

# PRODA

## Provider Digital Access

How to set up your PRODA and connect digitally to HPOS.

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## 1. Register for a PRODA account

PRODA is an online authentication system used to securely access government online services. Once you have a PRODA account, you can access HPOS with your username, password and access code. PRODA replaces Medicare PKI certificates, software CDs, and tokens.

A PRODA account can be created by clicking on [www.humanservices.gov.au/proda](http://www.humanservices.gov.au/proda) and completing the following steps:

1. **Create your account** – you need to provide basic personal information, create a username and password, and provide contact information for the secure management of your account.
2. **Verify your identity** – you will need to verify your identity online using Government issued identity documents; which requires you to provide key information from your documents.

You will need the information from at least three identity documents to create an account. We recommend (in the exact order):




- An Australian driver's licence
- A Medicare card, and
- Passport – Australian or foreign with a visa

These three documents are the most likely to be verified successfully online.

Identity verification is conducted online and in real-time using the Document Verification Service (DVS), which connects to relevant Commonwealth, state and territory databases.

## Register now

There are three steps to create a new account.

<b>1 Create account</b>	<b>2 Verify documents</b>	<b>3 Match existing services</b>
		
Provide your details, create a username and password, and verify your email address.	Verify 3 different <a href="#">identity documents</a> .	Complete matching process for your existing services.

By beginning the process you confirm that you acknowledge the [Terms and Conditions](#) and that your document information will be checked with the issuer or official record holder.

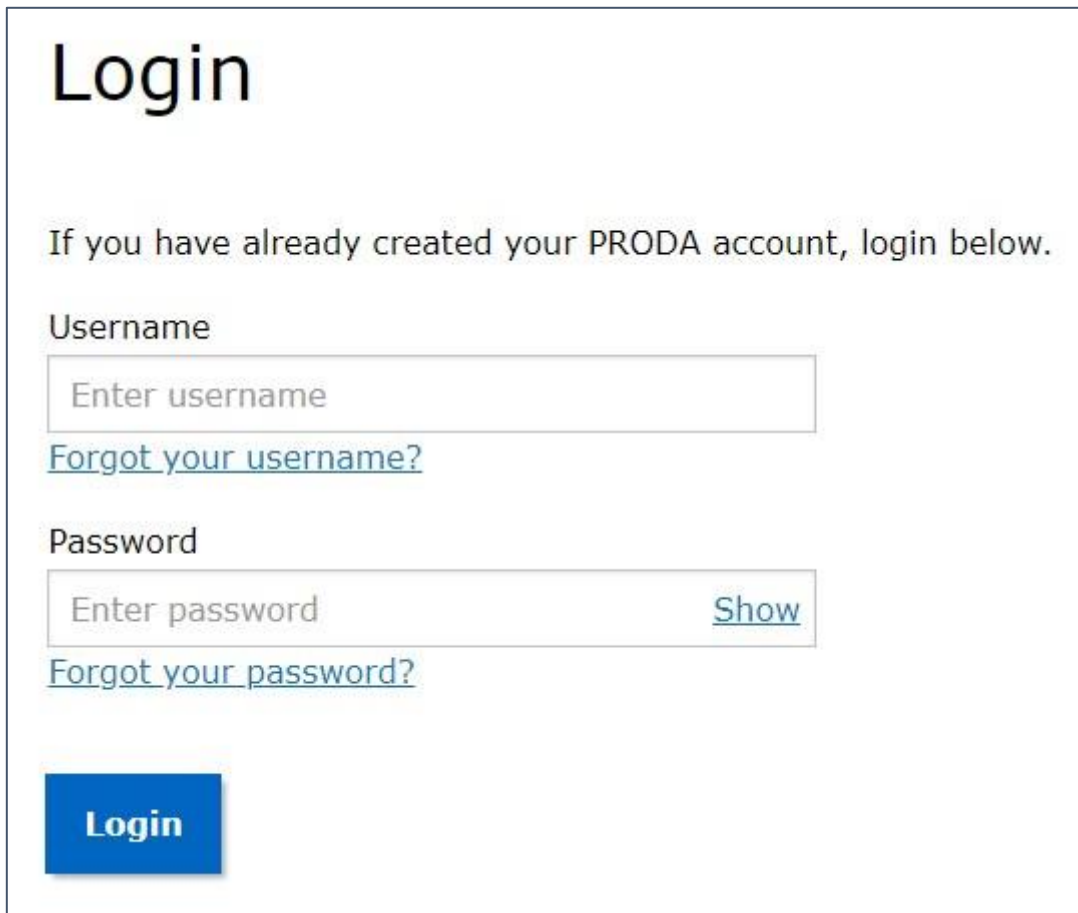
Select 'Register now' to begin the process.

