



**Australian Government**

**Department of Health  
and Aged Care**

# **Medical Costs Finder**

## **Specialist Portal User Guide**

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**Version 2.0**

**October 2024**

## Terms and definitions

Term	Definition
Authorised person	<p>A person authorised by a specialist to access their Medical Costs Finder Portal account. There are two types of authorised persons:</p> <ul style="list-style-type: none"> <li>• Authorised representative: Can add and edit profile information and publish it to the website.</li> <li>• Support staff: Can add information but cannot publish it to the website. Any information entered will need to be submitted the specialist or authorised representative for approval prior to publishing on the website.</li> </ul>
Dashboard	Allows changes to a specialist's locations, services, indicative fees and arrangements with insurers.
Gap arrangement	A specialist's agreement with an insurer about the out-of-pocket cost to a patient for the service provided in hospital. It is the difference between a specialist's fee, what Medicare pays, and what the insurer pays. There are three types of gap arrangements: no gap, known gap and no arrangement.
Indicative fees	A general fee charged by a specialist for a medical service. It is not a quote (as patients should have a conversation with specialist about their specific needs). The Medical Costs Finder will automatically calculate the patient's out-of-pocket cost, and Medicare and insurer contributions.
Location	This refers to <b>practice locations</b> where services are provided to patients. A <b>primary practice location</b> must be added as part of onboarding to the Portal.
Onboarding	Onboarding in the Medical Costs Finder Portal comprises of three steps: register an account, create a profile, publish a profile.
Preview	A feature allowing a specialist's information to be viewed as it would be displayed on the MCF website, prior to publishing.
Service	The common medical services for which specialists can provide indicative fees and gap arrangements on the Medical Costs Finder. These services were identified and agreed by nominees of specialist colleges/craft groups, and are considered highly common and beneficial to patients to be on the Medical Costs Finder.

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# 1. Introduction

This user guide has been developed by the Department of Health and Aged Care (the department) to help medical specialists and their staff use the Medical Costs Finder Specialist Portal (the Portal).

The user guide is available for download on the [Portal resources page](#) and will be updated from time to time as required.

## 1.1 The Medical Costs Finder

### 1.1.1 About the Medical Costs Finder

The Medical Costs Finder (MCF) is a public-facing website that helps consumers:

- learn about what contributes to out-of-pocket costs for private health treatment, with educational material to guide them through their healthcare journey
- find typical out-of-pocket costs for ~1,300 common GP and specialist services for the last financial year of data held by the department
- for a subset of these services, view indicative fees charged by specialists under gap arrangements with insurers (no gap, known gap and no arrangement).

Specialists choose to share their indicative fees and gap arrangements on the website by registering in the Portal. By participating, medical specialists would be:

- helping patients understand different factors that affect their private health treatment costs
- preparing patients to have an informed discussion about fees
- contributing to greater out-of-pocket costs transparency for patients across Australia
- following the AMA's position on [Setting medical fees and billing practices 2024](#) and [Informed financial consent 2024](#) and [Informed financial consent guide 2024](#).

### 1.1.2 Available specialties and services

The services for which specialists can provide indicative fees and gap arrangements were identified and agreed by nominees of specialist colleges/craft groups. These services were considered highly common and beneficial to patients.

Table 1 – Available specialties

Specialties currently listed on the MCF		
Cardiology	General surgery (breast)	Otolaryngology – ENT
Cardiothoracic surgery	Obstetrics and gynaecology	Plastic and reconstructive surgery
Gastroenterology and hepatology	Ophthalmology	Urology
General surgery (abdominal and gastrointestinal)	Orthopaedic surgery	

Additional specialties will be added to the MCF over time. To have a specialty added, please register interest by emailing the project team at [OOPTransparency@health.gov.au](mailto:OOPTransparency@health.gov.au).

### 1.1.3 The MCF Portal

The MCF Specialist Portal (the Portal) is a private, secure platform for medical specialists and their staff to provide information that becomes published on the website.

Specialists who register an account in the Portal can create a profile that includes their:

- professional details – qualifications, experience, credentials, languages spoken etc
- practice locations
- indicative fees and any gap arrangements for common services.

All information in the specialist profile is controlled by the specialist and their authorised representatives, who can edit, publish, unpublish, or delete content at any time.

## 1.2 Technical support

The **MCF Contact Centre** is available during business hours (Australian Eastern Standard/Daylight Time) to assist with registration and technical troubleshooting.

**Phone:** 1800 318 210

**Email:** [mcfportalsupport@health.gov.au](mailto:mcfportalsupport@health.gov.au)

## 2. Onboarding in the MCF Portal

### 2.1 Overview

Onboarding in the Portal is a three-step process:

1. Register an account
2. Create a specialist's profile
3. Publish a specialist's profile to the website.

Once a specialist starts the registration process, it must be completed (progress cannot be paused and saved). It takes 5 minutes to register.

