

Registering your General Practice for MyMedicare (Voluntary Patient Registration)

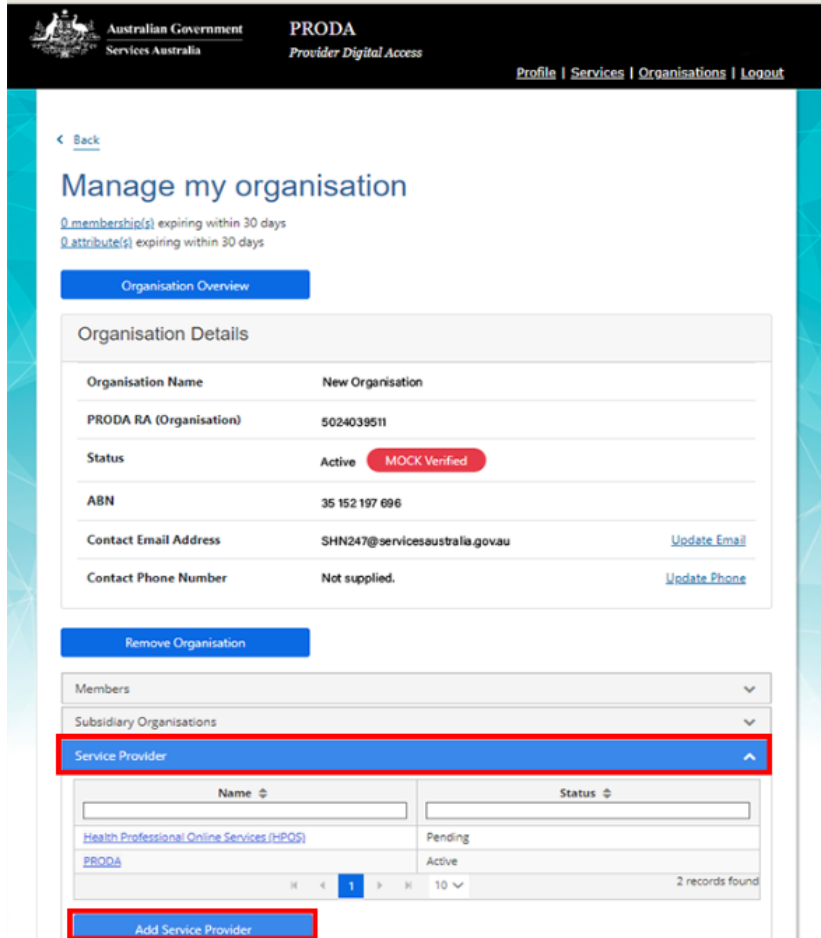
To be eligible for MyMedicare, general practices must:

- Provide Medicare-funded services,
- Be registered in the following Services Australia systems:
 - Provider Digital Access (PRODA)
 - Health Professional Online Services (HPOS)
 - The Organisation Register
- Have at least one eligible GP linked to the practice in the Organisation Register. Eligible GPs can be a vocationally registered GP, non-vocationally registered GP, or a GP registrar.
- Be accredited against the National General Practice Accreditation Scheme – non accredited practices will have 12 months to gain accreditation through a registered accreditation agency from the date they register in MyMedicare as a practice.
- Have all providers who wish to participate in MyMedicare linked to the practice in the Organisation Register
- Locate the details of an associate and authorized contact in the Australian Business Register (ABR) and Registered Authority (RA) numbers of the providers to be added to the Organisation Register. RA numbers are found in the profile tab in PRODA.
- Have valid provider numbers for all providers and ensure eligibility to deliver MBS or DVA equivalent services.

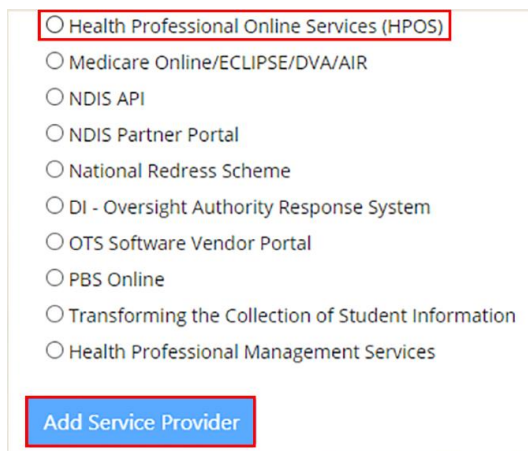
NOTE: When registering for the Organisation Register, the practice may have previously linked HPOS for other programs or services but the organisation in PRODA needs to be linked again for the Organisation Register – using the ABN as the linking identifier.