+ Your right to privacy

**Register now**

## 2. Login

Once you have set up your account you will see the following screen:



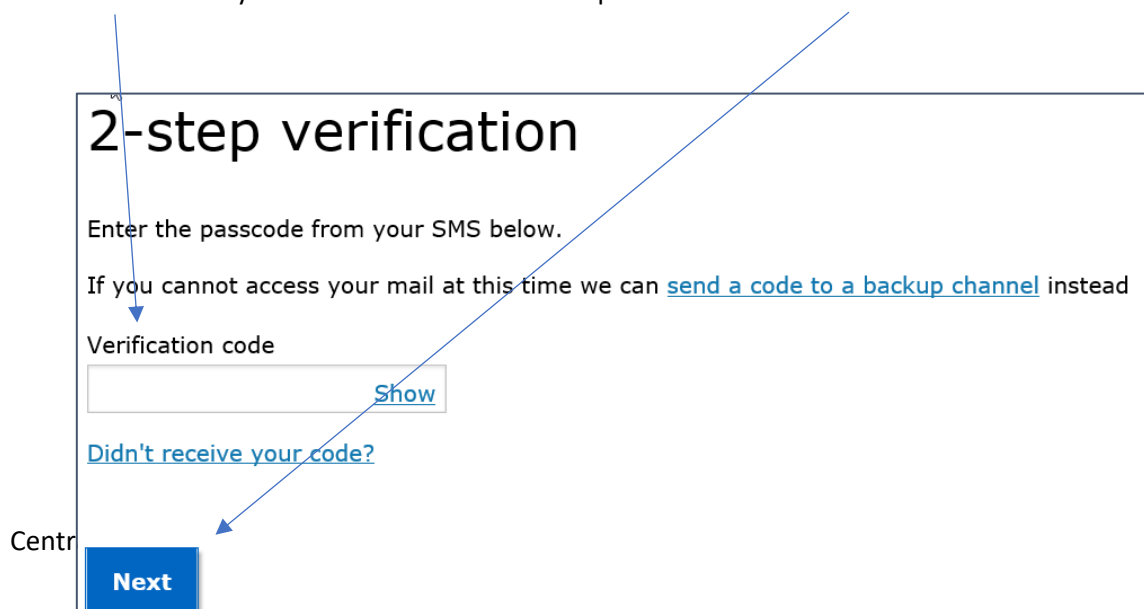
The screenshot shows a login form with the following elements:

- Header:** "Login" in a large, bold font.
- Instruction:** "If you have already created your PRODA account, login below."
- Username Field:** A text input box with the placeholder text "Enter username". Below it is a blue link: "[Forgot your username?](#)".
- Password Field:** A text input box with the placeholder text "Enter password" and a "Show" link on the right side. Below it is a blue link: "[Forgot your password?](#)".
- Login Button:** A blue rectangular button with the text "Login" in white.

Type in the **username** and **password** that you have set up.

## 3. Two-step verification

As part of the **two-step verification**, you will have nominated to receive a **Provider Digital Access verification code** by email or SMS text. Enter the passcode and click **NEXT**.



The screenshot shows a two-step verification screen with the following elements:

