



Better Access Medicare Benefits Schedule (MBS) Telehealth (video and phone) services

Last updated: 23 October 2025

- This factsheet outlines the Telehealth (video and phone) services available under the Better Access Initiative.
- Telehealth services provided by General Practitioners (GPs), prescribed medical practitioners (PMPs), psychologists (eligible registered and eligible clinical), eligible occupational therapists and eligible social workers are available to patients through Better Access.
- This means eligible Australians can access individual and group treatment sessions available through Better Access via telehealth, regardless of their location, where it is safe and clinically appropriate to do so.
- From 1 November 2025, changes will apply to telehealth services provided under the Better Access initiative for the preparation of new mental health treatment plans (MHTP), referrals for treatment services and reviews of a patient's MHTP, dated on or after this date, namely:
 - Medicare benefits will only be paid for these services when a patient has seen either a general practitioner (GP) or prescribed medical practitioner (PMP) at the patient's MyMedicare registered practice or their usual medical practitioner.
 - MHTP review and ongoing mental health telehealth consultation items will be removed from the MBS. Instead, GPs and PMPs will use time tiered professional (general) attendance items to review, refer and/or provide ongoing mental health consultation for a patient's mental health.
 - the MyMedicare and usual medical practitioner requirements will now apply to GP and PMP telehealth items for MHTPs, with these services no longer exempt from the established clinical relationship rule. Further information on the GP MBS telehealth (video and phone) established clinical relationship criteria and exemptions can be found in explanatory note [AN.1.1](#) on MBS Online.
- These changes do not affect telehealth (video and phone) focussed psychological strategies services which will continue to be available to any patient from any eligible GP and eligible PMP who has the appropriate training recognised by the General Practice Mental Health Standards Collaboration.
- To be eligible for telehealth group therapy services under Better Access, the patient must be located in a Modified Monash Model area 4-7 at the time of the consultation, and at least 15 kilometres apart by road from the allied health professional delivering the session. More information about the Modified Monash Model, including a search tool to identify the classification of a specific location, is available at: [Modified Monash Model](#)
- MBS telehealth items provided under the Better Access Initiative are only for out-of-hospital patients.

- Providers are expected to obtain informed financial consent from patients prior to providing a service; including outlining their fees, and any out-of-pocket costs.

MBS BETTER ACCESS TELEHEALTH ITEMS

Table 1: Mental health Better Access telehealth items for provision of individual mental health treatment services

Service	Video items	Phone items
Eligible General Practitioners		
Attendance lasting at least 30 minutes, but less than 40 minutes	91818	91842
Attendance lasting at least 40 minutes	91819	91843
Prescribed Medical Practitioners		
Attendance lasting at least 30 minutes, but less than 40 minutes	91820	91844
Attendance lasting at least 40 minutes	91821	91845
Eligible Clinical Psychologists		
Attendance lasting at least 30 minutes but less than 50 minutes	91166	91181
Attendance lasting at least 50 minutes	91167	91182
Eligible Registered Psychologists		
Attendance lasting at least 20 minutes but less than 50 minutes	91169	91183
Attendance lasting at least 50 minutes	91170	91184
Eligible Occupational Therapists		
Attendance lasting at least 20 minutes but less than 50 minutes	91172	91185
Attendance lasting at least 50 minutes	91173	91186
Eligible Social Workers		
Attendance lasting at least 20 minutes but less than 50 minutes	91175	91187
Attendance lasting at least 50 minutes	91176	91188

Table 2: Mental health Better Access telehealth items for provision of group therapy mental health treatment services

Service	Video Items
Eligible Clinical Psychologists	
Attendance lasting at least 60 minutes	80021
Attendance lasting at least 90 minutes	80023
Attendance lasting at least 120 minutes	80025
Eligible Registered Psychologists	

Attendance lasting at least 60 minutes	80121
Attendance lasting at least 90 minutes	80123
Attendance lasting at least 120 minutes	80128
Eligible Occupational Therapists	
Attendance lasting at least 60 minutes	80146
Attendance lasting at least 90 minutes	80148
Attendance lasting at least 120 minutes	80153
Eligible Social Workers	
Attendance lasting at least 60	80171
Attendance lasting at least 90 minutes	80173
Attendance lasting at least 120 minutes	80175

Table 3: Mental health Better Access telehealth items for provision of Family and Carer services