Creating an Organisation Register tile in HPOS

1. Login to PRODA and select your organisation.
2. Click on the **Service Provider** menu and select **Add Service Provider**.



3. Select **Health Professional Online Services (HPOS)** from the list and select **Add Service Provider**.



4. The status will be **pending** until linking is complete. The status will change to **active** once complete.

- The Terms and Conditions screen will only appear the first time a user links and organisation to HPOS. Click **Accept**.
- Once the HPOS Service has been added, the **Organisation Linking – Create Relationships** screen will appear. Ensure that you select **ABN** as the identifier.

Organisation Linking

Organisation Linking - Create Relationships

Identifying your organisation

*Please provide an identifier that has been issued for the organisation

Identifier type: Please select identifier type Identifier: Please enter identifier

Next

- A confirmation message will display. Click **Next**.

Organisation Linking - Create Relationships

Verification of relationship

We have established your organisation's relationship with the following:
Health Professional Online Services (HPOS) for ABN 35152197696 ✓

Next

- A screen will display confirming that the Organisation in PRODA can access HPOS services. Select **Finish**.

Organisation Linking - Next Steps

You can now access HPOS services based on the identifiers you have used to link.

Select **Go to service** on the **Health Professional Online Services** tile in **PRODA - My services**.

Select the organisation you have linked

First time access:

- The HPOS terms and conditions will display, you must read them and select **I agree**
- Provide an email address and select **submit**

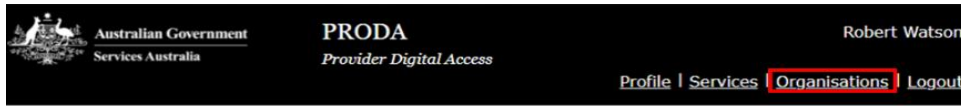
The **HPOS home page** opens.

To return to your PRODA account from HPOS select **Manage logon account** from the main menu.

Go to My services page in PRODA by clicking [Here](#).

Finish

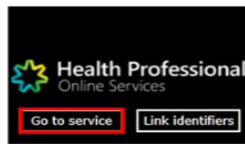
Once the linking has been done, exit out of PRODA and then log back in. Select **Go to Service**.



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



9. A new screen will display where you can select the organisation you are acting on behalf of in HPOS.



Health Professional Online Services (HPOS)

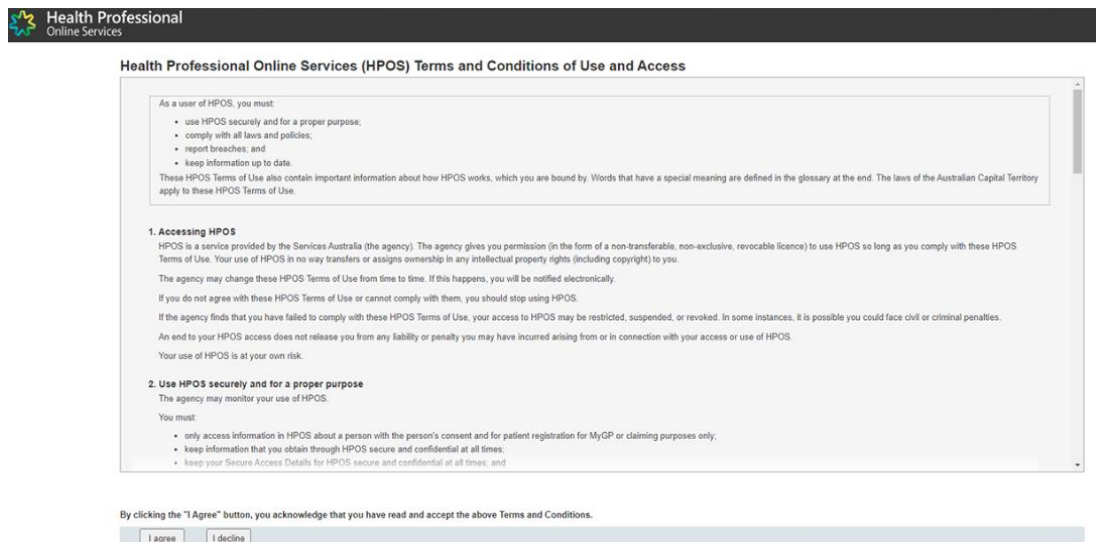
Organisation

Please choose an organisation to act on behalf of:

- No Organisation - Proceed as an individual only
- New Organisation



10. Another screen will then display where you need to accept the Terms and Conditions.



11. HPOS will then request an email address to which notifications can be sent. Select **Yes** to receive notifications and select the frequency of notifications.