Once a specialist's account is registered, they can log in any time to create a profile. They can also add, edit, and remove information from their profile at any time.

To publish a specialist's profile to the MCF website, their profile must include indicative fee information for at least one service. This can include MBS item number 104 - Initial specialist appointment, or MBS item number 110 - Initial consultant physician appointment.

### 2.2 Register an account

Table 3 – Register

<b>Time it takes</b>	5 minutes
<b>Who can do it</b>	Specialist
<b>Minimum information required</b>	<p>PRODA <b>or</b> myGovID <b>and</b> AHPRA registration number <b>or</b> Medicare provider number.</p> <p><b>Optional:</b> the name and PRODA <b>or</b> myGovID email address for a person (usually a practice manager) to nominate as an authorised representative.</p>
<b>Important to know</b>	<p><b>Important:</b> The specialist's name for digital identity and MCF Portal registration must match the specialist's name on the AHPRA registration.</p> <p>If they don't match, contact the team at <a href="mailto:OOPTransparency@health.gov.au">OOPTransparency@health.gov.au</a> for assistance.</p>

#### 2.2.1 How to register

- Go to the [MCF Portal sign-in page](#)
- Choose either **Login with PRODA** or **Login with Digital Identity** and follow the steps.

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## Medical Costs Finder Portal

### Welcome to the Medical Costs Finder Portal

The Medical Costs Finder (MCF) portal allows medical specialists to manage their profile, indicative service fees and private health insurances for display on the MCF website.

Before you log in, you will need a PRODA or Digital Identity (myGovID) account.

**Login with PRODA or your Digital Identity**

Login with PRODA

Don't have a PRODA account? [Register now.](#)

or

Login with Digital Identity

To set up your account or increase your identity strength, visit the [myGovID](#) website.

**Figure 1 – MCF Portal landing page**

On the MCF Portal registration page:

- Provide either a AHPRA registration number or Medicare provider number
- Select a specialty
- Consent to the Terms of Use and Privacy Notice
- Click on the Register button.

**Welcome to the Medical Costs Finder Portal**

If you are a medical specialist, you can complete the registration process below. If you want to find and understand costs for medical specialist services across Australia, please go to the [Medical Costs Finder website](#)

To register, complete one of the following:

Select your AHPRA specialty. If it is not listed, you can register your interest by completed the [form](#).

**Specialty ↑**

You need to select at least 1 specialty.

I consent to the [terms of use](#) and [privacy notice](#) and I understand how my personal information will be used in accordance with the privacy notice.

**Figure 2 – registration page**

**Note:** There is a total of three attempts allowed for a specialist to register before they get locked out. If a specialist gets locked out, please contact the [MCF Contact Centre](#).

## 2.2.2 Invite an authorised representative (optional)

Once a specialist has registered, they can invite an authorised representative to assist in completing and managing their profile. This person will also be able to publish profile information to the MCF website.

**Note:** If a specialist skips this step, they will need to complete their profile before getting another opportunity to invite an authorised representative.

A specialist will need the following from the authorised representative to invite them:

- their consent to be invited and for their name and email address to be disclosed to the department (in order to comply with privacy legislation)
- their first and last name
- their PRODA or myGovID email address.

**Welcome to the Medical Costs Finder Portal**

If you are a medical specialist, you can complete the registration process below. If you want to find and understand costs for medical specialist services across Australia, please go to the [Medical Costs Finder website](#)

To register, complete one of the following:

AHPRA number

Select your AHPRA speciality. If it is not listed, you can register your interest by completed the [form](#).

Select a speciality (type to search)

**Speciality ↑**

Ophthalmology

I consent to the [terms of use](#) and [privacy notice](#) and I understand how my personal information will be used in accordance with the [privacy notice](#).

Do you wish to invite an authorised person to manage your account on your behalf?  Yes  No

You can add more staff members to assist you to manage your account from your dashboard once you have completed onboarding.

Prior to inviting an individual to manage my account, I have obtained consent to collect and disclose their personal details to the Department for the purpose of managing my Medical Costs Finder account.

**First name**

**Last name**

**Email address**

**Set permission level**

**AUTHORISED REPRESENTATIVE** - Any changes made by this person will not require approval and will go live on the website within an hour. An authorised representative can approve any change made by support staff.

**SUPPORT STAFF** - Any changes made by this person will go live once approved by the specialist or an authorised representative.

**Figure 3 – invite an authorised representative**

Add the above information in the relevant fields and click the **Invite** button.

The invitee will receive an email with a unique code to allow them to register as an authorised representative. The code is valid for 30 days. If the authorised representative does not register in that time, the specialist will need to send a new invitation.

