



# Health Professional Online Service, Provider Digital Access and Public Key Infrastructure Certificates

## HPOS, PRODA and PKI Certificates

The Health Professional Online Services (HPOS) offers improved access to Medicare Australia's online services for health professionals and delegated practice staff.

HPOS provides access to information on medical practitioner eligibility for Medicare and information necessary for the processing and payment of claims. In addition, HPOS services are in real-time.

HPOS also allows administrative users, such as practice staff, to logon to HPOS using a Public Key Infrastructure (PKI) individual certificate and act as a delegate on behalf of a health professional. The health professional must first nominate the delegate to act on their behalf.

Administrative users can also logon to HPOS using a PKI site certificate which provides access to patient verification only.

When acting on behalf of a health professional, you will have access to the full range of HPOS information and services.

## Services

Health Professional Online Services provides access to a range of information, services and programs including:

- Australian Immunisation Register (AIR)
- Centrelink Forms

- Child Dental Benefits Schedule
- Department of Veterans' Affairs
- My Health Record System – Organisation Registration
- Healthcare Identifiers
- Midwife Professional Indemnity Scheme (MPIS)
- National Bowel Cancer Screening Program (NBSCR)
- 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 Allied Health Webclaim
- DVA Medical Webclaim

View reports:

- Medicare Bulk Bill reports
- DVA Allied Health Webclaim reports
- DVA Medical Webclaim reports

Whilst all care has been taken in preparing this document, this information is a guide only and subject to change without notice.

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- DVA Patient Treatment reports
- Prescription Shopping Patient Summary reports

Access useful MBS and PBS functions:

- MBS items online checker
- MBS partial payment calculator
- MBS Online
- PBS Schedule

Manage your details, including:

- Administer delegates
- Edit or add your banking and personal details
- View details about your Medicare provider number and create a new provider location
- Access track and scale information (ie 19AB exemption)

Access patient information:

- Find a patient and check Medicare numbers
- Concessional entitlement verification
- View patient care plan history
- Communicate with Medicare
- Message
- View statements and subscriptions
- Upload documents
- Upload selected forms

## Online user and quick reference guides

A series of online user and quick reference guides are available from the Medicare Australia website:

<https://www.humanservices.gov.au/health-professionals/services/medicare/hpos>

## What is PRODA?

PRODA (Provider Digital Access) is a new way to securely access HPOS. It is an alternative to the Medicare Individual PKI certificate. Once you have registered for PRODA, you access HPOS with a username, password and verification code. An advantage of PRODA is that HPOS can be accessed from any device that has internet access including a tablet or smartphone. If you have a PKI Certificate, you still need to register for PRODA and then both can be used. PKI Individual Certificates will eventually be phased out.

## What is a PKI Certificate?

Health care providers need a Medicare Public Key Infrastructure (PKI) certificate to access online services. PKI certificates ensure that information you submit through the HPOS portal is secure.

The Department of Human Services issue PKI certificates to individuals and organisations in the health sector.

## More information

For more information about, PRODA or PKI certificates, contact:

Telephone 1800 700 199

For HPOS information contact:

Telephone 132 150

[www.medicareaustralia.gov.au/hpos/index.jsp](http://www.medicareaustralia.gov.au/hpos/index.jsp)

## What are the different types of Public Key Infrastructure (PKI) Certificates?

PKI Certificate type	What you will receive from the Department of Human Services	Medicare functions	Health Identifier (HI) Service	My Health Record System	Secure Message Delivery (SMD)
<b>Human Services (Medicare) Site Certificate</b> (also known as Location or Organisation Certificate)	CD for installation on your PC and/or Local Network  PIC (password) in separate letter	Access to Health Professional Online Services (HPOS) portal for Medicare related practice management (eg claim Medicare benefits)	Certificate can be enabled for use with the Healthcare Identifier (HO) Service through HPOS to maintain organisation HI details	No function	No function
<b>NASH Certificate for Healthcare Provider Organisations</b>	CD for installation on your PC and/or Local Network  PIC (password) in separate letter	No function	No function	Access to the My Health Record System through eHealth conformant clinical software	Used with SMD software to send messages securely to other Healthcare Provider Organisations and Providers
<b>Human Services (Medicare) Individual Certificate</b> with Healthcare Identifiers Service added (also known as RO (Responsible Officer)/OMO (Organisation Maintenance Officer) PKI Certificate)	USB token or Smartcard  PIC (password) in separate letter	Access to Health Professional Online Services (HPOS) portal. Can only perform Medicare and HI services activities (eg to maintain healthcare provider organisation and individual HI details)	Certificate can be enabled for use with the Healthcare Identifier (HI) Service through HPOS to maintain organisation HI details	No function	No function
<b>NASH Certificate for Healthcare Provider Individuals</b>	USB token or Smartcard  PIC (password) in separate letter	No function	No function	Required to access the National Provider Portal through the myhealthrecord.gov.au website	No function