**FAQ’s - Temporary Amendment to the Requirements for the Practice Incentives Program**

1. **What do these changes mean for my practice**

If your practice was registered for the PIP eHealth Incentive from 1 May 2016, you will have until 31 January 2017 to upload the cumulative targets for quarter 1 (May – July), quarter 2 (August – October), and quarter 3 (November – January).

For example, quarter 1, 2 and 3 minimum SHS upload target for your practice is 150 (or 50 per quarter), you will be eligible for the quarterly payments for August 2016, November 2016 and February 2017, as long as you have uploaded a minimum of 150 SHS to the myHealth Record system by 31 January 2017.

1. **If my practice uploads the minimum number of SHS’s, how much will we get paid.**

This is a temporary arrangement that applies only to the eligibility requirement for practices to upload a minimum number of shared health summaries each quarter.

The $6.50 per SWPE per year (up to a maximum of $12,500 per quarter) will remain, and will continue to be paid to those practices that meet the eligibility requirement for the eHealth Incentive.

1. **If my practice withdrew from the incentive in quarter 1 and re-applies before 31 January 2017. What upload target will I need to meet?**

The cumulative target practices need to meet by 31 January 2017, applies from the quarter the practice was registered for the eHealth Incentive.

For example, if your practice registered for the eHealth Incentive on 10 August 2016, you will need to upload the cumulative target for the November 2016 and the February 2017 payment quarters by 31 January 2017, to be eligible for the incentive payments for both quarters.

1. **If I registered for the PIP eHealth incentive after 31 July 2016, what upload target do I need to meet by 31 January 2017**

Your practice will need to meet the cumulative target for the November 2016 and the February 2017 payment quarters, by 31 January 2017. The cumulative number of SHS can be achieved at any time between 1 August 2016 and 31 January 2017.

1. **If I upload more than the minimum number of SHS by 31 January 2017, will I be able to count these are part of the target for a future quarter.**

No. This is a temporary amendment to the eligibility requirement for practices to upload a minimum number of SHS each quarter. This arrangement will cease after 31 January 2017.

Any SHS’s uploaded by 31 January 2017, above the minimum cumulative targets cannot be carried forward.

1. **If my practice does not met its August and November SHS upload target, what payment will I be eligible for in February 2017**

If your practice did not opt-out of the August and November 2016 quarters, but is able to upload SHS equivalent to the cumulative targets for August and November 2016, by 31 January 2017, it will be eligible for payment in these quarters.

If your practice continues to participate in the eHealth incentive after the 31 October point in time, and meets the February 2017 upload by 31 January 2017, it will also be eligible to receive the February 2017 quarterly payment.

1. **My practice opted-out of the August 2016 payment quarter as we did not meet our SHS target. However, we estimate that we will meet the combined SHS target (for the first 3 quarters) by 31 January 2017. Are we entitled to the August 2016 payment?**

Yes, you will need to send an email to us at [pip@humanservices.gov.au](mailto:pip@humanservices.gov.au) and request payment for the August 2016 quarter. This request must be sent from a practice owner or authorised contact, and must confirm that your practice will meet the cumulative SHS target by 31 January 2017.

Please note, that the Department of Health will also be conducting audits to substantiate a practices compliance with all eligibility requirements, and failure to comply with these will result in recovery of payments.

1. **My practice has received a quarterly payment and we have not met the minimum upload target for that quarter. How do we pay back the money we were not eligible to receive?**

Practices that continue to participate in the eHealth incentive should wait until 31 January 2017 to determine whether or not they have met their minimum cumulative upload targets.

Those practices that have not met their cumulative target by 31 January 2017, will need to repay monies received that they were not entitled to. Practices can do so, by emailing [pip@humanservices.gov.au](mailto:pip@humanservices.gov.au)

This email must be sent from a practice owner or authorised contact person.

1. **We have received an advice from the Department of Human Services for the repayment of the August quarterly payment as we did not met our minimum upload target and did not withdraw or opt-out in time. What should I do with this advice.**

If your practice intends to withdraw from the eHealth incentive before 31 October 2016, you will need to make the necessary arrangement to repay the August payment.

If your practice intends to continue to participate in the eHealth incentive, your Debt Advice notice will be cancelled by the Department of the Human Services, and you will need to ensure that you have met the cumulative SHS target for the August 2016, November 2016 and February 2017 payment quarters by 31 January 2017.

Please note, that the Department of Health will also be conducting audits to substantiate a practices compliance with all eligibility requirements, and failure to comply with these will result in recovery of payments.

1. **We have had problems that are beyond our control and have been unable to meet the SHS upload target. Are we eligible for the payment?**

If your practice has experienced compelling circumstances beyond their control, which prevented them from being able to achieve their PIP eHealth Incentive SHS upload targets to date, you will need to provide a description of those circumstances to the Department of Human Services by emailing [pip@humanservices.gov.au](mailto:pip@humanservices.gov.au)

This request must be sent from a practice owner or authorised contact. The circumstances will be considered and a decision made as to whether your practice is eligible for a payment.

1. **Our internet connection is unreliable/slow/inadequate and so we have not been able to upload SHS. We have met all other eligibility requirements for the PIP eHealth Incentive requirements. Are we eligible for the payment?**

If your practice has experienced compelling circumstances beyond their control, which prevented them from being able to achieve their PIP eHealth Incentive SHS upload targets to date, you will need to provide a description of those circumstances to the Department of Human Services by emailing [pip@humanservices.gov.au](mailto:pip@humanservices.gov.au)

This request must be sent from a practice owner or authorised contact. The circumstances will be considered and a decision made as to whether your practice is eligible for a payment.

1. **Our practice software is not working properly and we have not been able to upload SHS. Are we eligible for the payment?**

This temporary arrangement is in place to allow practices the time to address any transitional issues, including issues with practice software.

If your practice software is not allowing you to upload SHS’s you need to contact your software supplier and/or IT support team to get them to fix the problem.

It is expected that all practices that continue to be registered for the eHealth Incentive will have addressed all transitional issues well before the 31 January 2017 deadline, to allow sufficient time for the necessary SHS uploads to occur.

If you do not expect to be able to address these issues you should withdraw from the eHealth Incentive and can re-apply at a later stage once you are able to participate effectively.

1. **Our NASH certificate expired and so I can’t send any SHS to the My Health record. What do I do?**

A new NASH certificate is sent out to certificate holders every two years. If you have not received your new NASH PKI certificate, please contact the eBusiness Service Centre on 1800 700 199. If your NASH PKI certificate is due to expire, please ensure that your details are up to date in the Healthcare Identifiers Service.