

Indigenous Access Program

The Indigenous Access Program improves access to Medicare Australia's programs like

- Medicare
- the Pharmaceutical Benefits Scheme
- Family Assistance Office services
- the Australian Organ Donor Register
- the Australian Childhood Immunisation Register

The program also helps health service providers and Aboriginal and Torres Strait Islander people to fully use these programs and to improve Indigenous health outcomes.

Within each of the States and the Northern Territory, Medicare Australia has a network of Medicare Liaison Officers for Indigenous Access with a diverse range of culturally appropriate skills and expertise. These officers work closely with Indigenous communities, Aboriginal Medical Services and other health service providers nationally.

The key responsibilities of the Medicare Liaison Officers for Indigenous Access are to:

- provide Medicare education and training to health service staff in order for them to increase Indigenous enrolments in Medicare and to ensure correct Medicare benefits are claimed resulting in increased Medicare revenue for the Indigenous health services;
- provide support and expert advice to health service staff and providers when new Medicare initiatives are released e.g. Enhanced Primary Care, Allied Health;
- undertake field trips and visits to health service, local communities, prisons and schools to address issues; and
- represent and promote Medicare Australia programs and services at local Indigenous forums and events.

The Medicare Liaison Officers also support the Access line, they are culturally aware of the special conditions that may affect Indigenous people. Call—**1800 556 955**.