

My Medicare - Common Errors/Troubleshooting

Organisational Structure

Ultimate Organisation: Parent Organisation - The legal recognised entity considered to have hierarchical control of any registered organisation in Proda

Associated Sites: Each associated site must share the same ABN as the parent organisation

Unable to access 'Organisation Register' tab in HPOS

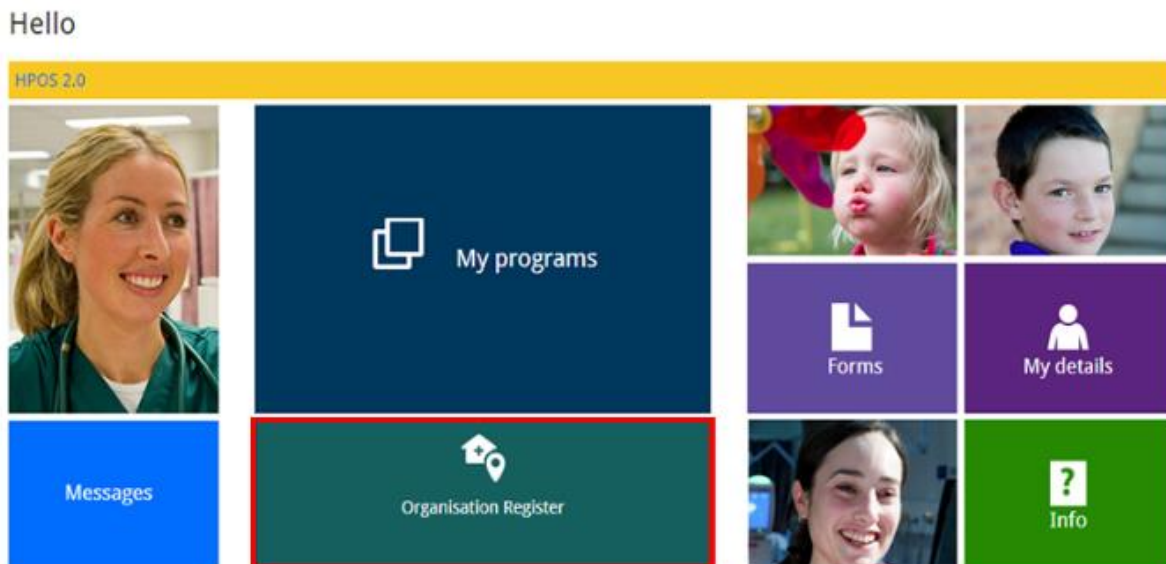
Ensure HPOS is linked in the 'service provider' tab in the **Organisation Proda account**

Individual registering the practice should be the authorised contact on the Australian Business Register

Individual must be listed as a member in the Organisation Proda account

When logging into HPOS, ensure you are acting on behalf of the organisation

Ensure healthcare identifiers are linked to the individuals HPOS account




Unable to add organisation Site register / associated site

The organisation register **must be active** before adding an associated site

Must first create and complete the organisation register before adding any associated sites

Ensure ALL information is input correctly and all mandatory fields are completed

Ensure to save and submit all information


 Save completed successfully

Organisation Register - Organisation Record

Amend

Organisation ID	2308956726	Entity Name	Organisation A
ABN	35 121 97 696	PRODA RA Number	5024039511
Status	Active	From	01/12/2022 11:21:34

Organisation | **Contact** | **Key Individuals** | **Associated Sites**

 Before adding an Organisation Site, please ensure the following details are known about the organisation site:

- Organisation Site name
- Physical address

Add New Site

Current Organisation Sites

ID	Name	Physical Address	Start Date	Action
No records found.				

