

How to register for

PRODA account

and

Accessing HPOS

What is PRODA?

PRODA
Provider Digital Access

PRODA is an online authentication system you can use to securely access certain government online services.

Why use PRODA?

-  no need for additional hardware / software
-  one username and password for multiple services
-  2-tier secure log in

What is HPOS?



Health Professional Online Services (HPOS) is a fast and secure way for health professionals and administrators to do business with the Department of Human Services.

<https://www.humanservices.gov.au/hpos>

Using PRODA and HPOS

Access via Human Services Website

- Access PRODA directly from the Human Services website.
- If you get systems error and you accessed PRODA via the Human Services website, then clear your browser history and retry.

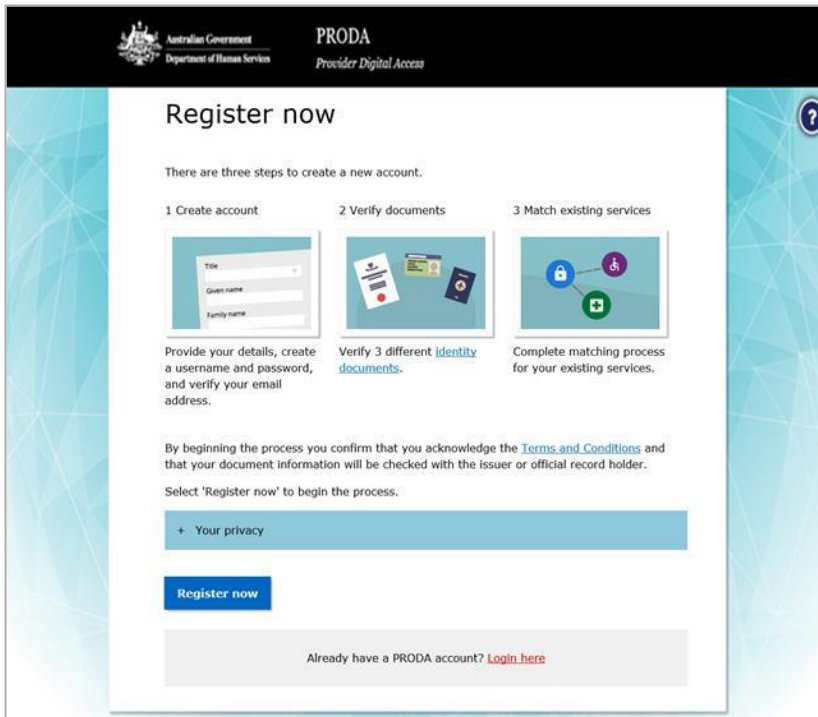
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PRODA
Provider Digital Access

System error

System currently unavailable. Try again later. Please record the error token, and cite in communications: 1o6j2dpmhpe

REGISTER FOR PRODA



Go to humanservices.gov.au/proda and navigate to 'Register'

PROVIDE YOUR DETAILS

The screenshot shows the 'Your details' form on the PRODA website. At the top, it features the Australian Government logo and the text 'PRODA Provider Digital Access'. The main heading is 'Your details'. Below this, there are three progress indicators: 1. Create account, 2. Verify documents, and 3. Match existing services. A blue button labeled 'Next' is at the bottom. The form fields are: Title (Optional) with a dropdown menu showing 'Miss'; First name with a text input field containing 'Mary'; Additional names (Required if on any of your identity documents) with a text input field; Surname with a text input field containing 'Smith'; Gender with a dropdown menu showing 'Female'; and Date of birth with a date picker showing '10 / 01 / 1980'. There is also a blue button labeled 'Next' at the bottom.

Provide your personal details.

USERNAME, PASSWORD AND SECURITY QUESTIONS

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Provider Digital Access

1 Create account

2 Verify documents

3 Match existing services

[Back](#)

Create your login details

Username
masmith

Password
•••••••• [Show](#)

Confirm Password
•••••••• [Show](#)

- At least 10 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number or special character

[Next](#)

MUST CONTAIN AT LEAST 1 UPPERCASE, 1 LOWERCASE, AND 1 (BUT ONLY 1) NUMERIC OR SPECIAL CHARACTER

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1 Create account

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Your security questions

Security question 1
Where did I go on my first holiday?

