options, where clinically appropriate.

Allied health telehealth items do not need to be bulk billed, however, the provider must ensure informed financial consent is obtained prior to the provision of the service.

A [consumer factsheet](#) is available on MBSOnline which provides further information on how these changes will affect patients.

## Who was consulted on the changes?

Targeted consultation with stakeholders has informed the new temporary MBS telehealth items. Due to the nature of the COVID-19 emergency, it was not reasonably possible to undertake normal, broad consultations prior to implementation.

The extension of the temporary COVID-19 telehealth measures was a recommendation of the Australian Health Protection Principal Committee and has been supported by health experts and key stakeholders within the health care sector.

## How will the changes be monitored and reviewed?

The Department of Health continues to monitor the use of the new MBS items. Use of the items that does not seem to be in accordance with the relevant Medicare guidelines and legislation will be actioned appropriately.

## Where can I find more information?

COVID-19 National Health Plan resources for the general public, health professionals and industry are available from the [Australian Government Department of Health website](#).

The full item descriptors and information on other changes to the MBS can be found on the MBS Online website at [www.mbsonline.gov.au](http://www.mbsonline.gov.au). You can also subscribe to future MBS updates by visiting MBS Online and clicking 'Subscribe'.

The Department of Health provides an email advice service for providers seeking advice on interpretation of the MBS items and rules and the Health Insurance Act 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).

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 Services Australia on the Provider Enquiry Line – 13 21 50.

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



## Allied Health Services

Table 1: Chronic Disease Management items introduced on 30 March 2020

| Service                                   | Existing Items face to face   | Telehealth items via video-conference | Telephone items – for when video-conferencing is not available |
|---|---|---------------------------------------|--|
| Allied health CDM services (all 13 items) | 10950, 10951, 10952, 10953, 10954, 10956, 10958, 10960, 10962, 10964, 10966, 10968, 10970 | 93000                                 | 93013  |

Table 2: Chronic Disease Management items introduced on 20 April 2020

| Service   | Existing Items face to face | Telehealth items via video-conference | Telephone items – for when video-conferencing is not available |
|---|-----------------------------|---------------------------------------|--|
| CDM service provided by a practice nurse or Aboriginal and Torres Strait Islander health practitioner | 10997                       | 93201                                 | 93203  |

Table 3: Allied health services under a GP Management Plan or Multidisciplinary Care Plan within a Residential Aged Care Facility introduced on 10 December 2020

| Service   | Existing Items Face to Face (F2F) Only | COVID Telehealth Video – V Phone - P | Initial/ Long Attendance RACF | Subsequent/ Standard Attendance RACF          |
|---|--|--------------------------------------|-------------------------------|---|
| Aboriginal or Torres Strait Islander health service | 10950                                  | 93000 – Video<br>93013 - Phone       | 93501 – F2F                   | 93524 – F2F<br>93537 – Video<br>93538 – Phone |
| Diabetes education health service                   | 10951                                  | 93000 – Video<br>93013 – Phone       | 93502 – F2F                   | 93525 – F2F<br>93537 – Video<br>93538 – Phone |
| Audiology health service                            | 10952                                  | 93000 – Video<br>93013 – Phone       | 93503 – F2F                   | 93526 – F2F<br>93537 – Video<br>93538 – Phone |
| Exercise physiology service                         | 10953                                  | 93000 – Video<br>93013 – Phone       | 93504 – F2F                   | 93527 – F2F<br>93537 – Video                  |



