

FAQs for your practice team

For practices that won't change to bulk billing

Who is this document for?

This resource is designed to help you and your practice team talk with patients about the changes to Medicare bulk billing incentives starting 1 November 2025.

Patients may think the changes mean every consultation will now be bulk billed. These FAQs will help you explain what's really changing, why fees may still apply, and how you will continue to provide them with high-quality care.

Will I be bulk billed because of the new Government incentives?

Not always. The extra amount patients receive from Medicare helps, but it still doesn't cover the full cost of care. Some visits may be bulk billed, but others may still have a fee.

When you are bulk billed, Medicare sends your patient rebate directly to the GP directly and you don't pay anything. But the amount Medicare provides is in many cases still too low to cover everything it takes to run a practice, such as staff, rent, power, and medical supplies.

Why might I still need to pay a fee?

Running a GP clinic costs money. Just like other small businesses, we're facing higher bills for staff, power, rent, and equipment.

Unfortunately, the amount patients receive from Medicare hasn't kept up with those rising costs, especially for longer visits. A small fee helps us keep the doors open and give you the time and care you need.

Why can't all practices bulk bill under the new system?

Every practice is different. Some may be able to bulk bill more patients because the new incentive provides them with more funding. For example, patients bulk billed in rural and remote areas are eligible for a higher incentive than those in the city. Every practice is different with its own costs of providing care.

It's important to remember that each practice makes its own decision based on what's sustainable for them, but all GPs remain committed to putting patient care first.

What can be done to make general practice care more affordable and accessible?

We are standing up for patients by:

- pushing for higher patient Medicare rebates that match the real cost of care
- calling for better support for longer visits, mental health care, and chronic illness care.

What does this mean for me as a patient?

It means your GP is doing their best to keep giving you the care you need, with enough time to listen and support you properly. If a fee applies, your GP will let you know before your appointment.