Answer 1
brisbane

Security question 2
What are the last 5 digits of my sports/gym membership card?

Answer 2
25367

Security question 3
What was my favourite subject at school?

Answer 3
sport

[Next](#)

PROVIDE AND VERIFY YOUR EMAIL ADDRESS

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PRODA
Provider Digital Access

1 Create account

2 Verify documents

3 Match existing services

[<Back](#)

Your email address

You need to provide an email address for your account. We will need to verify that you own this email.

Email address

Confirm email address

[Next](#)

USE YOUR PERSONAL EMAIL ADDRESS

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Provider Digital Access

1 Create account

2 Verify documents

3 Match existing services

If the contact details entered are not registered to an existing account, a code will be sent. Please enter the code here.

[<Back](#)

Verify your email address

We sent a code to your email address tania.lewis@humanservices.gov.au . Once you receive it, enter it below and select 'Next'.

Email code

[Didn't receive your code?](#)

[Next](#)

ONCE YOU HAVE VERIFIED YOUR EMAIL, YOU WILL RECEIVE A "PRODA ACCOUNT CREATED" EMAIL

VERIFY YOUR IDENTITY

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PRODA
Provider Digital Access

Mary Smith
Logout

Verifying your identity

You have successfully completed Step 1 of the PRODA account creation process.

You can now use the Logout button on the top of the screen to save your progress and restart the process at a later time.

- 1 Create account**
Provide your details, create a username and password, and supply your email address.
- 2 Verify documents**
Verify 3 different [identity documents](#)
- 3 Match existing services**
Complete matching process for your existing user services

You will now begin to verify your identity documentation online using the documents from the link in Step 2 above.

If you cannot verify your documents online, you will need to submit a paper form with documents from this [extended list](#).

[Next](#)

Please note:

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.

Example: Verify your identity

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Mary Smith
Logout

Verify your first document

- Australian passport
- Medicare card
- Australian driver's licence
- ImmiCard
- Australian birth certificate
- Australian Visa (supported by a foreign passport)
- Citizenship certificate
- Certificate of registration by descent
- I don't have any of these documents

[Next](#)

If you're unable to verify your identity online, select **I don't have any of these documents** and use the Manual identity verification for Provider Digital Access form.

Example: Verify your identity (continued)

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PRODA
Provider Digital Access

Mary Smith
Logout

2 Verify documents

3 Match existing services

< Back

Australian passport


First name
Mary

Additional names

Surname
Smith

Document number
M98765432

Select a sample



Next

Verify your first document

Tip: 'Additional names' needs to exactly match the middle initial or name in the document

IDENTITY SUCCESSFULLY VERIFIED

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Mary Smith
Logout

Your identity has been successfully verified!

You have successfully completed Step 2 of the PRODA account creation process.

- 1 Create account
Provide your details, create a username and password, and supply your email address.
- 2 Verify documents
Verify 3 different [identity documents](#).
 - ✔ Australian passport
 - ✔ Medicare card
 - ✔ Australian driver's licence
- 3 Match existing services
Complete matching process for your existing services.

You will now choose your code preference and complete matching to existing services.

Next

?

2 STEP VERIFICATION CODE PREFERENCES

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Mary Smith
Logout

1 Create account 2 Verify documents 3 Match existing services

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Your verification code preference

Each time you login we will need you to enter a code which can be generated via our mobile app (recommended), email or mobile phone. Please choose your preferred option to receive your code.

Email
masmith@google.com.au

Mobile App

Mobile phone (SMS)

Next

Generally quicker response times

PRODA Code Generator

Australian Government Department of Human Services
Tools

You don't have any devices.

Add to wishlist

FIRST TIME ACCESS – HEALTH PROFESSIONAL ONLINE SERVICE (via PRODA)

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Profile | Services | Organizations | Logout

Privacy Notice
By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisation's personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services

You have not added any services. Select a service from the Available services section below to begin the matching process.