Health Professional Online Services

Mail centre notifications

i To have access to Health Professional Online Services, an email must be provided.

Should you choose to receive notifications to the email provided below, you would receive notifications for:

- Delegation updates (if applicable)
- New email in your HPOS mailbox
- Updates by HPOS staff to your contact details

All Account activity notifications will be sent to the email provided below, irrespective of your notification preferences.

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'

[Terms and Conditions](#)

Email Address *

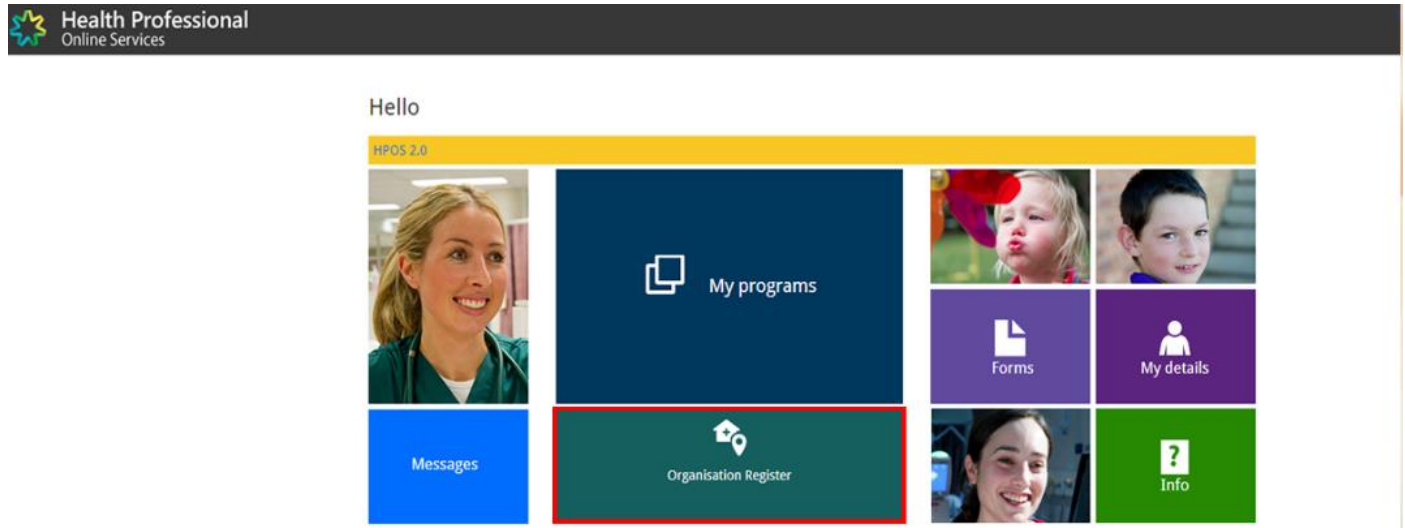
Confirm Email Address *

Mobile number

Do you wish to receive notifications? * Yes No

Frequency of notifications *

12. You will know the linking process is complete when a new tile appears in HPOS called the **Organisation Register**. You can now start to populate the Organisation Register for your practice.



Once the linking in HPOS is done, you now need to create an Organisation Record to be ready for MyMedicare.

Creating an Organisation Record in HPOS

1. Click on the **Organisation Register** tile and start to populate the required details. *Please note, all fields need to be completed not just the mandated field.* The **Associated Sites** tab is where the physical address of the practice must be recorded. Double check the **Organisation** tab as it is pre-populated from the ABR to see if details are correct. If details are incorrect, please contact the ABR.