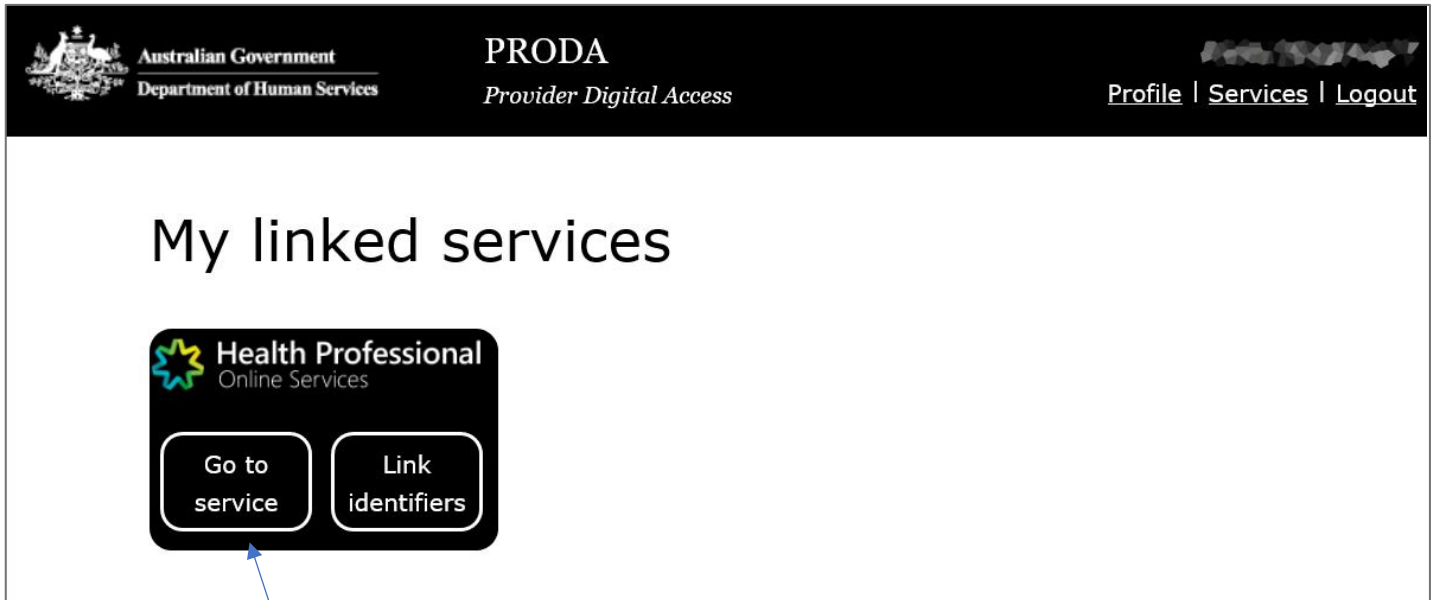
- Header:** "2-step verification" in a large, bold font.
- Instruction:** "Enter the passcode from your SMS below."
- Alternative:** "If you cannot access your mail at this time we can [send a code to a backup channel](#) instead".
- Verification code Field:** A text input box with the placeholder text "Verification code" and a "Show" link on the right side.
- Link:** A blue link: "[Didn't receive your code?](#)".
- Next Button:** A blue rectangular button with the text "Next" in white.

Annotations in the image include:

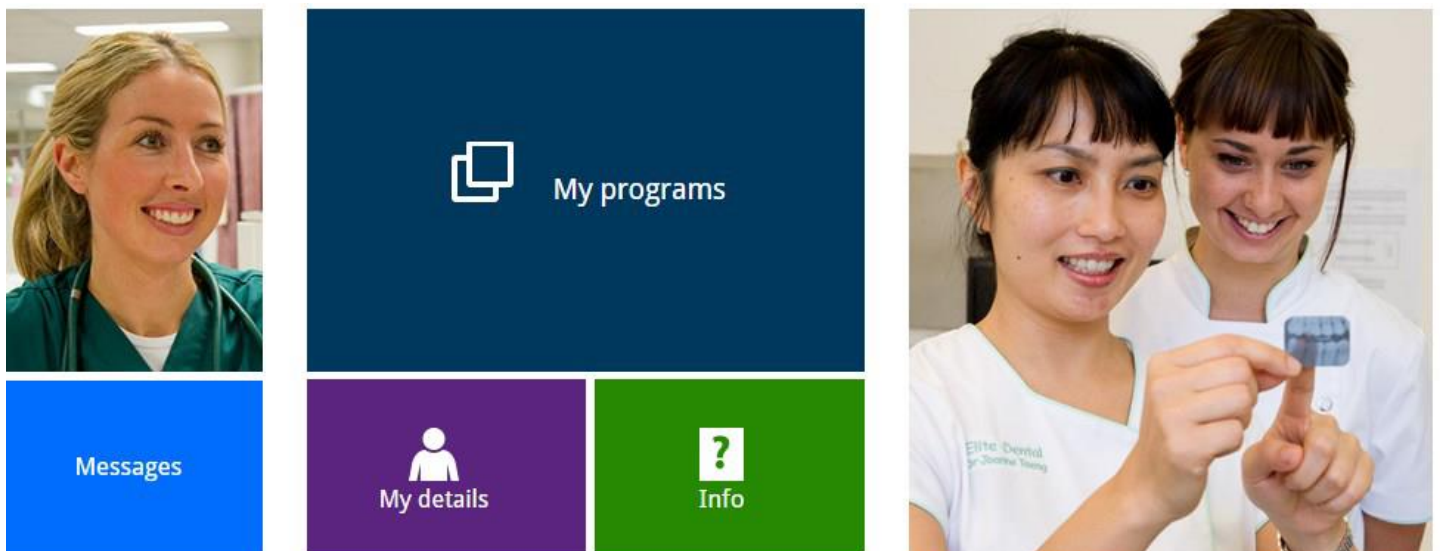
- A blue arrow pointing from the "Didn't receive your code?" link to the "Next" button.
- A blue arrow pointing from the "send a code to a backup channel" link to the "Next" button.
- A blue arrow pointing from the "Verification code" field to the "Next" button.

