

Health Professional Online Services (HPOS) and Provider Digital Access (PRODA)

Health Professional Online Services (HPOS) provides a convenient and secure way for health professionals and their delegated administrative users, such as practice staff, to interact with Services Australia.

What can you do with HPOS?

Access services, payments and programs

- Australian Immunisation Register (AIR)
- Centrelink forms
- Department of Veterans' Affairs
- My Health Record
- Healthcare Identifiers Service
- Health Care Homes (HCH)
- Midwife Professional Indemnity Scheme (MPIS)
- Pathology registration
- PBS Authorities
- PBS and RPBS stationery
- Practice Incentives Program (PIP)
- Workforce Incentive Program (WIP) – Practice Stream
- Workforce Incentive Program (WIP) – Doctor Stream
- Prescription Shopping Information Program
- TGA recall and hazard alerts

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 personal details

- 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 patients and check Medicare numbers
- Concessional entitlement verification
- View patient care plan history

Communicate with Services Australia

- Message
- 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 and manage PKI certificates

- NASH PKI certificates for Healthcare Identifiers Service network organisations
- PKI certificates for the Healthcare Identifiers Service

Register for PRODA to access HPOS

Provider Digital Access (PRODA) is an identity verification and authentication system used to access government online services. PRODA is replacing Public Key Infrastructure (PKI) individual certificates.

After registering for a PRODA account, health professionals and their delegated administrative users, such as practice staff, can access HPOS with their username, password and verification code.

More information about HPOS and PRODA

To find out more about Health Professional Online Services (HPOS) and Provider Digital Access (PRODA), refer to the Services Australia website:

- www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/hpos
- www.servicesaustralia.gov.au/organisations/business/services/provider-digital-access-proda

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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