



MyMedicare Minute – ELEVEN

One key message. One minute to read.

HPE resources available

- Practices can resolve most MyMedicare, Organisation Register, PRODA and HPOS issues faster through self-service, using the dedicated Health Professional Education (HPE) resources and step-by-step online guidance provided by Services Australia.
- These resources are updated frequently and are the best first place to go before contacting the Services Australia Helpdesk.
- Services Australia helpdesk is unable to walk every practice through every scenario, so the HPE tools offer the fastest and most reliable way to fix issues without waiting on the phone.

What practices need to know

- The quickest way to get MyMedicare issues resolved is to use Services Australia's self-service tools.
- There are many resources available to assist with:
 - Organisation Register setup and linking providers, sites and banking details.
 - HPOS navigation, including checking MyMedicare eligibility, accepting/declining patient registrations, and updating practice preferences.
 - PRODA troubleshooting, identity checks, and managing delegated staff access.
 - Accreditation status updates and how it is applied in the Organisation Register.
 - MyMedicare administrative functions including: accepting patient requests, initiating registrations, withdrawing patients and checking provider eligibility.

Resources

HPOS, Organisation Register and MyMedicare support - step-by-step guidance, videos and training through the Services Australia Health Professional Education (HPE) portal at <https://hpe.servicesaustralia.gov.au>.