## 4. My linked services

If your verification code is successful, you will be directed to the “Terms & Conditions” page where you ACCEPT and the following screen will appear.



Click on “Go to service” and the following screen will appear.



Click on **My Programs**.

You will be able to see the programs that you are able to access:

### My programs

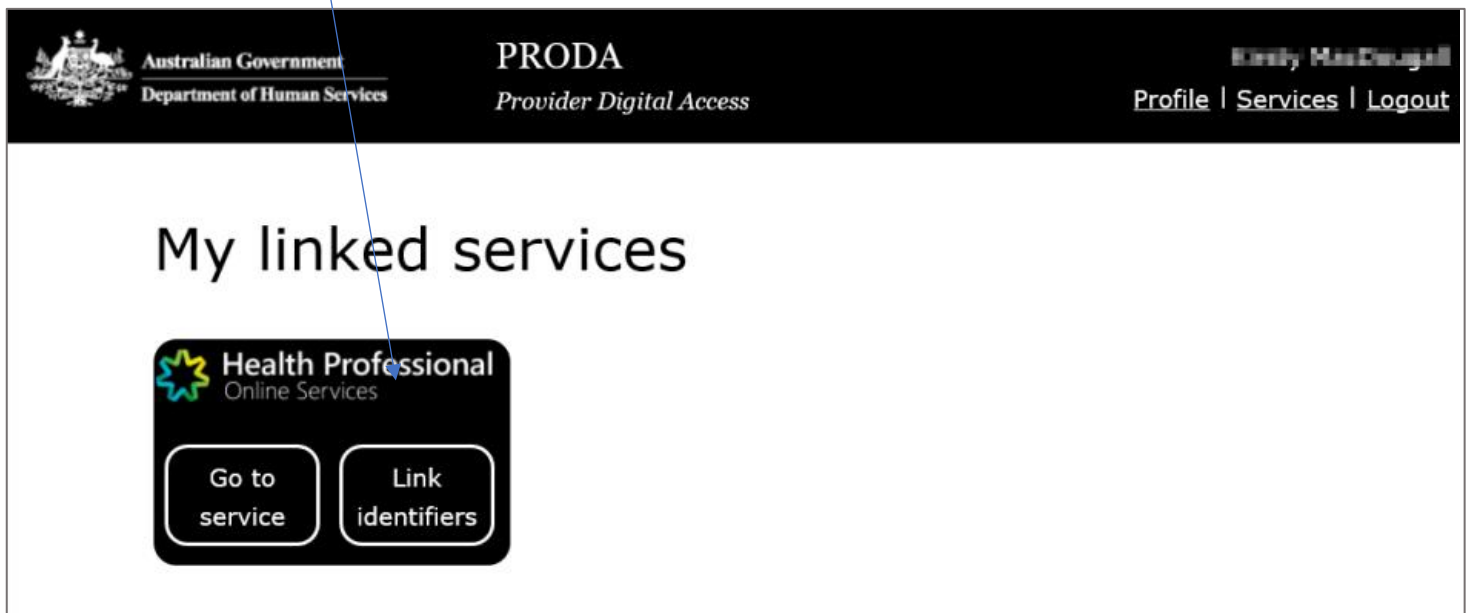


- Department of Veterans' Affairs (DVA)
- Healthcare Identifiers
- Practice Incentives Program (PIP)
- Practice Nurse Incentive Program (PNIP)
- Therapeutic Goods Administration (TGA) Recall/Hazard Alerts
- eHealth Record System - Organisation Registration

### 5. Linking your Health Identifier (RO or OMO number) to your PRODA account

If you have been assigned the role of Responsible Officer (RO) or Organisation Maintenance Officer (OMO) for your Practice, you may need to manage your ehealth practice information.