Available services

Health Professional Online services

LINK YOUR HEALTHCARE IDENTIFIERS TO HPOS

Healthcare providers and administrators

We need to establish your existing relationship with us and your role in the healthcare sector. If you are a provider, you will have a variety of numbers issued in your name, such as a provider number. We need to link these number(s) to this account so that you can access the appropriate services in the system.

If you are not a provider you may not have an existing relationship with us, and may not have numbers or identifiers issued to you. If this is the case, you will be identified as an administrator (not a provider).

Have you been issued with any numbers or identifiers as part of your role?

No Yes

Are you a Responsible Officer or Organisation Maintenance Officer for an eHealth organisation?

No Yes

Search for your existing records

We'd like to link up all your numbers and records currently held by the Department of Human Services. If you are a provider, the easiest way to do this is to enter your AHPRA medical registration number, and we will search our database for you. If you don't have an AHPRA medical registration number you can pick another number you have (such as a provider number).

AHPRA medical registration number

OR


Identifier type

Identifier

Identifier type

- Medicare Provider Number
- Medicare Provider Number
- HPI-I Number
- HPI-O Number
- DVA Provider Number
- DVA Stem
- PBS Approved Prescriber
- HECSRS Identifier
- Medication Review - AACP Accreditation
- Medication Review - SHPA Accreditation
- Midwife Unique Identifier
- Pharmacist - ACT Registration
- Pharmacist - National Registration
- Pharmacist - NSW Registration
- Pharmacist - NT Registration
- Pharmacist - QLD Registration
- Pharmacist - SA Registration
- Pharmacist - TAS Registration
- Pharmacist - VIC Registration
- Pharmacist - WA Registration
- RO/OMO Number**

AGREE TO TERMS AND CONDITIONS

 Health Professional
Online Services

Health Professional Online Services (HPOS) Terms and Conditions of Use and Access

As a user of HPOS, you must:

- use HPOS securely and for a proper purpose;
- comply with all laws and policies;
- report breaches; and
- keep information up to date.

These HPOS Terms of Use also contain important information about how HPOS works, which you are bound by. Words that have a special meaning are defined in the glossary at the end. The laws of the Australian Capital Territory apply to these HPOS Terms of Use.

1. Accessing HPOS

HPOS is a service provided by the Department of Human Services (the department). The department gives you permission (in the form of a non-transferable, non-exclusive, revocable licence) to use HPOS so long as you comply with these HPOS Terms of Use. Your use of HPOS in no way transfers or assigns ownership in any intellectual property rights (including copyright) to you.

The department may change these HPOS Terms of Use from time to time. If this happens, you will be notified electronically.

If you do not agree with these HPOS Terms of Use or cannot comply with them, you should stop using HPOS.

If the department finds that you have failed to comply with these HPOS Terms of Use, your access to HPOS may be restricted, suspended, or revoked. In some instances, it is possible you could face civil or criminal penalties.

An end to your HPOS access does not release you from any liability or penalty you may have incurred arising from or in connection with your access or use of HPOS.

Your use of HPOS is at your own risk.

2. Use HPOS securely and for a proper purpose

The department may monitor your use of HPOS.

You must:

- only access information in HPOS about a person with the person's consent and for claiming purposes only.

By clicking the "I Agree" button, you acknowledge that you have read and accept the above Terms and Conditions.

Click on "I Agree"

HPOS MESSAGES NOTIFICATIONS

HPOS Mail Centre notification

You are not currently receiving email notifications when you have new correspondence sent to your Health Professional Online Services 'Mail Centre' account.

Would you like to receive email notifications when you have new correspondence in your 'Mail Centre'?

Yes, I would like to receive email notifications when I have new correspondence in 'Mail Centre'.
 Not now, ask me again later
 No, I do not want email notifications when I have new correspondence in 'Mail Centre'

[Terms and Conditions](#)

You can update your email address, frequency of notifications or opt out of receiving notifications at any time, within the Health Professional Online Services 'Mail centre/Settings'

Email Address *

Confirm Email Address *

How often do you want to receive email notification ?
Frequency of notifications *

Static content was last modified on June 2014

Tip: Select 'Immediate notification for each new correspondence'

It is important that you provide an email address that you regularly access as HPOS will use this email address to notify you when an email has been sent to your HPOS Messages. This include emails related to your seed registration application.

