

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.

What's involved with being on a Care Plan?

You will have regular Care Plan or Care Plan review appointments which will involve a consult your GP and generally a consult with one of our Care Plan nurses. Your GP will form or review your Care Plan including establishing steps to take to best manage your chronic condition(s). When your condition(s) require input from other health providers, your GP will establish a Team Care Arrangement and consult with those providers. Our Care Plan nurse will support you by taking observations and conducting tests required by your GP and assisting you achieve steps required as part of your Care Plan (e.g. practical steps to achieving your Care Plan goals, assistance with referrals).

How do I know when to come in?

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

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 9892 0446 and ask to speak to our Care Plan Coordinator, Sara Stone. Alternatively, you can email your query to careplan@pioneerhealth.com.au