**Note:** *When a specialist's profile is complete (after following sections [2.3](#) and [2.4](#)), they or their authorised representative will also be able to invite support staff to provide extra assistance with managing the specialist's profile. Support staff can make changes to a profile but cannot publish information without approval from a specialist or an authorised representative.*

### 2.2.3 For authorised representatives – accept an invitation

To gain access to the Medical Costs Finder Portal as an authorised representative, a person will need an invitation from their specialist, and a PRODA account or a myGovID with a basic identity strength (visit [how to set up myGovID](#)).

When a specialist sends an invitation to an authorised representative, the person will receive a system-generated email with a link and a code. Using this link, the person will be taken to the Portal landing page, where they will login either with a PRODA account or myGovID. (Refer to section [2.2.1](#).)

**Note:** *Check the spam and junk folders if a person is expecting an email invitation and it doesn't appear in the email inbox.*

### 2.2.4 What next?

After a specialist has invited an authorised representative, they can log out and ask that person to build their profile and complete the onboarding process.

If a specialist does not invite an authorised representative, or wishes to build their profile themselves, continue to section [2.3](#) below.

## 2.3 Create a specialist's profile

Table 4 – Create specialist profile

<b>Time required</b>	5 minutes
<b>Who can do it</b>	Specialist Authorised representative
<b>Information required</b>	<p>Details of:</p> <ul style="list-style-type: none"> <li>• Specialist qualifications, credentials, etc.</li> <li>• Primary practice location</li> <li>• One out-of-hospital service (eg. initial specialist or consultant physician appointment)</li> <li>• Indicative fee for that service</li> </ul> <p>Note that additional services, including in-hospital services, can be entered as well.</p>
<b>Important to know</b>	<p><b>Qualifications</b> must be:</p> <ul style="list-style-type: none"> <li>• related to a specialist's registration with the relevant medical college</li> <li>• recognised by the relevant Australian medical college.</li> </ul>

**Contact information:** A specialist's phone number and email address will **NOT** be published on the website. They are required by the department in the event it is necessary to contact a specialist about their account.

### 2.3.1 Enter a specialist's details

The following information can be entered for a specialist:

- Display name: the name that will be shown on the public website. It does not have to be the same as the specialist's registration name or Digital Identity name
- Years of experience
- Fellowships e.g. FRACS
- Qualification including institute and qualification year.

Figure 4 – add specialist's details

Figure 5 – add specialist qualifications

**Note:** Contact [MCF Contact Centre](#) if the specialist's credential, qualification, or institute is missing from the dropdown list.

## 2.3.2 Enter primary practice location

During onboarding, only one practice location can be added. Once onboarding is complete, other practice locations can be added from the Dashboard.

Figure 6 – add primary practice location

Add the details of the primary practice location and click the **Publish** button.