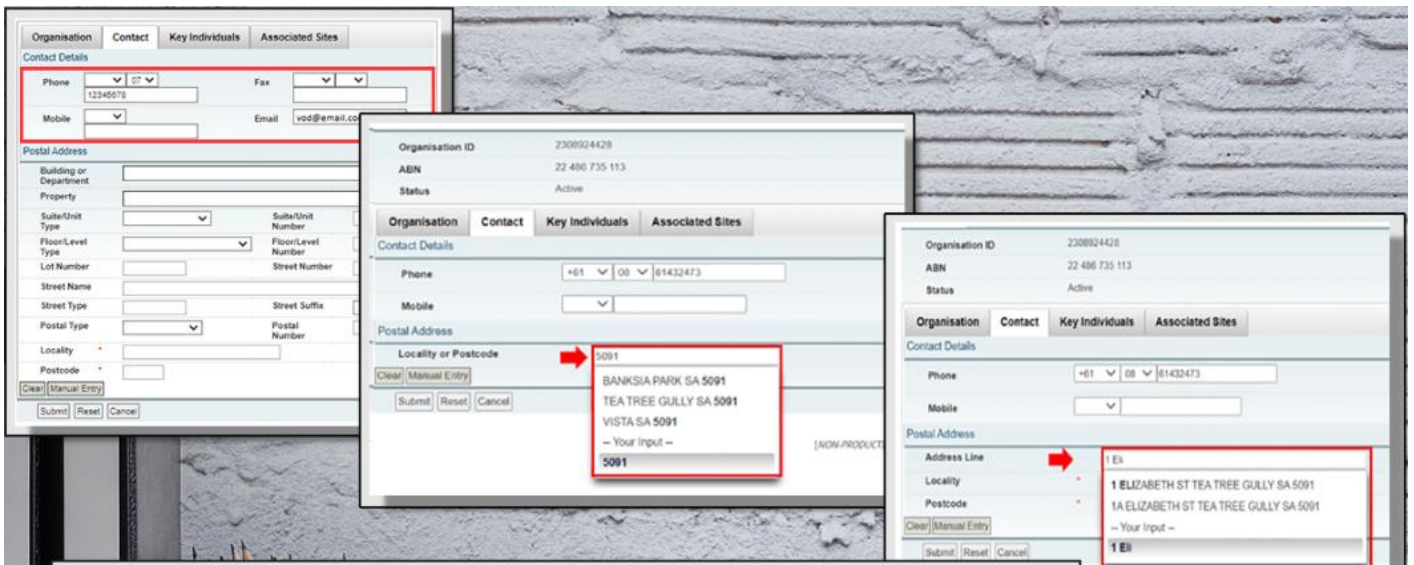
Organisation Register - Organisation Record

Amend

Organisation ID	2308956728	Entity Name	Organisation A
ABN	58 193 517 849	PRODA RA Number	5024039511
Status	Pending (System)	From	01/12/2022 10:10:51

Organisation	Contact	Key Individuals	Associated Sites
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2. The **Contact** tab is *not* where the details of the GPs are recorded. In the **Contact** tab after entering the contact phone and email details you must enter a Post Code and select the suburb first. The address fields will auto-fill. Remember to select **Submit** and then **Save**.



3. The **Key Individuals** tab is *not* where the details of the GPs are recorded. This tab required at least two Key Individuals – one Associate and one Authorised Contact. The Associate needs to be listed against the ABN on ABR.

Organisation Register - Organisation Record

Amend

Organisation ID	2308956726	Entity Name	Organisation A
ABN	35 121 97 696	PRODA RA Number	5024039511
Status	Pending (User)	From	01/12/2022 10:54:48

[Organisation](#) | [Contact](#) | **[Key Individuals](#)** | [Associated Sites](#)

[Add Key Individual](#)

▼ Current

Name	Date of Birth	Role	Phone/Mobile	Start Date	End Date
No records found.					

Showing Rows 0-0 of 0

▼ Historical

The Organisation Record will remain Pending until all information in all tabs is completed.

- Once the Organisation Record has been successfully completed it becomes Active and you can then populate the **Associated Sites** tab.

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

The tab after this is to add an **Ultimate Organisation** but this is not mandatory and is really for an organisation that has hierarchical control of the Organisation in the Organisation Register.

Creating an Organisation Site Record in HPOS

Once you have accessed the Organisation Register and populated the Organisation Record, you now need to create an Organisation Site Record.

The Organisation Site Record allows the user to create a separate record for each of the sites that share an ABN with the parent Organisation in the Organisation Record. Information required in each tab depends on the services being accessed. Some programs may require all fields to be filled out.

Please note: Not all programs will be listed in the Program Registration tab and more will come onboard when new programs are added.

1. When completing the tabs in this section hit **Submit** and then **Save** if prompted as this will ensure the information is retained if you need to log back out. The Organisation Site Record will not become active until all mandatory information has been entered.

Organisation Register - Organisation Site Record
Create

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

i The Organisation Site holds details about your practice at a physical location. The Organisation Site will need to be 'Active' to participate in Health programs. To obtain a status of 'Active' the following fields are required:

- Postal address
- Contact email address
- Contact phone or mobile number
- Key individual with a role of 'Authorised Contact' with no end date

Organisation ID	2308956727
ABN	35 121 97 696
Entity Name	ORGANISATION A
Organisation Site Name *	<input type="text" value="Family General Practice"/>
Start Date	01/12/2022

2. The system pre-populates the linked My Organisation Record details. The user adds the site name—in the example above it is the Family General Practice. **Please note: for the General Practice Training Payments program (GTP) Accreditation and Provider Details do NOT need to be added but they will need to be populated for the MyMedicare program.**

Under the **Key Individuals** tab, a minimum of one key person (either Associate or Authorised Contact is required). The **Program Registration** tab is where the practice will register for programs, including MyMedicare.

