# Web Services for Medicare Online, DVA, AIR and ECLIPSE

## Our digital health and aged care channels are being upgraded to web services technology.

By 13 March 2022, web services compatible software will need to be used to access:

- Medicare Online
- Department of Veterans' Affairs (DVA)
- Australian Immunisation Register (AIR)
- ECLIPSE.

The authentication technology Public Key Infrastructure (PKI) currently used to submit claims and data to Services Australia is also being replaced.

Current PKI security will be replaced with our own authentication system called Provider Digital Access (PRODA).

For more information about the upgrades go to **servicesaustralia.gov.au/hpwebservices**

### Your next steps

If your organisation uses Medicare Online or ECLIPSE, there are things you need to do to make sure you're ready for web services. Read more on page 2.

### About Medicare Online (including DVA and AIR)

Medicare Online is the digital claiming channel used to submit claims and data to us. It is usually integrated within practice management software and is used for submitting:

- Medicare bulk bill and patient claims
- DVA claims
- patient (including veteran) eligibility checks
- patient immunisation details to the Australian Immunisation Register.

### About ECLIPSE

Electronic Claim Lodgement and Information Processing Service Environment (ECLIPSE) is an extension of Medicare Online claiming. It offers a secure connection for communication and In-patient claim lodgement between:

- health professionals
- public and private hospitals
- billing agents
- private health insurers
- the Department of Veterans' Affairs
- Services Australia.

# WHAT YOU NEED TO DO

## Step 1 Contact your software developer

Your software developer will tell you if either:

**1.** **You need to register your practice or business as an organisation in PRODA.**
Follow the steps below to register your organisation in PRODA.

**2.** **You don't need to do anything at this stage.**
Your software developer will let you know when their software upgrade will be available and what you need to do next.

**Don't currently have a software developer?**

A list of Medicare Online and ECLIPSE software developers and their contact details is available at **servicesaustralia.gov.au/hpwebservices**

## Step 2 Create an Individual PRODA account

You must first create an Individual PRODA account before you can register an organisation in PRODA.

Please note:
- An Associate or Authorised Contact (e.g. Director) listed on the Australian Business Register (ABR) will need to register the organisation in PRODA
- You need to ensure your individual PRODA account name matches your name as recorded on the ABR.

## Step 3 Read fact sheet 3—PRODA Organisation for web services

You can find fact sheet 3 on Page 3 of this document.

Before you register your organisation in PRODA, you'll need to think about how to structure your organisation to access our services and submit claims or data for that channel.

Fact sheet 3, provides specific information for each of our digital health channels and examples of how you may be able to structure your organisation in PRODA.

## Step 4 Register your organisation in PRODA

Once you've decided on how to structure your organisation, you'll need to register your organisation in PRODA.

If your organisation is already registered, you'll need to be added as a member by the Authorised Contact and be given delegations.

Go to **servicesaustralia.gov.au/proda** for more information and instructions about how to create an individual PRODA account and how to register your organisation in PRODA.

**The final step will be to add and link Medicare Online as a service provider to your organisation in PRODA and register a B2B Device.**

You can do this once your web services compatible software is available.

Contact your software developer to confirm when they will have your web services compatible software ready.

In the meantime, you can continue to use your current software product until it's upgraded or by 13 March 2022, whichever is earlier.

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# PRODA Organisation for Web Services

## Information on how to structure your organisation in PRODA for web services

### About Web Services

By 13 March 2022, web services compatible software will need to be used to access the following digital health channels:

- Medicare Online, including Department of Veterans' Affairs (DVA) and Australian Immunisation Register (AIR)
- ECLIPSE
- PBS Online.

The authentication technology used to submit claims and data to these channels is being replaced with Provider Digital Access (PRODA).

More information about the upgrades is available at servicesaustralia.gov.au/hpwebservices

### About PRODA

PRODA is an online verification and authentication system developed by Services Australia.

It verifies an individual's identity and verifies an organisation against information on the Australian Business Register (ABR).

PRODA enables secure access to a range of government online services.

### How is PRODA used in web services?

PRODA will be used to securely access the following digital health channels for web services.

- Medicare Online
- Department of Veterans' Affairs (DVA) via Medicare Online
- Australian Immunisation Register (AIR) via Medicare Online
- ECLIPSE
- PBS Online.