Service	Video Items	Phone Items
Eligible General Practitioners		
Attendance lasting at least 30 minutes but less than 40 minutes	91859	91864
Attendance lasting at least 40 minutes	91861	91865
Eligible Prescribed Medical Practitioners		
Attendance lasting at least 30 minutes but less than 40 minutes	91862	91866
Attendance lasting at least 40 minutes	91863	91867
Eligible Clinical Psychologists		
Attendance lasting at least 30 minutes but less than 50 minutes	91168	91198
Attendance lasting at least 50 minutes	91171	91199
Eligible Registered Psychologists		
Attendance lasting at least 20 minutes but less than 50 minutes	91174	91200
Attendance lasting at least 50 minutes	91177	91201
Eligible Occupational Therapists		
Attendance lasting at least 20 minutes but less than 50 minutes	91194	91202
Attendance lasting at least 50 minutes	91195	91203
Eligible Social Workers		
Attendance lasting at least 20 minutes but less than 50 minutes	91196	91204
Attendance lasting at least 50 minutes	91197	91205

Table 4: Mental health Better Access telehealth items for provision of Mental Health Treatment Plan (MHTP) Preparation services

Service	Video Items
General Practitioners	
Attendance lasting at least 20 minutes but less than 40 minutes for a General Practitioner who has undertaken mental health skills training	92116
Attendance lasting at least 40 minutes for a General Practitioner who has undertaken mental health skills training	92117
Attendance lasting at least 20 minutes but less than 40 minutes for a General Practitioner who has not undertaken mental health skills training	92112
Attendance lasting at least 40 minutes for a General Practitioner who has not undertaken mental health skills training	92113
Prescribed Medical Practitioners	
Attendance lasting at least 20 minutes but less than 40 minutes for a Prescribed Medical Practitioner who has undertaken mental health skills training	92122
Attendance lasting at least 40 minutes for a Prescribed Medical Practitioner who has undertaken mental health skills training	92123
Attendance lasting at least 20 minutes but less than 40 minutes for a Prescribed Medical Practitioner who has not undertaken mental health skills training	92118
Attendance lasting at least 40 minutes for a Prescribed Medical Practitioner who has not undertaken mental health skills training	92119
Consultant Psychiatrists	
Attendance lasting at least 45 minutes	92435

Table 5: Mental health Better Access telehealth items for provision of ongoing management services, including the review of Mental Health Treatment Plans (MHTP) and Psychiatrist Assessment and Management Plans (PAMP).

Service	Video Items	Phone items (for when video- attendance is not available)
General Practitioners and Prescribed Medical Practitioners – MHTP Review and Ongoing Mental Health Consultation Items*		
Time-tiered professional (general) attendance items are to be used to review a MHTP, refer and deliver mental health consultation and support.		
Consultant Psychiatrist – PAMP Review		

Attendance lasting at least 30 minutes but less than 45 minutes	92436	N/A
Attendance lasting at least 45 minutes	92437	N/A

* Effective 1 November 2025, dedicated MBS items for MHTP review and ongoing mental health consultations will be removed from the MBS. GPs and PMPs will be able to use time-tiered professional (general) attendance items to review and provide mental health care to patients recognising the time spent with patients to provide quality care. There will be no limitation on the number of health-related issues that can be addressed as part of a general attendance consultation, as long as the requirements of the service are met, and adequate and contemporaneous records are maintained.

Where can I find more information?

The full item descriptor(s) and information on other changes to the MBS can be found on the [MBS Online website](#). You can also subscribe to future MBS updates by visiting '[Subscribe to the MBS](#)' on the MBS Online website.

The Department of Health, Disability and Ageing (the department) provides an email advice service for providers seeking advice on interpretation of the MBS items and rules and the *Health Insurance Act 1973* and associated regulations. If you have a query relating exclusively to interpretation of the Schedule, you should email askMBS@health.gov.au.

Private health insurance information on the product tier arrangements is available at www.privatehealth.gov.au. Detailed information on the MBS item listing within clinical categories is available on the [department's website](#). Private health insurance minimum accommodation benefits information, including MBS item accommodation classification, is available in the latest version of the *Private Health Insurance (Benefit Requirements) Rules 2011* found on the [Federal Register of Legislation](#). If you have a query in relation to private health insurance, you should email PHI@health.gov.au.

Subscribe to '[News for Health Professionals](#)' on the Services Australia website and you will receive regular news highlights.

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 the Services Australia on the Provider Enquiry Line – 13 21 50.

The data file for software vendors when available can be accessed via the [Downloads](#) page.

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 factsheet is current as of the Last updated date shown above and does not account for MBS changes since that date.