

Introduction to PRODA and HPOS

What is PRODA?

PRODA is an online identity verification and authentication system. It lets individuals securely access government online services such as HPOS, NASH Certificates, Medicare Online, Pharmaceutical Benefits Scheme Online (PBS Online), Australian Immunisation Register, Dept of Veterans Affairs Webclaim, National Disability Insurance Scheme (NDIS) and more.

What is HPOS?

HPOS is a fast and secure way for health care providers to do business online with Services Australia. General practices use HPOS to manage and access services and payments such as the Practice Incentive Program (PIP), Healthcare Identifiers (HPI-O and HPI-I) and My Health Record.

Why should I register for PRODA and HPOS?

PRODA and HPOS are the only ways to connect to all other digital health tools and systems. Without registrations to these services, a practice/practitioner cannot interact with or utilise important payment systems such as Medicare Online, PBS Online, and the Practice Incentives Programs. If you or your practice are not connected to PRODA and HPOS, you will be missing out on all of these benefits as well as the many digital health systems detailed within this booklet. PRODA and HPOS are both essential service tools to any health professional and their practice.

PRODA Registration Checklist

Registering for a PRODA Account as a Healthcare Professional

Create an Account.

Create account on the PRODA registration page. Enter your details (as they appear on your identification documents). Create log in, username and password. Select three security questions and answers. Verify your personal email address using the activation code sent to your email.

Verify Your Documents.

Select three documents from the list to confirm your identity. The document will be removed from the list once verification has succeeded OR after three failed attempts. If you have changed your name from the name on one or more of your documents, you will need to supply a document verifying your legal name change (e.g. marriage certificate).

Select Verification Code Preference.

Each time you log in to your account, you will need to enter a single use verification code which will automatically be sent to your email address. If you prefer to receive this code via text message or through a mobile app, you can change this in account settings.

Match Existing Services.

To access the services you will be entitled to, you will need to link your PRODA account to the service. The service provider will require pre-determined information to establish your eligibility. Services which you can link to include HPOS (see HPOS Registration Checklist), Medicare Online, PBS Online, etc. To link your individual PRODA account to the service, select the **Services** tab from the PRODA header. Next, select the relevant service tile from the **My Linked Services** page and fill out the required fields. If you need to access the service on behalf of an organisation, you will need to either register the organisation in PRODA or ask your employer to add you to the organisation in PRODA.

For ongoing support and education, please visit the Australian Government Services website, or contact the Capital Health Network's Digital Health Team (see contact page at back of this booklet).

Websites to visit:

proda.humanservices.gov.au

servicesaustralia.gov.au

servicesaustralia.gov.au/HPOS

HPOS Registration Checklist

Registering for Health Professional Online Services as an individual.

Register for an individual PRODA account.

Register online through the PRODA website (see PRODA Registration Checklist).

Link your identifiers to HPOS to access more functionality.

This will enable you to access HPOS functions relevant to your identifiers. Once you have an individual PRODA account, you can access HPOS through PRODA. To link your healthcare identifiers (e.g. HPI-I) to your PRODA account, log into your PRODA account and select HPOS from available services. Select YES to 'Have you been issued with any number or identifiers as part of your role?' Enter your AHPRA number or choose and enter another identifier type, then select search. Make sure to note down your HPI-I somewhere safe, as you will require it to access other digital health tools.

Set up your delegations.

You can set up delegations so that someone can do tasks on your behalf in HPOS. To nominate a delegate, log on to HPOS, select **My Details**, select **My Delegates**, select **Add New Delegate**. Enter the Registration Authority (RA) number of your nominated delegate and press search. You can find your RA number under **My details** in PRODA. The delegation will expire in 12 months. You can unselect services from the list if you do not want your delegate accessing them on your behalf. Select **Nominate** to confirm the delegate to act on your behalf. They will then appear in the **My Delegates** list.

If appropriate, link your organisation's PRODA account.

As a member of an organisation, you can access some HPOS functions. You may need to do this if you do not have a Medicare Provider Number, or if your organisation needs to keep records to claim incentives. Your administrator will need to set up your organisation's PRODA account and then can add you as a member. To do this they will require your RA number, which can be found in under the **My Details** tab in your PRODA account.

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NASH Organisation PKI Certificate Request Guide for General Practice

- Authorised user with a PRODA Account links their identifier with HPOS.
- In HPOS, user selects **'My Programs'**, and then the **'Healthcare Identifiers'** tile.
- Select organisation (if the user represents more than one).
- Select **'Organisation details'** then the **'Certificates'** tab.
- Select **'Request a NASH PKI site certificate'**.
- Specify a mobile phone number and accept Terms & Conditions.
- Select **'Save Changes'** and then **'Submit'**.
- User will receive an SMS notification with PIC stating certificate available.
- Download certificate from the **'Certificates'** tab in HPOS and contact your software provider or IT department for assistance installation of NASH PKI.

For ongoing support and education, please visit the Australian Digital Health Agency website, or contact the Capital Health Network's Digital Health Team (see contact page at back of this booklet). For more information about PRODA and HPOS, see the PRODA & HPOS Introduction and Checklists in the Digital Health section of this booklet.

Websites to visit:

digitalhealth.gov.au

proda.humanservices.gov.au

servicesaustralia.gov.au/hpos

servicesaustralia.gov.au/nash