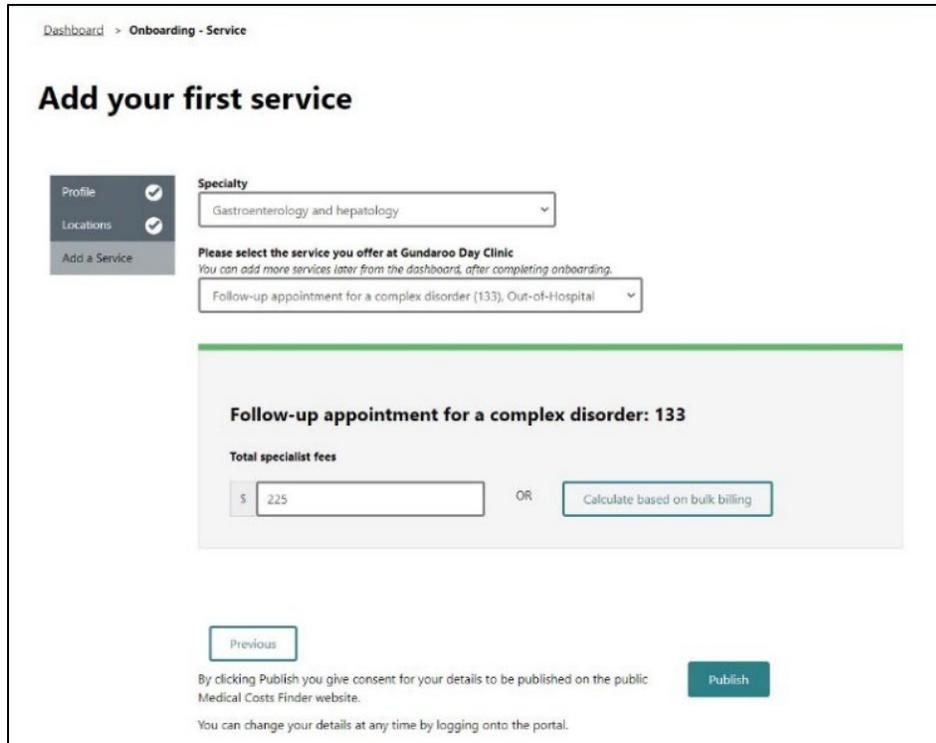
Figure 7 – add primary practice details

**Tip:** Select the checkbox to add an address manually if it doesn't appear in the search/dropdown menu.

## 2.3.3 Add a service with indicative fee information

To complete a specialist's profile, add one out-of-hospital service from the dropdown list on the 'Add your first service' screen. Depending on the specialisation, this can include MBS item number 104 - Initial specialist appointment, or MBS item number 110 - Initial consultant physician appointment.

The following window will appear. An indicative fee can be entered here.



**Figure 8 – add the first service**

**Note:** The ‘Calculate based on bulk billing’ button will automatically calculate an indicative fee that results in a patient being bulk billed.

The final step is to preview and publish the profile to the website.

## 2.4 Publish a specialist’s profile

**Table 5 – Publish specialist profile**

<b>Time it takes</b>	Less than 1 minute
<b>Who can do it</b>	Specialist Authorised representative
<b>What’s required</b>	Completion of steps one and two above.

After clicking **Publish** on the service page, a summary of the location, service and the indicative fee added will appear.

**Summary** X

**Please confirm the following:**

**Specialty: Gastroenterology and hepatology**

**For Initial appointment for a complex disorder**

The primary location is Restern Clinic

**At Restern Clinic**

The fee is \$251

The information you've provided is used to calculate potential out of pocket costs for patients based on the Medicare benefit for the service and typical health insurance benefit amounts.

Click **Preview** to see how the information you've entered will be published on the Medical Costs Finder.

Preview
Cancel
Confirm

Figure 9 – summary of details

Figure 10 – preview of profile

**Preview results**

**Preview only**

Below is a preview of your indicative fees based on the data you have entered into the Medical Costs Finder portal. Once you have reviewed and confirmed your information, it will be published to the consumer facing Medical Costs Finder website. Please note, this may take up to 20 minutes to display.

**Alex**

Initial appointment for a complex disorder / Gastroenterology and hepatology

[www.ResternAlex.com](#)

[View specialist details](#)

**Restern Clinic**  
200 Pacific Highway, CROWS NEST NSW 2065

This is the specialist's primary out-of-hospital practice location for this service. They practise at other locations too. Costs can vary across locations, contact the specialist to find out more.

[Print](#) [Copy link](#)

Out-of-hospital

Patient pays **\$0**

Patient pays **\$0**



**\$251**  
Indicative fee

**\$251**  
Medicare pays

**\$0**  
Patient pays

\*Last updated 28 August 2024. Fees and costs are indicative only and will vary between patients. [See below](#) for more.

To preview the information which will be displayed on the website, click on the **Preview** button.

The preview will open in a new tab. If the changes are correct, close the preview tab and click on the **Confirm** button to publish the information to the website.

To make any changes to the information, click **Cancel**.

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**Note:** *The 'Medicare pays' amount might change after a specialist's information is published, due to real-time MBS fee updates. [MBS Online - Latest News](#) provides monthly updates on MBS items.*

## **Onboarding is complete**

A dialog box will appear to confirm a specialist's profile has been published.

After clicking OK in the dialog box, the Dashboard will appear where a specialist and staff can manage the account and add other locations, services and indicative fees.

## 3. Manage a Specialist Profile

Everything relating to a specialist's locations, services, indicative fees and arrangements with insurers can be managed on the Dashboard.

### 3.1 Dashboard

Figure 11 – dashboard

The screenshot shows the 'Medical Costs Finder Portal' dashboard for Dr Alex Restern. The header includes the Australian Government logo, the Department of Health and Aged Care, and the user's name. A navigation bar contains links for Dashboard, Public Profile, Authorised Persons, and Accounts & Settings. The main content area is titled 'Dashboard' and includes a 'View public website' button. A welcome message states: 'Welcome to the dashboard! You can manage your services, locations and gap arrangements on this page. There are 0 notifications from the Department.' Below this are three sections: 'Services', 'Locations', and 'Insurance providers'. Each section has a search bar and an '+ Add' button. The 'Services' section contains a table with one entry: 'Follow-up appointment for a complex disorder' with 133 MBS items, Gastroenterology and hepatology specialty, and Active status. The 'Locations' section contains a table with one entry: 'Gundaroo Day Clinic' at Pulse U 40 6 Gungahlin PI GUNGAHLIN ACT 2912, website ResternClinic.com.au, and Out of hospital status Yes. The 'Insurance providers' section shows no records.