|                                     |       |                                |             |   |
|-------------------------------------|-------|--------------------------------|-------------|---|
|                                     |       |                                |             | 93538 – Phone<br>93528 – F2F                  |
| Dietetics health service            | 10954 | 93000 – Video<br>93013 – Phone | 93505 – F2F | 93537 – Video<br>93538 – Phone                |
| Mental health service               | 10956 | 93000 – Video<br>93013 – Phone | 93506 – F2F | 93529 – F2F<br>93537 – Video<br>93538 – Phone |
| Occupational therapy health service | 10958 | 93000 – Video<br>93013 – Phone | 93507 – F2F | 93530 – F2F<br>93537 – Video<br>93538 – Phone |
| Physiotherapy health service        | 10960 | 93000 – Video<br>93013 – Phone | 93508 – F2F | 93531 – F2F<br>93537 – Video<br>93538 – Phone |
| Podiatry health service             | 10962 | 93000 – Video<br>93013 – Phone | 93509 – F2F | 93532 – F2F<br>93537 – Video<br>93538 – Phone |
| Chiropractic health service         | 10964 | 93000 – Video<br>93013 – Phone | 93510 – F2F | 93533 – F2F<br>93537 – Video<br>93538 – Phone |
| Osteopathy health service           | 10966 | 93000 – Video<br>93013 – Phone | 93511 – F2F | 93534 – F2F<br>93537 – Video<br>93538 – Phone |
| Psychology health service           | 10968 | 93000 – Video<br>93013 – Phone | 93512 – F2F | 93535 – F2F<br>93537 – Video<br>93538 – Phone |
| Speech pathology health service     | 10970 | 93000 – Video<br>93013 – Phone | 93513 – F2F | 93536 – F2F<br>93537 – Video<br>93538 – Phone |

Table 4: Allied Health follow-up services for People of Aboriginal or Torres Strait Islander Descent introduced on 30 March 2020

| Service   | Existing Items face to face                             | Telehealth items via video-conference | Telephone items – for when video-conferencing is not available |
|---|---|---------------------------------------|--|
| Allied health Follow-up services (all 13 items) | 81300, 81305, 81310, 81315, 81320, 81325, 81330, 81335, | 93048                                 | 93061  |



| Service | Existing Items face to face       | Telehealth items via video-conference | Telephone items – for when video-conferencing is not available |
|---------|-----------------------------------|---------------------------------------|--|
|         | 81340, 81345, 81350, 81355, 81360 |                                       |  |

Table 4: Allied Health follow-up services for People of Aboriginal or Torres Strait Islander Descent introduced on 20 April 2020

| Service  | Existing Items face to face | Telehealth items via video-conference | Telephone items – for when video-conferencing is not available |
|--|-----------------------------|---------------------------------------|--|
| Follow up services provided by a practice nurse or Aboriginal and Torres Strait Islander health practitioner | 10987                       | 93200                                 | 93202  |

Table 5: Allied Health Services for people of Aboriginal or Torres Strait Islander Health Assessment within a Residential Aged Care Facility introduced on 10 December 2020

| Service   | Existing Items Face to Face (F2F) Only | COVID Telehealth Video – V Phone - P | Initial/ Long Attendance RACF | Subsequent/ Standard Attendance RACF          |
|---|--|--------------------------------------|-------------------------------|---|
| Aboriginal or Torres Strait Islander health service | 81300                                  | 93048 – Video<br>93061 - Phone       | 93546                         | 93579 – F2F<br>93592 – Video<br>93593 – Phone |
| Diabetes education health service                   | 81305                                  | 93048 – Video<br>93061 - Phone       | 93547                         | 93580 – F2F<br>93592 – Video<br>93593 – Phone |
| Audiology health service                            | 81310                                  | 93048 – Video<br>93061 - Phone       | 93548                         | 93581 – F2F<br>93592 – Video<br>93593 – Phone |
| Exercise physiology service                         | 81315                                  | 93048 – Video<br>93061 - Phone       | 93549                         | 93582 – F2F<br>93592 – Video<br>93593 – Phone |
| Dietetics health service                            | 81320                                  | 93048 – Video<br>93061 - Phone       | 93550                         | 93583 – F2F<br>93592 – Video<br>93593 – Phone |



|                                     |       |                                |       |   |
|-------------------------------------|-------|--------------------------------|-------|---|
| Mental health service               | 81325 | 93048 – Video<br>93061 – Phone | 93551 | 93584 – F2F<br>93592 – Video<br>93593 – Phone |
| Occupational therapy health service | 81330 | 93048 – Video<br>93061 – Phone | 93552 | 93585 – F2F<br>93592 – Video<br>93593 – Phone |
| Physiotherapy health service        | 81335 | 93048 – Video<br>93061 – Phone | 93553 | 93586 – F2F<br>93592 – Video<br>93593 – Phone |
| Podiatry health service             | 81340 | 93048 – Video<br>93061 – Phone | 93554 | 93587 – F2F<br>93592 – Video<br>93593 – Phone |
| Chiropractic health service         | 81345 | 93048 – Video<br>93061 – Phone | 93555 | 93588 – F2F<br>93592 – Video<br>93593 – Phone |
| Osteopathy health service           | 81350 | 93048 – Video<br>93061 – Phone | 93556 | 93589 – F2F<br>93592 – Video<br>93593 – Phone |
| Psychology health service           | 81355 | 93048 – Video<br>93061 – Phone | 93557 | 93590 – F2F<br>93592 – Video<br>93593 – Phone |
| Speech pathology health service     | 81360 | 93048 – Video<br>93061 – Phone | 93558 | 93591 – F2F<br>93592 – Video<br>93593 – Phone |