In PRODA, the above channels are referred to as 'service providers'. For example, PBS Online is listed as a service provider.

Once you register your organisation in PRODA, you'll need to add and link to the service providers you want to use.

Read more about PRODA and how to add service providers to your organisation at servicesaustralia.gov.au/proda

## Registering your organisation

### How will I know if I need to register my organisation in PRODA?

For Medicare Online (including ECLIPSE, DVA and AIR)
Your software developer will tell you if you need to register your organisation in PRODA.

For PBS Online
You'll need to register your organisation in PRODA.

### What if my business or organisation is already registered in PRODA?

If your organisation is already registered in PRODA, a notification will appear on-screen when you first start the registration process.

You can join the organisation as a Director if you're an Associate or Authorised Contact on the ABR. An organisation in PRODA can have multiple Directors but only one needs to register the organisation.

### Can I delegate functions to others in my business or organisation once I have registered an organisation in PRODA?

Yes, you can add members to your organisation and delegate functions to them to act on behalf of your organisation. Members will need to have their own individual PRODA account.

You should review the roles and responsibility levels of staff within your organisation structure when delegating the different PRODA attributes.

For example: A member with Owner Access attribute in a PRODA organisation can manage all functions within the PRODA organisation on behalf of the Director. An individual who is only responsible for managing personnel and staff wouldn't require the Owner Access attribute delegated to them.

You can find more information about managing your organisation in PRODA at servicesaustralia.gov.au/proda

## Structuring your PRODA organisation

### What is a PRODA Parent Organisation?

Only a business or organisation with an Australian Business Number (ABN) can be registered in PRODA. This is the Parent Organisation. There can only be one Parent Organisation for each ABN.

### What is a PRODA Subsidiary Organisation?

A PRODA Subsidiary Organisation (Sub Org) can be created under the Parent Organisation.

It's used where an arm or division of a business or organisation does not have an ABN, but requires independent access with a service provider.

There's no limit to the number of Sub Orgs you can create under a Parent Organisation.

### Why do I need to think about how to structure my organisation in PRODA?

Each service provider has different requirements for submitting claims or data on behalf of your organisation.

If you use more than one service provider, it's important to have a think about how to structure your organisation, so that it suits the way you do business with us and the requirements for each service provider are met.

The table below explains the different requirements for each service provider.

Please note:

HPOS has also been included in the table below (even though it is not part of the web services upgrade).

This is because both AIR and PBS are accessible through HPOS using PRODA.

If you access these channels through HPOS, you should also take this into consideration when designing the structure of your organisation in PRODA.

| Service Provider in PRODA | Program Requirements |
|---|---|
| Medicare Online including<br>• ECLIPSE<br>• Department of Veterans' Affairs (DVA)<br>• Australian Immunisation Register (AIR) | Add Service Provider at either the Parent Organisation level or Sub Organisation level and link your minor ID/s to your organisation in PRODA |
| PBS Online | Add Service Provider at either the Parent Organisation level or Sub Organisation level and link your pharmacy approval number to your organisation in PRODA |
| Health Professional Online Service (HPOS)<br>• Australian Immunisation Register (AIR) | Add Service Provider at either the Parent Organisation level or Sub Organisation level and link your AIR provider number to your organisation in PRODA |
| Health Professional Online Service (HPOS)<br>• PBS | Add Service Provider at either the Parent Organisation level or Sub Organisation level and link your pharmacy approval number to your organisation in PRODA |