**Medical Costs Finder Portal**

Australian Government  
Department of Health and Aged Care

Dr Alex Restern -

Dashboard | Public Profile | Authorised Persons | Accounts & Settings | 🔍

## Dashboard

View public website

Welcome to the dashboard! You can manage your services, locations and gap arrangements on this page.  
[There are 0 notifications from the Department.](#)

### Services

These are the services you have indicated you offer. You can view and edit the details associated with each service.

Search 🔍 + Add service

Services ↑	MBS items	Co-claimed items	Specialty ↑	Status
<a href="#">Follow-up appointment for a complex disorder</a>	133		Gastroenterology and hepatology	Active

### Locations

These are the locations you have indicated you offer your services at. You can view and edit the details associated with each location by selecting it in the list.

Search 🔍 + Add location

Name	Address ↑	Website	Out of hospital
<a href="#">Gundaroo Day Clinic</a>	Pulse U 40 6 Gungahlin PI GUNGAHLIN ACT 2912	ResternClinic.com.au	Yes

### Insurance providers

These are the insurance providers you have indicated you have arrangements with. You can view and edit the details associated with each provider by selecting it in the list.

Search 🔍 + Add insurance provider

Insurance provider ↑

There are no records to display.

## 3.2 Add locations

Locations can be added, edited and removed from the Dashboard.

**What to know before starting:** Practice locations must be added, before services can be added. It means specialists can have different services and indicative prices at each location.

### 3.2.1 Add a location

- Select 'Add location' from the 'Locations' section of the Dashboard.

Figure 12 – add location from Dashboard

**Locations**

These are the locations you have indicated you offer your services at. You can view and edit the details associated with each location by selecting it in the list.

Search

Name	Address ↑	Website	Out of hospital
<a href="#">Gundaroo Day Clinic</a>	Pulse U 40 6 Gungahlin PI GUNGAHLIN ACT 2912	ResternClinic.com.au	Yes <input type="button" value="v"/>

Figure 13 – add practice location

**Add a location**

Add a private hospital location

OR

Add a practice address/out of hospital location

Practice Name

Website link (optional)

Address (choose an address from the list or select 'I cannot find my address in the list') \*

I cannot find my address in the list.

Cancel changes

To add a private hospital location:

- select the magnifying glass icon and search by location name, or filter the drop-down list by state
- select the location and click 'Publish'.

To add a private practice or out of hospital location:

- choose an address from the list, or
- select the checkbox to add a practice address manually if it is not available in the list.

Click 'Publish'.

When a location is added, a dialog box will appear to add a service. A service can then be added (or it can be added later from the Dashboard).

**Note:** The list of private hospitals only includes those that have been declared to the department. If a hospital should be on the list, contact [OOPTransparency@health.gov.au](mailto:OOPTransparency@health.gov.au).

### 3.2.2 Edit a location

- Use this to edit a location's indicative fees and gap arrangements
- On the Dashboard, find the location to edit and click on the down arrow
- Click 'Edit' in the dropdown menu to be taken to the 'edit location' page
- Make the desired changes.

Figure 14 – edit a location

**Locations**

These are the locations you have indicated you offer your services at. You can view and edit the details associated with each location by selecting it in the list.

Search  + Add location

Name	Address ↑	Website	Out of hospital
<a href="#">ACT Endoscopy</a>	2/70 Kent Street, Deakin, ACT 2600		No
<a href="#">Gundaroo Day Clinic</a>	Pulse U 40 6 Gungahlin PI GUNGAHLIN ACT 2912	ResternClinic.com.au	Yes

Dropdown menu for ACT Endoscopy: Edit, View

### 3.2.3 Update location address

- Use this to update a location address, website and practice name
- On the Dashboard, find the location to edit and click on the down arrow
- Click 'Update Address' in the dropdown menu to be taken to the 'edit location' page
- Update the address.

Figure 15 – update location address

**Locations**

These are the locations you have indicated you offer your services at. You can view and edit the details associated with each location by selecting it in the list.

Search  + Add location

Name ↓	Address	Website	Out of hospital
<a href="#">Gundaroo Day Clinic</a>	Pulse U 40 6 Gungahlin PI GUNGAHLIN ACT 2912	ResternClinic.com.au	Yes
<a href="#">ACT Endoscopy</a>	2/70 Kent Street, Deakin, ACT 2600		No

Dropdown menu for Gundaroo Day Clinic: Edit, View, Update Address

### 3.2.4 Remove a location

- On the Dashboard, find the location to remove and click on the down arrow
- Select 'View' in the dropdown menu to go the View screen and choose the option to remove the location (see figure 16).