LINK YOUR HEALTHCARE IDENTIFIERS TO HPOS

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PRODA
Provider Digital Access

[Profile](#) | [Services](#) | [Organisations](#)

Privacy Notice
By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services

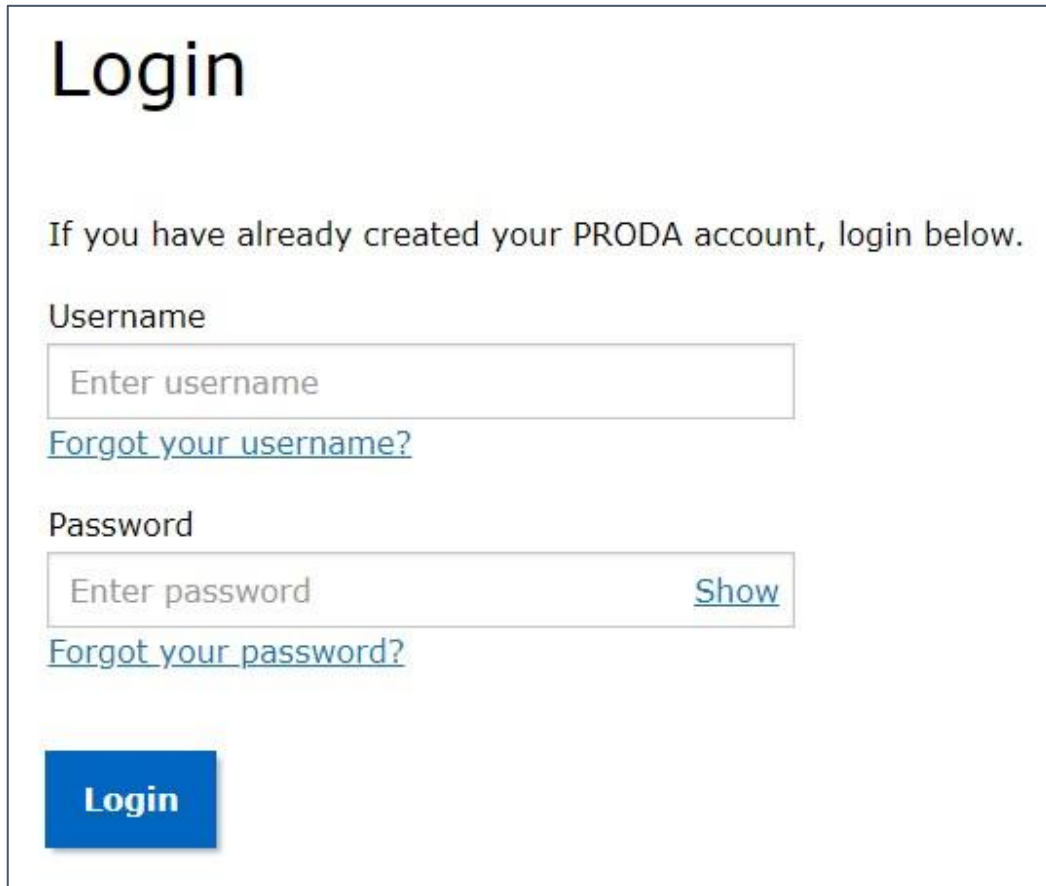
Available services

Your PRODA account will link to HPOS. You'll see the HPOS tile in **My Linked Services**

Select Link Identifiers if you did not complete the step before or want to link more identifiers

LOGIN TO HPOS

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



Login

If you have already created your PRODA account, login below.

