

GP Management Plan and Team Care Arrangement (Care Plan) FAQs

Why has my GP put me on a Care Plan?

Because you have a chronic or on-going medical condition that might benefit from a managed approach and co-ordinated care.

How much will it cost?

Care Plan appointments with your GP are bulk-billed. There is no out-of-pocket cost for Care Plan appointments (these occur approximately every 6 months).

What's involved with being on a Care Plan?

Generally, you will have a Care Plan appointment every six months. At these visits, you'll have a double appointment with a nurse, followed by a double appointment with your GP. The nurse will often take observations, such as blood pressure, and ask questions relevant to your Care Plan.

Your GP will follow-up with forming or reviewing a plan with steps to take to best manage your chronic condition(s).

How do I know when to come in?

You will receive a phone call when you are due to come in for a Care Plan review appointment. If we can't get hold of you by phone, we will send you a letter or an SMS.

What are EPC Vouchers?

If you have a Team Care Arrangement in place, your GP may have referred you to one or more Allied Health Providers (e.g. physiotherapist, podiatrist, dietitian) with an EPC Voucher referral. Your GP will have specified a certain number of visits per provider on the EPC Voucher. These visits are subsidised by Medicare.

How many EPC Vouchers can I have?

You can have a total of 5 visits to Allied Health Providers with EPC Vouchers per calendar year (January-December). That's 5 in total, not 5 per provider.

How much will my visits to Allied Health Providers cost with EPC Vouchers?

These visits are subsidised by Medicare, but there is usually an out-of-pocket cost. You will need to find out from each Allied Health Provider what the out-of-pocket cost will be. Or call us and we can help you find out.

How do I make an appointment using the EPC Voucher referral?

We will fax your EPC Voucher referral to the provider(s) who will then get in touch with you to make an appointment. Please phone the provider if you haven't heard from them after 2 weeks.

I still have questions, who can I talk to?

Please call Pioneer Health on 9842 2822 and ask to speak to our Care Co-ordinator, Tanya Staude. Alternatively, you can email your query to tanya.staude@pioneerhealth.com.au