Figure 16 – Remove a location

**Locations**

These are the locations you have indicated you offer your services at. You can view and edit the details associated with each location by selecting it in the list.

Search

Name ↑	Address	Website	Out of hospital	
<a href="#">ACT Endoscopy</a>	2/70 Kent Street, Deakin, ACT 2600		No	▼
<a href="#">Gundaroo Day Clinic</a>	Pulse U 40 6 Gungahlin PI GUNGAHLIN ACT 2912	ResternClinic.com.au	Yes	Edit View

## 3.3 Add, edit, or remove a service and indicative fee

### What to know before starting:

Services are linked to locations, and a specialist must publish one indicative fee for a service in a primary location as part of their onboarding to the Portal.

Publishing indicative fees for other services and locations is optional.

For each service, the MCF shows:

- the primary MBS item number any co-claimed numbers that make up a service
- whether the service is provided in- or out-of-hospital.

**Note:** Some services have other MBS items that could be used to describe the service. The MBS item numbers on the MCF represent the most typical definition of a medical service so specialists can provide their indicative fees.

### 3.3.1 Add a service and indicative fee

- From the Dashboard, select 'Add service from the 'Services' section.

Figure 17 – Services  
add a service

These are the services you have indicated you offer. You can view and edit the details associated with each service.

Search

Services ↑	MBS items	Co-claimed items	Specialty ↑	Status	
<a href="#">Initial appointment for a complex disorder</a>	132		Gastroenterology and hepatology	Active	▼

**Can't find a service?**

- Only services related to a specialist's selected specialty will be displayed.
- If a service is not listed, check whether another specialty needs to be added (under Public Profile on the Dashboard).

Contact [OOPTransparency@health.gov.au](mailto:OOPTransparency@health.gov.au) to nominate additional services to the MCF Portal.

**3.3.2 Edit a service and indicative fee**

- On the Dashboard, find the service to edit and click on the down arrow
- Click 'Edit' in the dropdown menu to be taken to the 'edit service' page
- Make the changes.

**Figure 18 – edit a service**

**Services**

These are the services you have indicated you offer. You can view and edit the details associated with each service.

Search

Services ↑	MBS items	Co-claimed items	Specialty ↑	Status	
Initial appointment for a complex disorder	132		Gastroenterology and hepatology	Active	<input type="button" value="Edit"/> <input type="button" value="View"/>

**Initial appointment for a complex disorder**

Principal MBS item: 132  
Co-claimed MBS items: nil  
Out-of-hospital

Please select the site/s you offer Initial appointment for a complex disorder

Restern Clinic

**Restern Clinic**

Primary location for this service

Total specialist fees

\$  OR

I do not want to publish fees

**Figure 19 – edit a service: detail**

### 3.3.3 Remove a service and indicative fee

- On the Dashboard, find the service to edit and click on the down arrow
- Click 'View' in the dropdown menu to be taken to the 'view service' page
- Click 'Stop displaying this service' to remove the service. The service will no longer be displayed on a specialist's profile.

Figure 20 – remove/stop displaying a service on a specialist's profile

## Initial appointment for a complex disorder

Principal MBS item: 132  
Co-claimed MBS items: nil  
Out-of-hospital

[Edit this service](#) [Stop displaying this service](#)

### Locations this service is offered

Search

Location ↑	Total specialist fee	Primary location
Restern Clinic	\$251	Yes

## 3.4 Add, edit, or remove an insurance provider

Gap arrangements with insurers can be managed via the Dashboard.

### 3.4.1 Add an insurance provider and gap arrangement

- From the Dashboard, select 'Add insurance provider'
- Select the insurance provider from the dropdown menu (figure 21) or copy details from an existing insurance provider (if the provider has already been added) (figure 22).

Figure 21 – add an insurance provider

### Insurance providers

These are the insurance providers you have indicated you have arrangements with. You can view and edit the details associated with each provider by selecting it in the list.

Search  [+ Add insurance provider](#)

Insurance provider ↑

Figure 22 – Add an insurance provider: dropdown

**Add Insurance Provider**

You can add an insurance provider to existing services at each of your locations.

New Insurance Provider

Select the insurance provider you want to add

Copy details from existing insurance provider

Cancel Publish

### 3.4.2 Edit insurance providers and gap arrangements

To edit an insurance provider arrangement, select the insurer from the Dashboard. On the edit page, the following options are available:

- edit the gap arrangement for the service by location
- select a 'no gap' arrangement at the location
- remove an arrangement with a provider.

**TIP:** Enter a whole number of dollars for gap arrangements.

Dashboard > Add Insurance Provider

**Add Insurance Provider**

You can add an insurance provider to existing services at each of your locations.

