How to Register for a PRODA account

This is a guide for anyone working in healthcare services including health professionals and administration staff, on how to register for a Provider Digital Access (PRODA) account.

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.
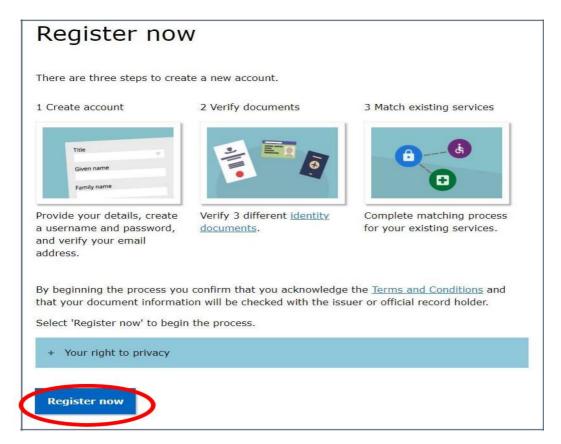
A PRODA account can be created by clicking here and completing the following steps:

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.

3. **Link existing records** – to gain access to your programs in HPOS you need to link your account with any existing registrations (provider numbers, etc).
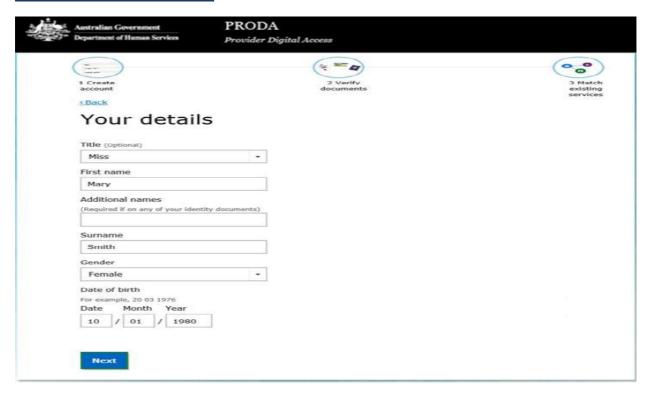
1. Create your account

You will need the information from at least three identity documents to create an account. We recommend the following if available:

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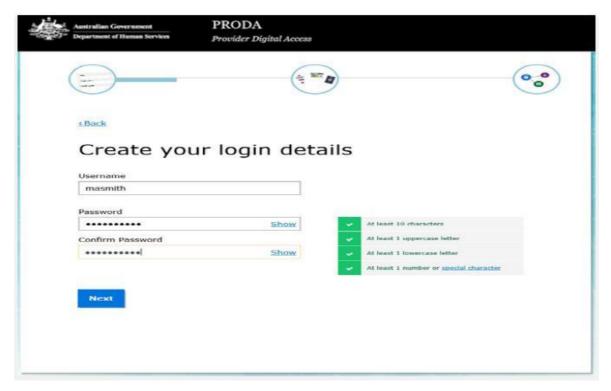- Passport – Australian or foreign with a visa

2. Provide your details

Ensure the personal details provided, such as first name, middle name and last name, gender and DOB are correct and consistent with the identity documents you will use to verify your identity.

3. Create a username, password and security questions

Set up a unique username and password and provide your personal contact information (this should not be shared)
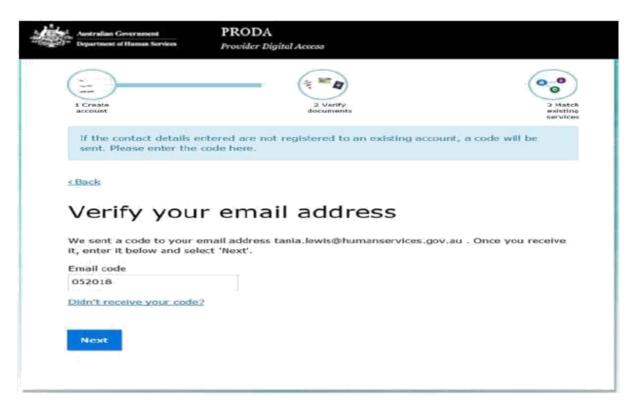
Set up security questions (these are not case sensitive)
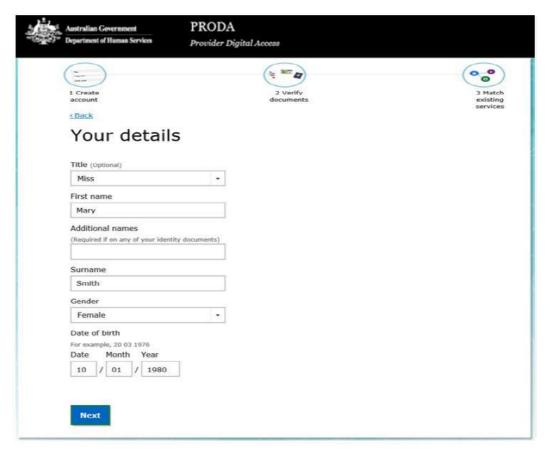