### I'm unsure of how to structure my PRODA organisation, how do I know what will be best for my business?
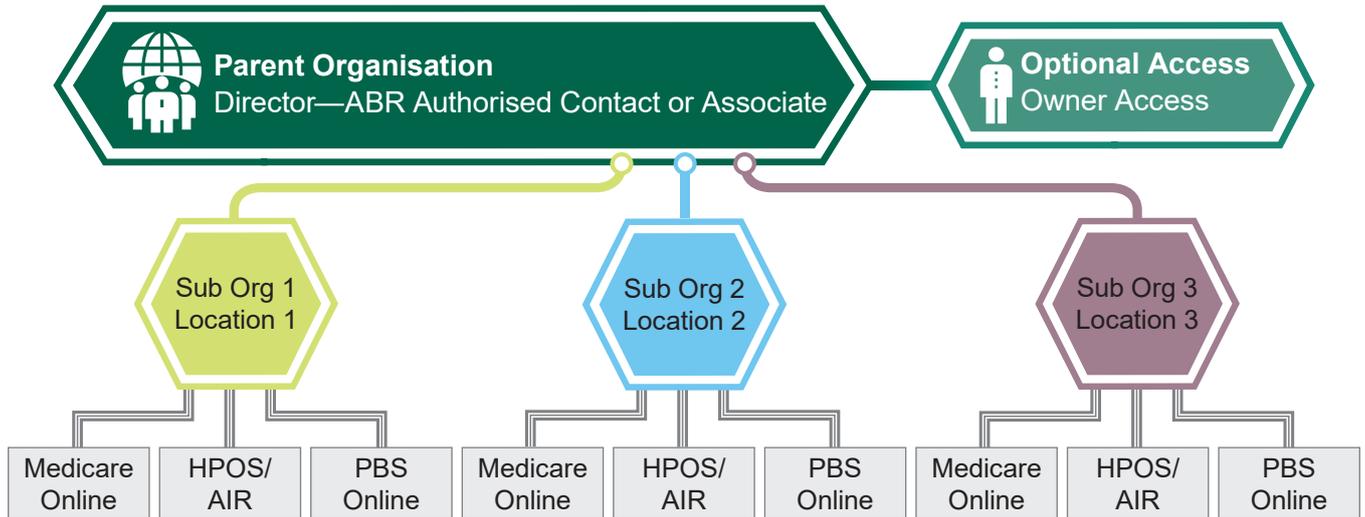
There are a few ways that you can structure your organisation in PRODA.

Listed on the next page are some examples to help explain how you could set up your organisation in PRODA to match your business structure and requirements.

These are examples and for illustration purposes only. You should consider your current business model when structuring your organisation in PRODA.

## Structure 1—Parent Organisation transmitting through multiple locations

In this example the Parent Organisation has established three Sub Organisations to represent three locations that independently operate under that single ABN.
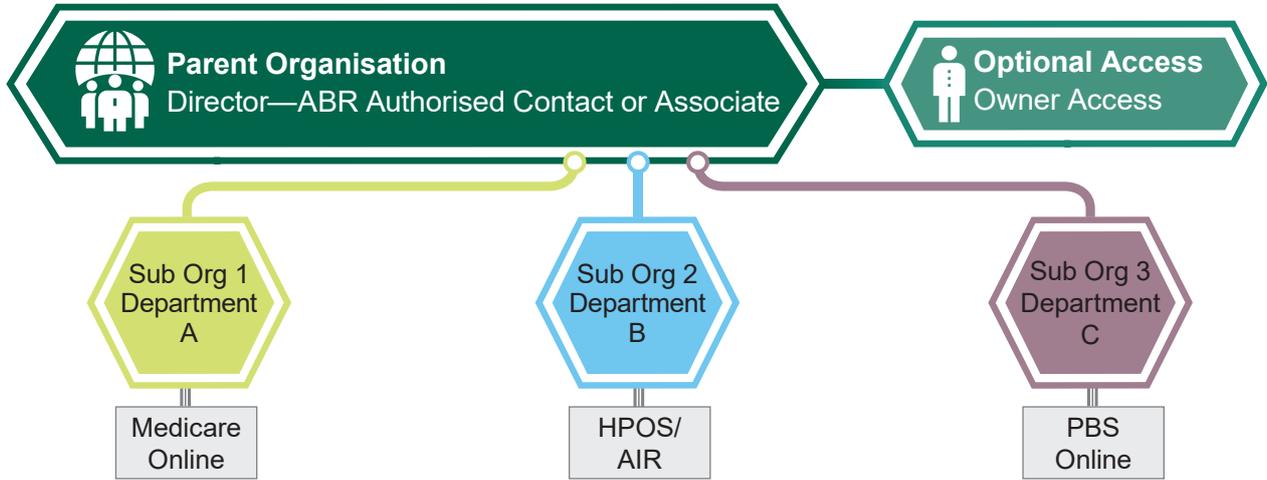


Structure 1 example:

XYZ Medical Group owns three separate medical centres in different locations which all operate under the one ABN.

