

The **Medicare Mental Health Check In** (MMHCI) program provides low intensity mental health support for people experiencing mild mental health challenges or transient distress. Access to MMHCI is via the Medicare Mental Health phone service. The PMHCIS supports users to assess eligibility and determine the appropriateness of MMHCI for each help seeker. Eligible individuals are referred to the MMHCI provider, St Vincent's Health Australia (SVHA), for treatment, including guided or self guided low intensity Cognitive Behavioural Therapy (LiCBT). Referral to the MMHCI service from the Medicare Mental Health phone service is support through API integration from the PMHCIS to SVHAs systems.

All clinical and operational questions about the MMHCI treatment services should be directed to [mmhci\\_delivery@svha.org.au](mailto:mmhci_delivery@svha.org.au)

## Referring to Medicare Mental Health Check In

### Determining eligibility for "Check In" a Referral Outcome option

The conditions to display Medicare Mental Health Check In (MMHCI) as a referral outcome in the PMHCIS include: 1. Client is being referred from the Medicare Mental Health phone service 2. Client is over 16 3. The Derived Level of Care (LoC) is 1 or 2 The derived LoC is the Practitioner LoC if it is provided, otherwise it is the Recommended LoC. Clinical judgement should drive the decision to refer help-seekers to MMHCI.

### Consumers eligible for Check In

If a consumer meets the eligibility criteria for the MMHCI (Consumer is LoC=1 or 2 and 16+ years of age) MMHCI will be displayed as an option in the Referral Outcome drop-down box.

## Referral outcome

Referred to **Not retrieved** ?

Service type

Medicare Mental Health Check In

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Site

Emergency Department or 000

Area Mental Health Service

Other PHN-funded service

**Medicare Mental Health Check In**

Other service

LICBT type

Guided LICBT

Self-guided LICBT will be available after 30/05/2026

*Eligible for Check In*

## Consumers not eligible for Check In

If a consumer does not meet the eligibility criteria for the MMHCI (Consumer is LoC greater than 2 and under 16 years of age) MMHCI will not be an option in the Referral Outcome drop-down box.

## Referral outcome

Referred to **Not retrieved** ?

Service type

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Site

Emergency Department or 000

Area Mental Health Service

Other PHN-funded service

Other service

*Not Eligible for Check In*

## Referring to MMHCI

If eligible for MMHCI, the option will need to select 'Guided LiCBT' or 'Self-Guided LiCBT'. Please note Self-Guided LiCBT will be available after 30/05/2026 and cannot currently be selected.

## Sending a referral to MMHCI

Once the referral outcome is selected and referral is ready, toggling the Referral to 'Sent' will trigger the API to pull through to the MMHCI systems. The API securely transfers the referral to SVHA – no further action is required by MMHps teams to action the referral. The Check In team will see any other referrals for the relevant client.

### Referral outcome

Referred to **Not retrieved** 

Referred to

Medicare Mental Health Check In - Guided LiCBT

Referral **sent 26/03/2026 13:38** 


Referral **not accepted**

*Referring to Check In*

## Flag to indicate API retrieval


A flag has been added above each Referral outcome to indicate whether a referral has been retrieved from by API integration.

### Referral outcome

Referred to **Last retrieved at 2026-03-23 00:15 by Yogi Bear** 

Referred to

Medicare Mental Health Check In - Guided LiCBT

Referral **sent 03/03/2026 13:49** 

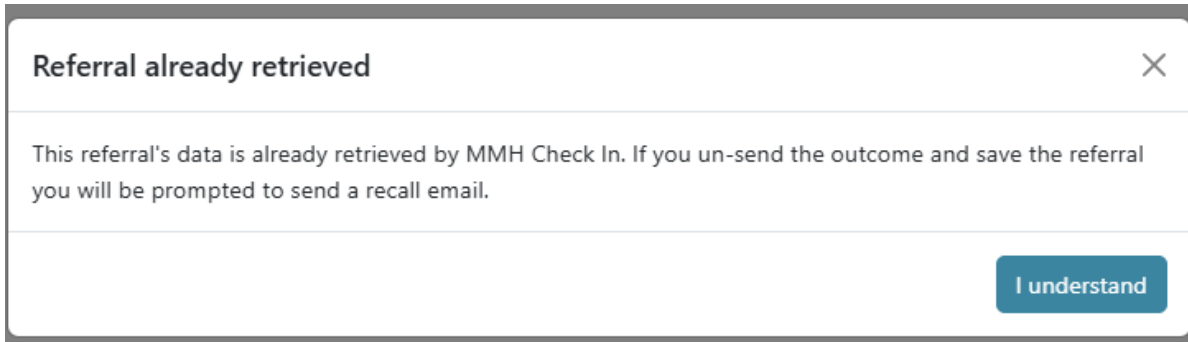
Referral **not accepted**

*API Retrieval Flag*

Further information is available [here](#) regarding the API retrieval flag.