Username

[Forgot your username?](#)

Password

 [Show](#)

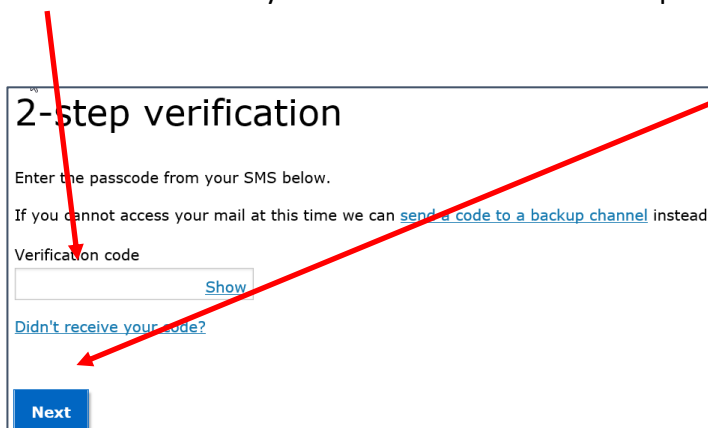
[Forgot your password?](#)

Login

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

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**.



2-step verification

Enter the passcode from your SMS below.

If you cannot access your mail at this time we can [send a code to a backup channel](#) instead

Verification code

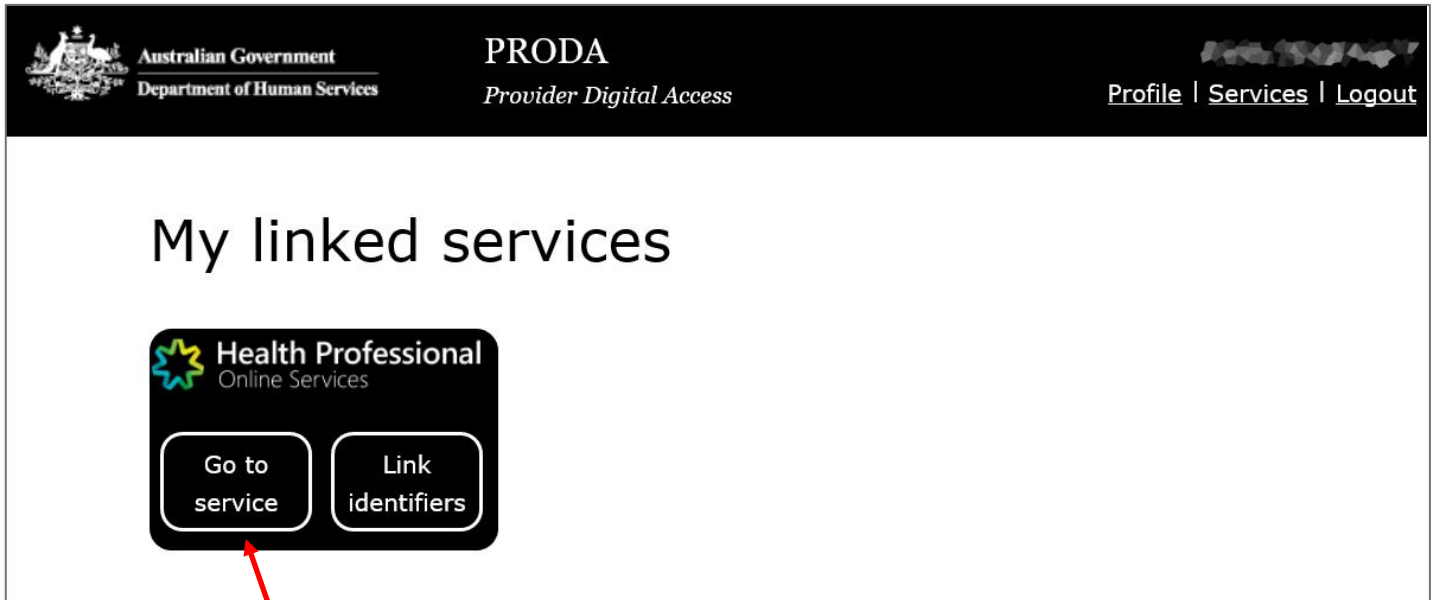
 [Show](#)

[Didn't receive your code?](#)