New Insurance Provider  
AAMI Health Insurance

Copy details from existing insurance provider

**AAMI Health Insurance**

**Gap Arrangements**

ACT Endoscopy  
Known gap for Colonoscopy: 32222 - 32229  
Total Specialist fee: \$700  
MBS schedule fee: \$496

\$

I have a 'no gap' arrangement at this location

I don't have an arrangement with this provider at this location

Specifies gap arrangements

Specifies 'no gap'

Specifies no arrangements

Gundaroo Day Clinic

There are no in-hospital services linked to this location to enter the gap arrangement

Cancel changes

Cancel Publish

Publish provider details

Figure 23 – edit insurance providers and gap arrangements

## 3.5 Public profile

Qualitative details about a specialist can be managed on the Public Profile page.

Click the 'Edit' button to add or update any of these details.

Figure 24 – public profile information

### Public Profile

Looking for your account details that aren't displayed to the Medical Costs Finder website? Go to your name in the top right corner of the blue banner.

You can choose to display information about your experience and qualifications on the public Medical Costs Finder website to help patients learn more about you.

[Edit](#)

#### Your Details

<p><b>Title</b> Dr</p> <p><b>Display name *</b> Alex</p>	<p><b>Years of experience</b> 16-20 years</p>
--	---

#### Specialties

**Specialties:** ↑

Gastroenterology and hepatology

#### Fellowships

**Fellowships:** ↑

FRACS

#### Qualifications

Qualifications (as recognised by the relevant Australian medical college)

Qualifications ↑	Institute	Qualification year
Bachelor of Medical Science and Doctor of Medicine	University of Sydney	2000

#### Languages you speak

**Languages:** ↑

You have not entered any information for this field

#### Clinical Quality Improvement Activities and Clinical Registries

**Clinical Quality Improvement Activities and/or Clinical Registries you participate in:** ↑

You have not entered any information for this field

#### Memberships

**Organisations you are a member of:** ↑

You have not entered any information for this field

#### Teaching practice

**Institutions or hospitals where you teach:** ↑

You have not entered any information for this field

#### Areas of expertise

Provide an area of expertise

#### Additional Information

You have not selected that you participate in the My Health Record.  
You have not declared whether you offer telehealth services.

[Edit](#)

## 3.6 Authorised persons

Staff who can access and manage a specialist's profile can be invited and edited from the Authorised Persons page (see section [2.2.2](#)):

- click the 'Add authorised person' button, complete the form and choose the permission level
- click 'Invite' to send that person an email with a unique code that will allow them to register as an authorised person. The code will remain valid for 30 days. If it is not used in that time, a new invitation must be sent.

**Note:** Remember to use the PRODA or myGovID email address for a person who is nominated as an authorised representative.

Figure 25 – authorised persons

[Dashboard](#) > [Authorised Persons](#)

### Authorised Persons

These are the staff that you have nominated to access the portal on your behalf.

Search

First name ↑	Last name	Email	Role	Status

### Invite authorised person for account management

**Enter personal details**

Prior to inviting an individual to manage my account, I have obtained consent to collect and disclose their personal details to the Department for the purpose of managing my Medical Costs Finder account.

First name

Last name

Email address

**Set permission level**

SUPPORT STAFF - Any changes made by this person will go live once approved by the specialist or an authorised representative.

AUTHORISED REPRESENTATIVE - Any changes made by this person will not require approval and will go live on the website within an hour. An authorised representative can approve any change made by support staff.

## 3.7 Accounts and settings

The following actions can be performed at Accounts and Settings:

- pause publishing a specialist's profile
- cancel an account
- see the history of changes in the account.

**Figure 26 – accounts and settings**

[Dashboard](#) > [Accounts and settings](#)

## Accounts and settings

Looking for your account details that aren't displayed to the Medical Costs Finder website? Go to your name in the top right corner of the blue banner.

### Pause publishing your details

Temporarily stop your details from displaying in the Medical Costs Finder website.

Once paused your details will stop displaying within an hour.

[Pause publishing](#)

### Cancel your account

Cancelling your account does more than pausing, for example after 90 days most of your details will be removed and you won't be able to recover them. If you're unsure about cancelling your account, consider pausing instead.

Once cancelled, your details will stop displaying within an hour.

[Cancel account](#)

### History

[Q](#)

Action	Description ↑	User ↑	Date/Time ↓
Onboarding Fee Creation	Fee for Initial appointment for a complex disorder at Restern Clinic set to \$251	Alex Restern	28/08/2024 3:06 PM

### 3.8 Edit contact details

The department may use the contact details provided to contact a specialist about their account.

Only a specialist can see these contact details (i.e. the details are not published on the MCF website). An authorised representative or support staff can see their own details, but not their specialist's contact details.

Users can edit their own contact details by selecting their name in the top right-hand corner of the screen, then clicking edit.