## Unsending Check In Referrals and Recall Referral Email

If you need to unsend a referral to Check In, you will be prompted to send a recall email to notify them. When untoggling 'Sent' for the Check In outcome, a pop-up will appear



### *Unsend Check In Referral*

Once you progress and save the referral, the outcome will show a button to 'Send recall email'

### Referral outcome

Referred to Last retrieved at 29/03/2026 14:32 by MMH Check In Send recall email

Service type Medicare Mental Health Check In LiCBT type Guided LiCBT

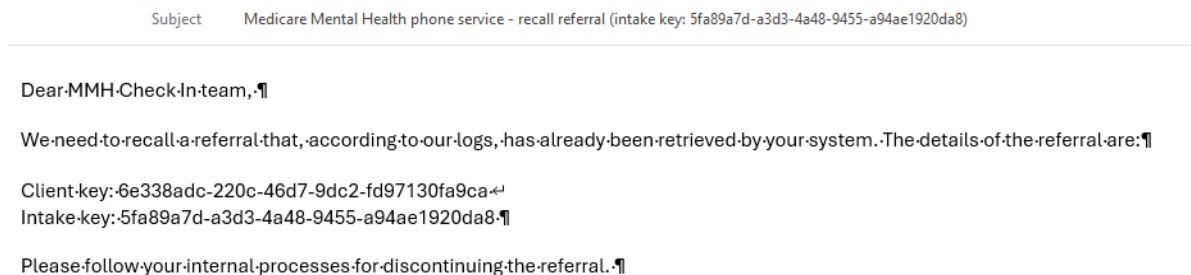
Self-guided LiCBT will be available after 30/05/2026

Note

Referral **not sent**

### *Send recall email*

This will open an email in your emails with the following contents:



### Recall Referral Email

Sending the email notifies the Check In team that this referral has been recalled and for them to discontinue the referral.

## Additional new functions related to MMHCI in the PMHCIS

### Practitioner-assessed LoC differs from recommended LoC

If the practitioner assessed LoC differs from recommended LoC i.e. recommended LoC is a 3, but clinical decision has been made to step down to a LoC 2, a rationale for override will be required as per the PMHC-MDS v5. This applies for any stepping up or down of consumers' IAR-DST scores.

#### Recommended level of care

**IAR level: 1**

#### Practitioner assessed level of care

2. Low intensity services

#### Reason for a higher assessed level of care

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Service availability

Personal circumstances and preferences of the individual patient/consumer

Clinical judgement

Other

Missing / Not specified

### Practitioner override

## Preferred Contact Method

New fields have been added to collect preferred contact method on the client page.



Contact details

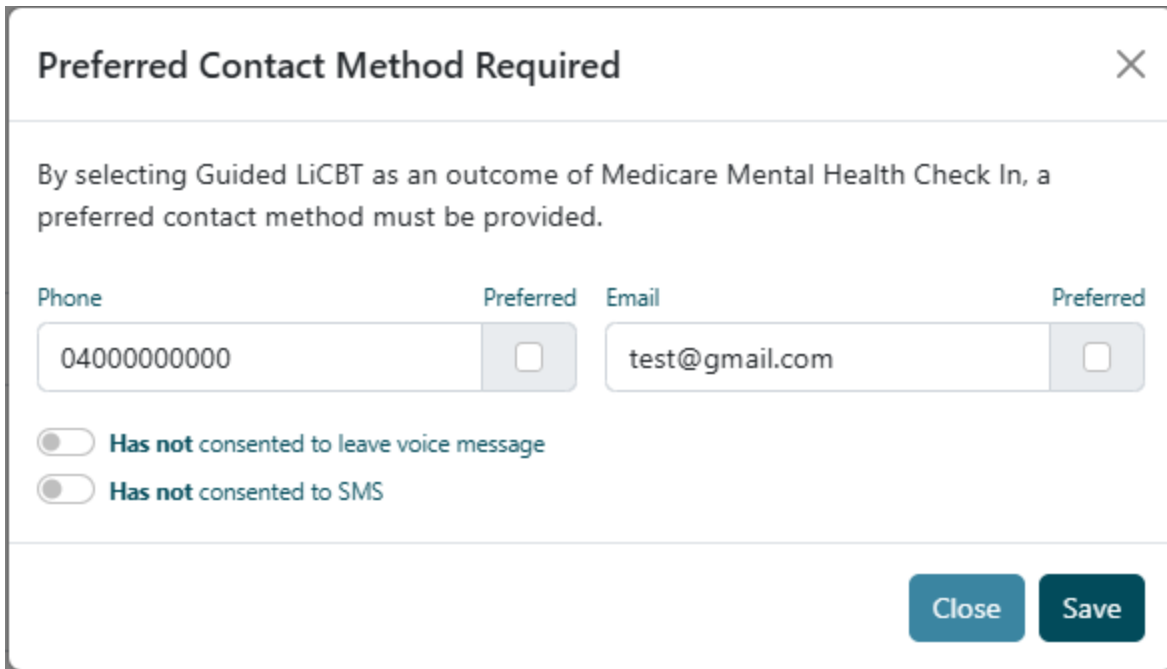
Phone Preferred method   Has not consented to leave voice message  
0400000000  Has not consented to SMS

Enter 0 if not known

Email Preferred method   
test@gmail.com

### *Preferred Contact Method*

Communication consent has moved locations and the options to consent to mail and email have been removed, while voicemail and SMS consent have been retained primarily for safety considerations. If the referral is sent the MMHCI and preferred contact method is not selected on the client page, a pop up will prompt users to select a preferred contact method.



**Preferred Contact Method Required** ✕

By selecting Guided LiCBT as an outcome of Medicare Mental Health Check In, a preferred contact method must be provided.

Phone Preferred Email Preferred

0400000000  test@gmail.com

**Has not** consented to leave voice message

**Has not** consented to SMS

### *Preferred Contact Method Pop-up*

If the pop up is closed without selecting a preferred method of contact, MMHCI will automatically be removed as the referral option.

## Skipping the IAR-DST and referring to MMHCI

If your organisation has the ability to skip the IAR-DST ([this is an organisation setting](#)), you will see a prompt when skipping the IAR-DST to indicate that this action makes MMHCI unavailable as a Referral outcome. An IAR-DST is a requirement for all referrals to MMHCI.

## IAR-DST

IAR-DST skipped

If you save this referral with the IAR-DST skipped, you will not be able to refer to Check In.

Reason IAR skipped

*Check In and Skipping the IAR-DST*

 March 31, 2026 16:33:03