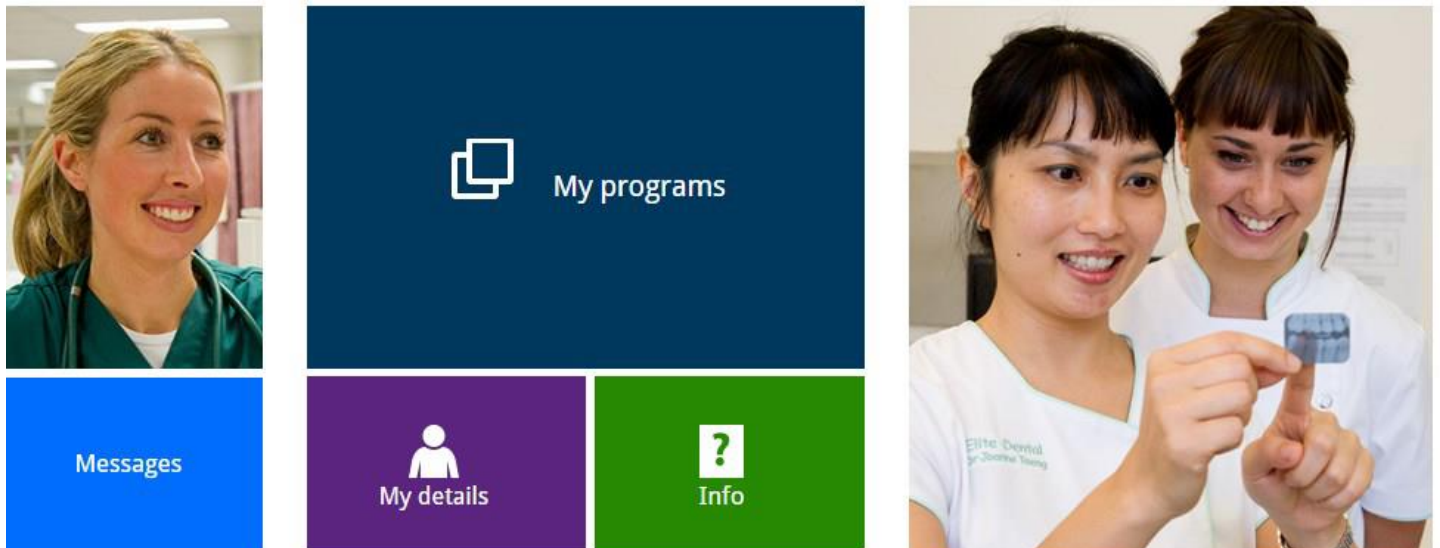
Next

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

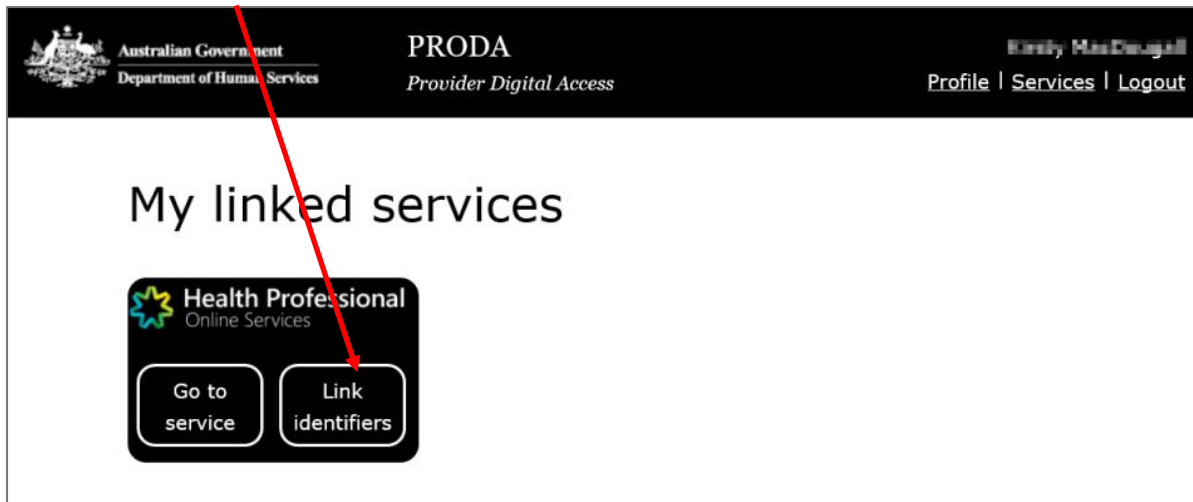


- Department of Veterans' Affairs (DVA)
- Healthcare Identifiers
- Practice Incentives Program (PIP)
- Practice Nurse Incentive Program (PNIP)
- Therapeutic Goods Administration (TGA) Recall/Hazard Alerts
- eHealth Record System - Organisation Registration