Table 6: Pregnancy Support Counselling items introduced on 30 March 2020

| Service   | Existing Items face to face | Telehealth items via video-conference | Telephone items – for when video-conferencing is not available |
|---|-----------------------------|---------------------------------------|--|
| Non-directive pregnancy support counselling by eligible psychologist, social worker or mental health nurse, at least 30 minutes | 81000, 81005, 81010         | 93026                                 | 93029  |



Table 7: Autism, Pervasive Developmental Disorder and Disability Services items introduced on 30 March 2020

| Service  | Existing Items face to face | Telehealth items via video-conference | Telephone items – for when video-conferencing is not available |
|--|-----------------------------|---------------------------------------|--|
| Psychologist. Autism, pervasive developmental disorder and disability assessment service for children under 13 years, at least 50 minutes  | 82000                       | 93032                                 | 93040  |
| Speech pathologist, occupational therapist, audiologist, optometrist, orthoptist or physiotherapist. Autism, pervasive developmental disorder and disability assessment service for children under 13 years, at least 50 minutes | 82005, 82010, 82030         | 93033                                 | 93041  |
| Psychologist. Treatment of a pervasive developmental disorder or eligible disability for children under 15 years, at least 30 minutes  | 82015                       | 93035                                 | 93043  |
| Speech pathologist, occupational therapist, audiologist, optometrist, orthoptist or physiotherapist. Treatment of a pervasive developmental disorder or eligible disability for children under 15 years, at least 30 minutes     | 82020, 82025, 82035         | 93036                                 | 93044  |

Table 8: Eating Disorder items introduced on 30 March 2020

| Service  | Existing Items face to face | Telehealth items via video-conference | Telephone items – for when video-conferencing is not available |
|--|-----------------------------|---------------------------------------|--|
| Dietitian, eating disorders service, at least 20 minutes   | 82350                       | 93074                                 | 93108  |
| Clinical psychologist, eating disorders service lasting more than 30 minutes, but less than 50 minutes   | 82352                       | 93076                                 | 93110  |
| Clinical psychologist, eating disorders service, at least 50 minutes                                     | 82355                       | 93079                                 | 93113  |
| Psychologist, eating disorders service, lasting more than 20 minutes, but less than 50 minutes           | 82360                       | 93084                                 | 93118  |
| Psychologist, eating disorders service, at least 50 minutes  | 82363                       | 93087                                 | 93121  |
| Occupational therapist, eating disorders service, lasting more than 20 minutes, but less than 50 minutes | 82368                       | 93092                                 | 93126  |
| Occupational therapist, eating disorders service, at least 50 minutes                                    | 82371                       | 93095                                 | 93129  |





| Service   | Existing Items face to face | Telehealth items via video-conference | Telephone items – for when video-conferencing is not available |
|---|-----------------------------|---------------------------------------|--|
| Social worker, eating disorders service, lasting more than 20 minutes, but less than 50 minutes | 82376                       | 93100                                 | 93134  |
| Social worker, eating disorders service, at least 50 minutes                                    | 82379                       | 93103                                 | 93137  |

Table 9: Dietitian Group Service items introduced on 22 May 2020

| Service   | Existing Items face to face | Telehealth items via video-conference | Telephone items – for when video-conferencing is not available |
|---|-----------------------------|---------------------------------------|--|
| Dietitian, eligible, assessment for a group service | 81120                       | 93284                                 | 93286  |
| Dietitian, eligible, group service                  | 81125                       | 93285                                 | Not Available  |