4. Provide and verify your email address

Note: Use a **personal** email address as the PRODA account belongs to you and is transferable to another workplace if required. Your access should not be shared.

The 6 digit verification code is sent to your email address. Enter the code and select Next.

Once you have verified your email, you will receive a PRODA Account created email.

Personal details provided should be correct and consistent with the identity documents you will use to verify your identity.

5. Verify your identity

If you do not complete the identity verification steps your account may be cancelled after 60 days and you will need to start the process again.

This involves providing key information from **3** selected government issued identity documents.

Your identity is verified online in real-time using the government's Document Verification Service (DVS).
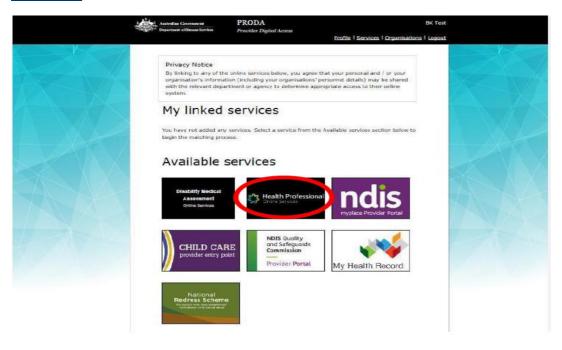
You have 3 attempts to verify each document before which you will have an option to complete a manual form and send to DHS to verify documents on your behalf.

6. Setup your 2-step verification code preference

You will be asked to enter a unique verification code each time you log into PRODA. This can be sent via SMS, email or generated on the mobile IOS or Android app you set up after downloading from the App store or Google Play. Select your preferred method of receiving this verification code and click Next.

7. First time access – Health Professional Online Service (via PRODA)

Select the Health Professional Online Service (HPOS) tile and click on the **Link your services** button on the HPOS tile.
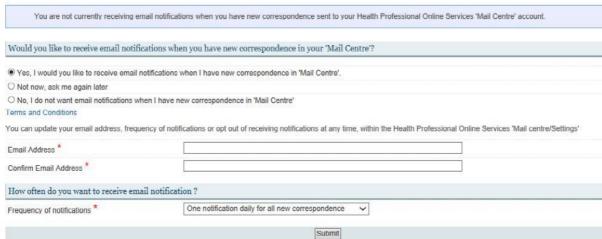
8. Link your Healthcare Identifiers to HPOS

Under Identifier Type, click on the drop down arrow and select **Medicare Provider Number** and click Search. Once the number is found and displayed, agree to the terms and conditions on the next page and click on 'I agree'.

9. Setup HPOS Mail Centre Notifications

First time users will be asked if they want to be notified to a personal email account when DHS sends an email to a user in HPOS.

You have now completed your PRODA account setup.

Appendix 1

Locating your Registration Authority (RA) Number

To find your PRODA RA number, you will need to CLICK on Menu on the top left hand corner > **Manage logon account**

You will be taken to the following screen: click on the 'Profile' link on the top right hand corner

My details

Profile details

Name	Mrs Kirsty MacDougall	✏ Update
Email	kirsty.macdougall@kmphn.org.au	✏ Update
Mobile phone number	0425743252	✏ Update
Username	kmacdougall	
Date of birth	11/07/1962	
Gender	Female	
RA number This number is required for HPOS delegation	2789771479	

The RA number displayed is your unique **PRODA RA number**.

Appendix 2

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

Appendix 3

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

Definitions

Acronym / Word	Definition
PRODA 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.
HPOS 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.
RO 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.
OMO 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.
EOI Evidence of Identity	Evidence of Identity is needed as part of the registration for a PRODA account.
DHS 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.
Seed Organisation	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.
Network Organisation	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.