Click on **Link Identifiers**



Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

Kerily MacDonnell  
Profile | Services | Logout

### My linked services

Health Professional  
Online Services

Go to service

Link identifiers

The following screen will appear:

## Healthcare providers and administrators

To add additional numbers or identifiers to your account use the search function below. If you haven't already entered your AHPRA Medical Registration number, we suggest adding it now as it has many other identifiers connected to it. Alternatively, you can search for other numbers, such as provider numbers.

AHPRA medical registration number

OR

Identifier type

Identifier

**Search**

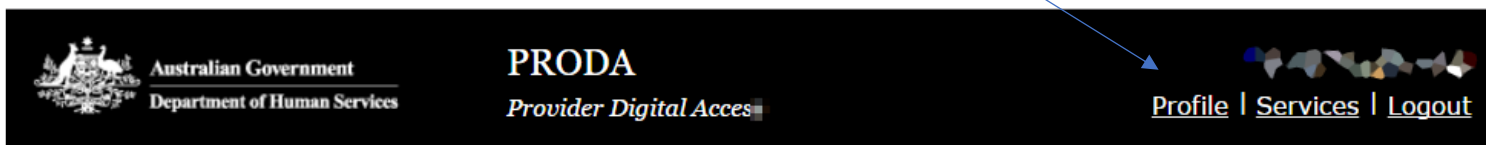
If you wish to link your Health Identifier (RO) or (OMO) number, drop the list down until you come to HPI-O number and type in your GP Practice HPI(O) and SEARCH. If **successful link** appears, the “Health Identifier” tile will appear on your list of programs.

## 6. Locating your Registration Authority (RA) Number for PIP access via PRODA

You may have previously provided your Individual HPOS PKI RA number to the PIP team to permit you to update the Practice PIP details.

As you now have a separate PRODA RA number, you will need to ensure this number is linked to PIP.

To find your PRODA RA number, you will need to CLICK on **PROFILE**.



Your PRODA profile will be displayed

Profile details		
Name	Ms Lily MacDougall	<a href="#">Update</a>
Email	lily.macDougall@tempus.org.au	<a href="#">Update</a>
Mobile phone number	0422343232	<a href="#">Update</a>
Username	lmacDougall	
Date of birth	11/03/1988	
Gender	Female	
RA number This number is required for HPOS delegation	2789771479	

This screen displays your account details.

The **RA number** displayed is your unique PRODA RA number. If you are currently an “Additional Authorised Contact Person” for your Practice in relation to the Practice Incentives Programme (PIP) and/or the Practice Nurse Incentive Programme (PNIP) and permitted to make claims and update your practice details through HPOS, you will need to provide the DHS Medicare PIP team with your PRODA RA number. You can do this by contacting the PIP team on **1800 222 032**.

## 7. How to nominate a new delegate in HPOS

If you wish to check patient eligibility for certain MBS item numbers, you will need to be set up as a **Delegate** of a GP. The following steps require to be taken:

The GP must **log on** to HPOS using their individual PKI certificate or PRODA account,

- select **My delegates** from the HPOS main menu,
- select **Add a New Delegate**
- enter the **RA number** for the nominated delegate, then select **Search**.

N.B. The delegate’s RA number can be found in their PRODA account creation email or on their PKI individual certificate.

- Select **Nominate** to confirm the delegate to act on your behalf.
- The new delegate will appear in the My Delegates list and we will confirm the nomination with an on-screen message

N.B. Please note that if a Practices wants to register for the PIP eHealth Incentive (via the Practice Incentives Program) for the **first time** they will need to apply via a PRODA account and link to HPOS.



## **8. Services available in HPOS**

HPOS gives providers and their delegates access to information relevant to their patients and organisations.

All services available in HPOS show as tiles on the HPOS home page. Use this overview to find the service you need.

