



Continuing MBS Telehealth Services

Allied Health Providers

Last updated: 24 January 2022

- MBS telehealth services introduced on a temporary basis in response to the COVID-19 pandemic will now be permanent. Telehealth services provided by GPs, medical practitioners, nurse practitioners, participating midwives, allied health providers and dental practitioners in the practice of oral and maxillofacial surgery services will continue.
- A service may only be provided by telehealth where it is safe and clinically appropriate to do so.
- The MBS telehealth items are for out-of-hospital patients.
- Providers are expected to obtain informed financial consent from patients prior to providing the service; providing details regarding their fees, including any out-of-pocket costs.

What are the changes?

From 1 January 2022 the COVID-19 allied health telehealth services introduced in response to the pandemic will continue to be a

available, this will include:

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

As the Government progresses MBS modernisation, telehealth items will be consolidated into a single national program. This means that the now-obsolete items introduced in 2011 will be removed along with linked patient-end support items, excluding patient-end-support by practice nurses, Aboriginal health workers, Aboriginal and Torres Strait Islander health practitioners and optometrists.

Why are the changes being made?

The Australian Government committed on 13 December 2021 to make telehealth services that were introduced in response to COVID-19 a permanent part of Medicare. The introduction of these telehealth services has been a critical part of the COVID-19 National Health Plan and transformational to Australia's universal health care program. Telehealth will continue to offer greater flexibility to patients and health care providers.



Who is eligible?

The 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.

What telehealth options are available?

Videoconference services are the preferred approach for substituting a face-to-face consultation. However, 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](#).

What does this mean for providers?

The 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 where it's clinically appropriate and safe to do so. 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

Consolidation of the MBS telehealth program will result in the pre-COVID telehealth items and some linked services being removed or amended over time. Providers are encouraged to stay up to date with changes to these telehealth supportive services, and additional information will be made available ahead of future MBS updates.

Providers are also reminded of the November 2021 introduction of MBS items that better recognise allied participation in case conferencing, including by telehealth. More information can be found on [Allied Health Case Conferencing - Factsheet](#)



How will these changes affect patients?

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

Who was consulted on the changes?

Consultation with stakeholders has informed the introduction and refinement of MBS telehealth items. The transition to permanent arrangements has also been informed by medical experts and key stakeholders within the health sector.

How will the changes be monitored and reviewed?

The Department of Health continues to monitor the use of the 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?

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. 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.

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	Telehealth Video – V Phone - P	Initial/ Long Attendance RACF	Subsequent/ Standard Attendance RACF
Aboriginal or Torres Strait Islander health service	10950	93000 – Video 93013 - Phone	93501 – F2F	93524 – F2F 93537 – Video 93538 – Phone
Diabetes education health service	10951	93000 – Video 93013 – Phone	93502 – F2F	93525 – F2F 93537 – Video 93538 – Phone
Audiology health service	10952	93000 – Video 93013 – Phone	93503 – F2F	93526 – F2F 93537 – Video 93538 – Phone
Exercise physiology service	10953	93000 – Video 93013 – Phone	93504 – F2F	93527 – F2F 93537 – Video



				93538 – Phone 93528 – F2F
Dietetics health service	10954	93000 – Video 93013 – Phone	93505 – F2F	93537 – Video 93538 – Phone
Mental health service	10956	93000 – Video 93013 – Phone	93506 – F2F	93529 – F2F 93537 – Video 93538 – Phone
Occupational therapy health service	10958	93000 – Video 93013 – Phone	93507 – F2F	93530 – F2F 93537 – Video 93538 – Phone
Physiotherapy health service	10960	93000 – Video 93013 – Phone	93508 – F2F	93531 – F2F 93537 – Video 93538 – Phone
Podiatry health service	10962	93000 – Video 93013 – Phone	93509 – F2F	93532 – F2F 93537 – Video 93538 – Phone
Chiropractic health service	10964	93000 – Video 93013 – Phone	93510 – F2F	93533 – F2F 93537 – Video 93538 – Phone
Osteopathy health service	10966	93000 – Video 93013 – Phone	93511 – F2F	93534 – F2F 93537 – Video 93538 – Phone
Psychology health service	10968	93000 – Video 93013 – Phone	93512 – F2F	93535 – F2F 93537 – Video 93538 – Phone
Speech pathology health service	10970	93000 – Video 93013 – Phone	93513 – F2F	93536 – F2F 93537 – Video 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	Telehealth Video – V Phone - P	Initial/ Long Attendance RACF	Subsequent/ Standard Attendance RACF
Aboriginal or Torres Strait Islander health service	81300	93048 – Video 93061 - Phone	93546	93579 – F2F 93592 – Video 93593 – Phone
Diabetes education health service	81305	93048 – Video 93061 - Phone	93547	93580 – F2F 93592 – Video 93593 – Phone
Audiology health service	81310	93048 – Video 93061 - Phone	93548	93581 – F2F 93592 – Video 93593 – Phone
Exercise physiology service	81315	93048 – Video 93061 - Phone	93549	93582 – F2F 93592 – Video 93593 – Phone
Dietetics health service	81320	93048 – Video 93061 - Phone	93550	93583 – F2F 93592 – Video 93593 – Phone



Mental health service	81325	93048 – Video 93061 – Phone	93551	93584 – F2F 93592 – Video 93593 – Phone
Occupational therapy health service	81330	93048 – Video 93061 – Phone	93552	93585 – F2F 93592 – Video 93593 – Phone
Physiotherapy health service	81335	93048 – Video 93061 – Phone	93553	93586 – F2F 93592 – Video 93593 – Phone
Podiatry health service	81340	93048 – Video 93061 – Phone	93554	93587 – F2F 93592 – Video 93593 – Phone
Chiropractic health service	81345	93048 – Video 93061 – Phone	93555	93588 – F2F 93592 – Video 93593 – Phone
Osteopathy health service	81350	93048 – Video 93061 – Phone	93556	93589 – F2F 93592 – Video 93593 – Phone
Psychology health service	81355	93048 – Video 93061 – Phone	93557	93590 – F2F 93592 – Video 93593 – Phone
Speech pathology health service	81360	93048 – Video 93061 – Phone	93558	93591 – F2F 93592 – Video 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: Patient end support linked to Pre-COVID telehealth items retained from 1 January 2022

Service	Telehealth MBS Item
A professional attendance (not being a service to which any other item applies) of less than 15 minutes by an attending optometrist that requires the provision of clinical support to a patient	10947
A professional attendance (not being a service to which any other item applies) of at least 15 minutes by an attending optometrist that requires the provision of clinical support to a patient	10948
Service by a practice nurse or Aboriginal health worker or Aboriginal and Torres Strait Islander health practitioner provided on behalf of, and under the supervision of, a medical practitioner that requires the provision of clinical support to a patient	10984