[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**



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Emily MacDougall
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

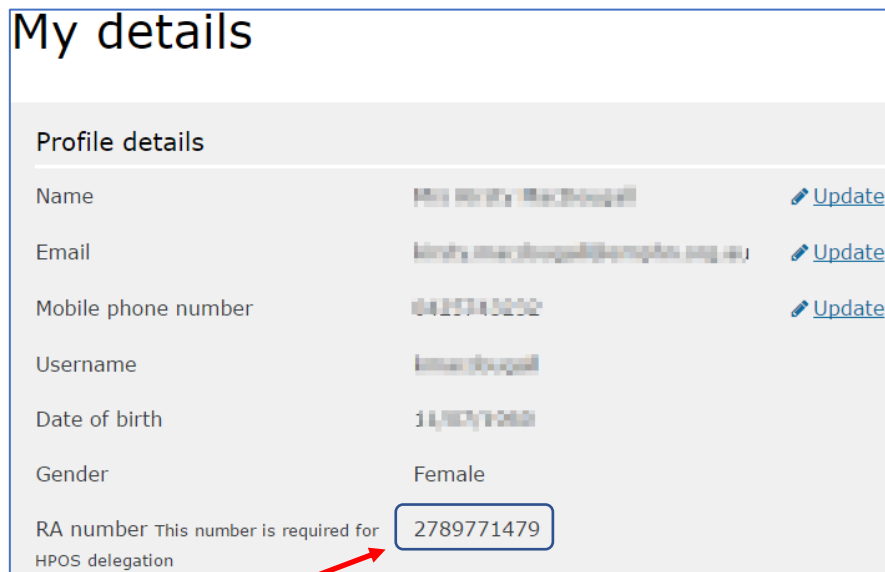
Search

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.

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



The screenshot shows a 'My details' profile page. It includes a 'Profile details' section with the following information:

Profile details		
Name	Ms Mandy MacDougall	Update
Email	mandy.macdougall@omphs.org.au	Update
Mobile phone number	0425345252	Update
Username	mandy@omphs	
Date of birth	11/07/1968	
Gender	Female	
RA number This number is required for HPOS delegation	2789771479	

A red arrow points from the text below to the RA number field in the screenshot.

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**.

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.

Administrative Staff can now submit a request for delegation to a provider for their approval, via the following screen:

Home > My providers

My providers

To act on behalf of a provider within HPOS, click 'Select' against the record.
To request new delegation, click 'Request delegation' button below.

RA Number	Title	First name	Last name	Delegation end date	Status	Action
No records found.						

Request delegation

My delegation requests

Displayed below are your requests for delegation access. Approved requests will be displayed in the My providers table above.
A provider can change the delegation end date requested.
Requests expire in 14 days from the date the request was made. Expired requests will be removed from the table view below.

RA Number	Title	First name	Last name	Delegation end date	Request status	Action
No records found.						

Click on **Request Delegation** – you will need the RA number of the provider (located in their PRODA profile)

Search for a provider

No records found.

To search for a provider enter their RA number into search field below and select 'Search'.

Search criteria * = Required

RA Number * eg: 1234567890

Once this request is submitted, the provider will approve (via their HPOS Mailbox) and you will now be able to act on behalf of a Provider.

NOTE:

- This delegation period can be set for any specified time limit up to a max of 12 months.
- After 12 month, provider will need to renew their delegate's access or the delegate will need to request delegate access.

N.B. Please note that if a Practice 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.

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.
HI 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)
HPI-O 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.
HPI-I 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.
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.