Showing Rows 0-0 of 0

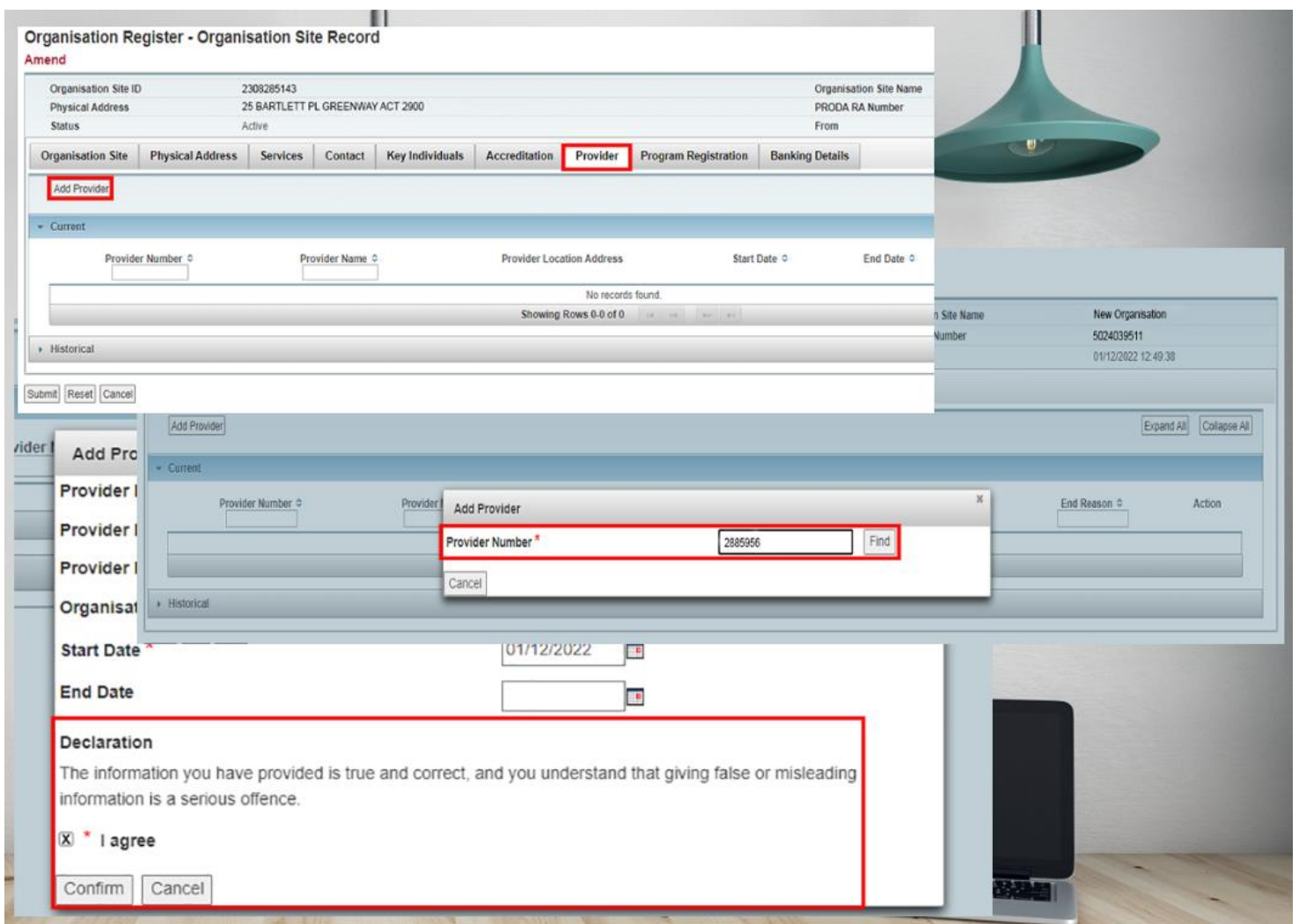
Ensure to add both an associate (Owner/director) AND an authorised contact under 'Key Individuals' tab

Once all information is correctly input and submitted/saved, the status of the Organisation Register will become active the 'add new site' button will display under the 'associated site' tab

Unable to add providers or experiencing an error that the provider number does not match supplied information

Must save and submit all information on the organisation site record **BEFORE** adding providers
Providers information/location with Services Australia must match exactly what has been input in the organisation register

- May need to contact Services Australia to verify this information



Unable to locate Practice when registering

Ensure MyMedicare is linked under the program registration tab

Select MyMedicare and click 'add program' – Then Submit and save the information

Organisation Register - Organisation Site Record

Amend

Organisation Site ID	2308283817	Organisation Site Name	FAMIL
Physical Address	25 BARTLETT PL GREENWAY ACT 2900	PRODA RA Number	50240
Status	Active	From	01/12/

Organisation Site	Physical Address	Services	Contact	Key Individuals	Accreditation	Provider	Program Registration	Banking Details
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New Program

Program ID	Program	Status	Status Start Date
No records found.			

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Once correctly linked, HPOS will automatically progress to a screen asking how you would like to accept patient registrations

Need Support?

For further support please contact your **GCPHN Practice Engagement Officer** via:

E: practicesupport@gcphn.com.au

P: [\(07\) 5612 5408](tel:(07)56125408)

Need Further Support?

Provider Digital Access (PRODA):

P: [1800 700 199](tel:1800700199) and select option 1
(available Monday to Friday 8am to 5pm local time)

E: proda@servicesaustralia.gov.au

Department of Health and Aged Care – Medicare provider enquiry line:

E: MyMedicare@servicesaustralia.gov.au

P: [132 150](tel:132150) and select option 6
(available Monday to Friday 8am to 5pm local time)

For Providers:

P: [1800 700 199](tel:1800700199) (Services Australia)

E: organisation.register@servicesaustralia.gov.au

For Consumers:

P: [132 011](tel:132011) (patient support hotline number)