These services, payments and programs are available in HPOS:

- Australian Immunisation Register (AIR)
- Centrelink Forms
- Child Dental Benefits Schedule
- Department of Veterans' Affairs
- My Health Record System
- Healthcare Identifiers Service
- Health Care Homes (HCH)
- Midwife Professional Indemnity Scheme (MPIS)
- National Bowel Cancer Screening Program (NBSCR)
- Pathology Registration
- PBS Authorities
- Practice Incentives Program (PIP)
- Practice Nurse Incentive Program (PNIP)
- Prescription Shopping Information Program
- Rural Incentive Program
- TGA recall and hazard alerts

### Other things you can do using HPOS

Access online claiming:

- Medicare Patient Claim Webclaim
- Medicare Bulk Bill Webclaim
- DVA Webclaim

View reports:

- Medicare Bulk Bill reports
- DVA Webclaim reports
- DVA Patient Treatment reports
- Prescription Shopping Patient Summary reports

Manage your details, including:

- administer delegates
- update or add your banking and personal details
- view details about your provider number and create a new provider location
- access track and scale information

Access patient information:

- find a patient and check Medicare numbers
- concessional entitlement verification
- view patient care plan history

Communicate with HPOS:

- message us
- view statements and subscriptions
- upload documents
- upload selected forms

Access useful MBS and PBS functions:

- MBS items online checker
- MBS partial payment calculator
- MBS Online
- PBS Schedule

Request PKI certificates:

- Request and manage **NASH PKI** certificates for Healthcare Identifiers Service network organisations
- Request and manage **PKI** certificates for the Healthcare Identifiers Service

## 8. Definitions

<b>Acronym / Word</b>	<b>Definition</b>
<b>PRODA</b> Provider Digital Access	Provider Digital Access is an online authentication system used to securely access government online services. Using a two-step verification process, you only need a username and password to access multiple online services.
<b>HPOS</b> Health Professionals Online Services	Health Professionals Online Services is a web-based service provided by Medicare that allows providers to send and retrieve various types of information to/from Medicare.
<b>HI</b> Healthcare Identifier	A healthcare identifier is a unique number that has been assigned to individuals, and to healthcare providers and organisations that provide health services. The identifiers are assigned and administered through the HI Service which was established to undertake this task (see HPI-O and HPI-I)
<b>HPI-O</b> Healthcare Provider Identifier – Organisation	A healthcare provider identifier – organisation, is a number that is assigned to eligible healthcare organisations once they have registered with the HI Service, to support their unique identification. The HPI-O number begins with 800362, is 16 digits long and is required to register for the digital health record system.
<b>HPI-I</b> Healthcare Provider Identifier – Individual	This is the unique identifier number given to an individual healthcare provider. Any healthcare provider registered with Australian Health Practitioner Registration Authority (AHPRA) will have a number automatically issued to them. This number begins with 800361 and is 16 digits long. Health practitioners not registered by AHPRA can apply for a HPI-I number from the Health Identifier service.
<b>RO</b> Responsible Officer	Responsible Officer (RO): the officer of an organisation who is registered with the HI Service and has authority to act on behalf of the Seed Organisation and relevant Network Organisations (if any) in its dealings with the System Operator of the My Health Record system. For large organisations, the RO may be the chief executive officer or chief operations officer. For small organisations (such as a general practice), the RO may be a practice manager or business owner.
<b>OMO</b> Organisation Maintenance Officer	Organisation Maintenance Officer (OMO): the officer of an organisation who is registered with the HI Service and acts on behalf of a Seed Organisation and/or Network Organisations (if any) in its day-to-day administrative dealings with the HI Service and the My Health Record system. Healthcare organisations can have more than one OMO if they wish. In general practice, this role may be assigned to the practice manager, if you have one, and/or other senior staff who are familiar with the practice's clinical and administrative systems. Alternatively, the RO may take on the OMO role as well.
<b>EOI</b> Evidence of Identity	Evidence of Identity is needed as part of the registration for a PRODA account.
<b>DHS</b> Department of Human Services	Department of Human Services is a department of the Government of Australia charged with responsibility for delivering a range of welfare, health, child support payments and other services to the people of Australia.

<b>Seed Organisation</b>	Healthcare provider organisations participate in the My Health Record system either as a Seed Organisation only or as a Network Organisation that is part of a wider “network hierarchy” (under the responsibility of a Seed Organisation). A Seed Organisation is a legal entity that provides or controls the delivery of healthcare services. A Seed Organisation could be, for example, a local general practice, pharmacy or private medical specialist.
<b>Network Organisation</b>	Network organisations stem from the Seed Organisation. They commonly represent different departments or divisions within a larger complex organisation (e.g. a Hospital or Multi-Disciplinary Healthcare Practice). They can be separate legal entities from the Seed Organisation, but do not need to be legal entities.