XYZ Medical Group may select for each location to have its own Sub Org under the Parent Organisation, so they can independently send their transmissions.

## Structure 2—Parent Organisation with multiple service providers

In this example the Parent Organisation has established three Sub Organisations to represent the three different departments each using a different service provider.
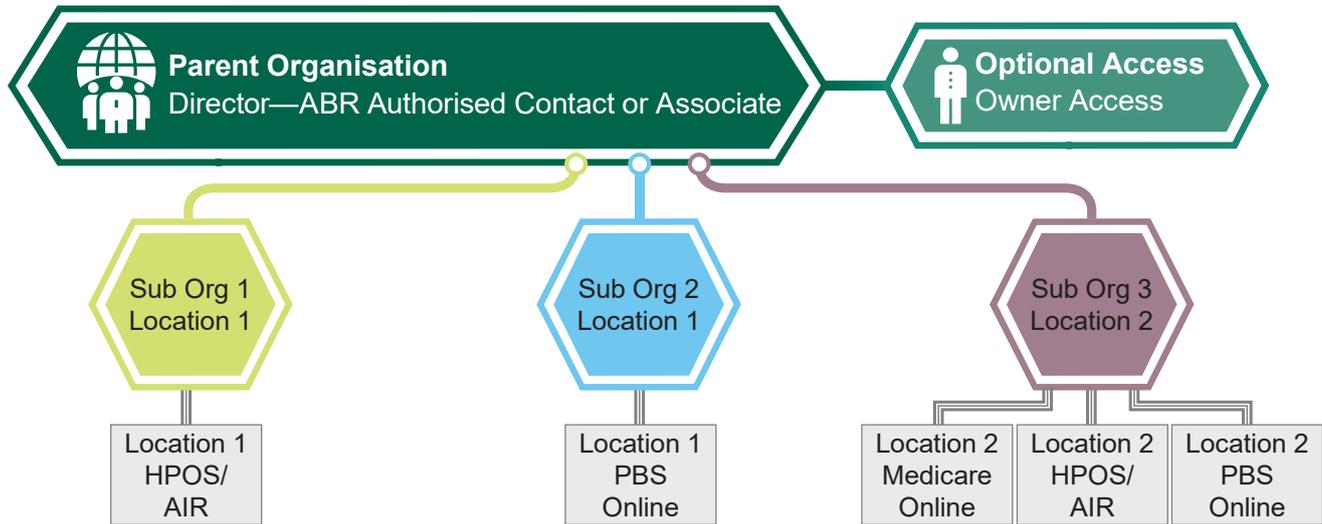


Structure 2 example:

XYZ Day Hospital has three different departments in its organisation.

XYZ Day Hospital may select for each department to have its own Sub Org under the Parent Organisation so they can independently send transmissions and meet the requirements for each of the service providers they use.

## Structure 3—Hybrid of structure 1 and 2

In this example the Parent Organisation has two locations.

Sub Organisation 1 and 2 represent the first location and Sub Organisation 3 represents the second location.



Structure 3 example:

ABC Hospital has two locations. Location 1 chooses to send transmissions independently to each service provider it uses.

ABC Hospital may select to create three Sub Orgs under the Parent Organisation, so that:

- Sub Org 1—Location 1 and Sub Org 2—Location 1 send transmissions independently to each service provider.
- Sub Org 3—Location 2 is responsible for all transmissions for each service provider.

## Structure 4—Parent Organisation with single location

In this example, the Parent Organisation has linked to a service provider for transmissions.

**Optional Access** Owner Access

**Parent Organisation** Director—ABR Authorised Contact or Associate

**Optional Access** Owner Access

Medicare Online

Structure 4 example:

In this example, Dr XYZ owns a general practice.

Dr XYZ may select to link directly to a service provider—like Medicare Online to send transmissions.

## Structure 5—Parent organisation with multiple locations

In this example, the Parent Organisation has linked to service providers for each location.

**Optional Access** Owner Access

**Parent Organisation** Director—ABR Authorised Contact or Associate

**Optional Access** Owner Access

Location 1 PBS Online

Location 2 PBS Online

Location 3 PBS Online

Structure 5 example:

XYZ Company owns multiple pharmacies in different locations.

XYZ Company may select to link directly to service providers (like PBS Online) for each location at the parent organisation level.