**Figure 27 – edit contact details**

The screenshot shows the Medical Costs Finder Portal interface. At the top, there is a header with the Australian Government logo and the text 'Medical Costs Finder Portal'. On the right side of the header, there is a user profile dropdown menu for 'Dr Alex Restern' with an 'Edit' button circled in red. Below the header is a navigation bar with links for 'Dashboard', 'Public Profile', 'Authorised Persons', and 'Accounts & Settings'. The main content area is titled 'Profile' and contains a message: 'This page shows your contact details that are **not** published on the Medical Costs Finder website. The Department of Health may use these details to contact you about your Medical Costs Finder Portal account.' Below this message is a section titled 'Your Information' with four input fields: 'First Name' (containing 'Alex'), 'Last Name' (containing 'Restern'), 'E-mail' (containing 'Test2IP3@test.gov.au'), and 'Business Phone' (containing '0321654987'). An 'Update' button is located at the bottom right of the form, also circled in red.

Click **Update** to save the changes (the changes will not be saved otherwise).

**Note:** These contact details are **not** published on the MCF website.

### 3.9 Log out

Log out by going to the name in the top right-hand corner.

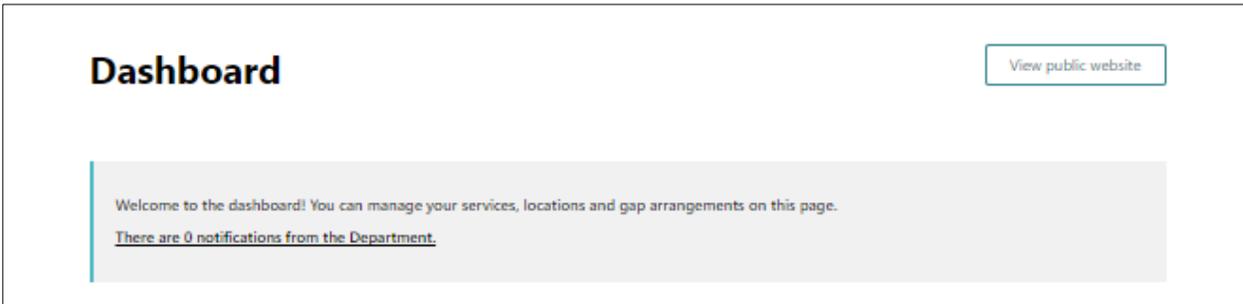
*Figure 28 – log out*



### 3.10 Go to the MCF website

To visit the MCF, navigate to the Dashboard and select 'View public website' in the top right-hand corner.

*Figure 29 – go to the website*



## Appendix – How indicative fees are calculated and displayed

### Alex Restern

Colonoscopy / Gastroenterology and hepatology  
[ResternClinic.com.au](#)

This doctor offers telehealth services

[Close specialist details](#)

---

**Qualifications**

- Bachelor of Medical Science and Doctor of Medicine, University of New South Wales (2000)

**Fellowships**

- FRACS

**Years of experience**

- 16-20 years

**In-hospital**

ACT Endoscopy  
 2/70 Kent Street Deakin, ACT 2600  
 17 km away from 2912

This is the specialist's primary in-hospital practice location for this service. They practise at other locations too. Costs can vary across locations, contact the specialist to find out more.

[Print](#) [Copy link](#)

'No gap'  
**\$0**

'Known gap'  
**\$200**

No arrangement  
**\$204**

**Known gap arrangement**

This is when your specialist and insurer agree to charge a certain amount for your out-of-pocket cost. Your cost is the difference between your specialist's fee, what Medicare pays, and what your insurer pays. The known gap is generally capped at \$500.

The type of gap arrangement applied can vary between patients. Speak to your specialist and private health insurer to find out more.

Patient pays **\$200**

**\$700**  
Indicative fee

\$372 Medicare pays | \$128 Insurer pays

\*Last updated 20 February 2024. Fees and costs are indicative only and will vary between patients. [See below](#) for more.

---

**Included** ✔ Specialist's fees (Gastroenterology and hepatology)

---

**Excluded** ✘ Assistant surgeon fees ✘ Anaesthetist fees ✘ Hospital fees

---

**Private health insurers**

This specialist may apply a 'known gap' arrangement with these private health insurers:

- ahm health insurance
- Bupa
- Australian Unity Health

This example uses mock information and data to demonstrate how indicative fees are displayed on the MCF.

The Medicare contributions are automatically calculated using the MBS item numbers.

The insurer contributions are automatically calculated using the MBS item numbers and the gap arrangements between a specialist and their insurance provider.

**Note:** The MCF does not provide quotes for medical services. Specialists are only asked to provide *indicative fees*.

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