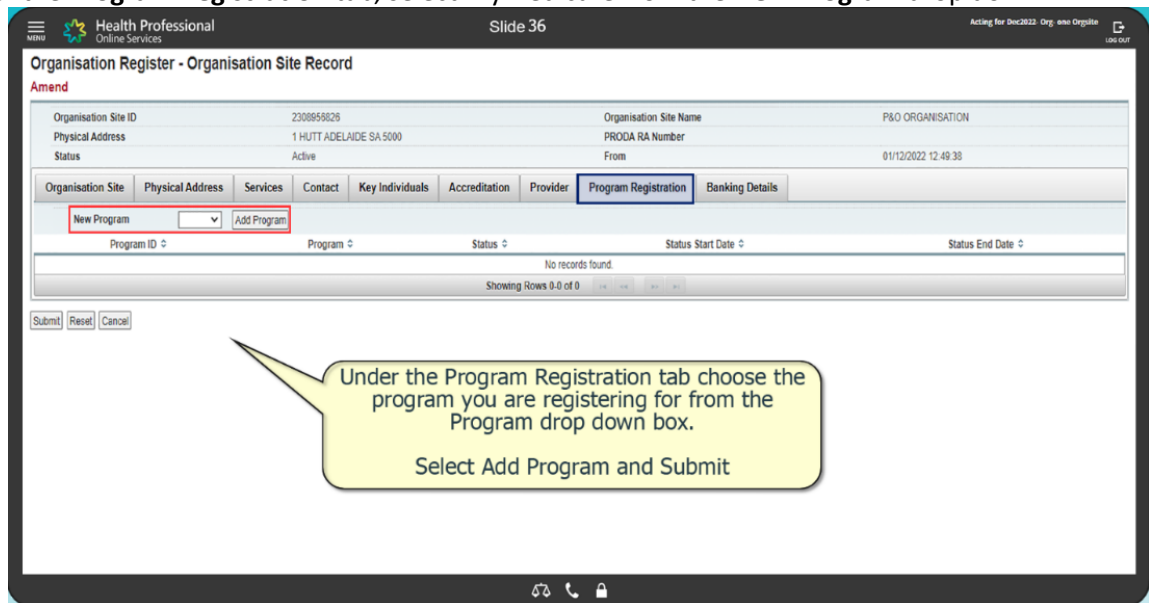
The provider details are added in the **Provider** tab. You can search for a Provider using their Provider Number. All GPs providing services at your practice must be linked to the Organisation Site Record to participate in MyMedicare.

The Organisation Site Record will remain Pending until all required fields are populated submitted and saved.

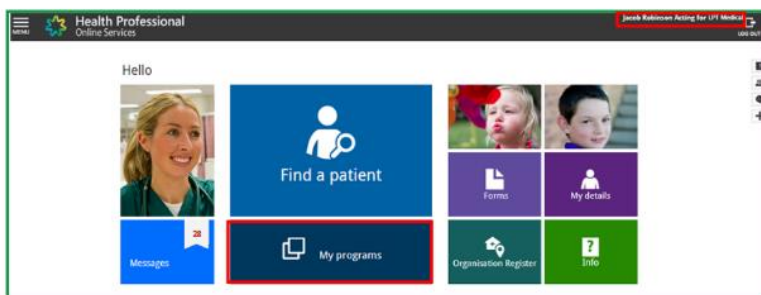
Adding the MyMedicare Program Tile

From October 1, 2023, MyMedicare became available as a program to be added to the **Organisation Site Record**. **Please Note: Practices will be required to add this tile to their Organisation Site Record, as this will not happen automatically.**

1. Within HPOS, navigate to the **Organisation Register** and then click into the **Organisation Site Record**.
2. Under the **Program Registration** tab, select MyMedicare from the **New Program** drop down.



3. Select **Add Program** and then **Submit**.
4. If the MyMedicare program status displays as *ineligible*, it is because one of the tiles to the *left* has not been filled out entirely. Double check that there is correct information in each tile as shown in the this guide (pages 73-80): Guide.
5. Once filled out, press submit then save in the bottom left corner. (If still ineligible, repeat step 4 -5)
6. The summary screen will display that the site is now eligible for the program.
7. Once this is complete, log out of HPOS and log back in.
8. The MyMedicare tile will now be accessible from the home screen of HPOS, under the My Programs tab.



Participating providers must be linked to their practice for patients to be able to select their preferred GP.

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)