

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)
 - o 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.

Australian Government	PRODA Provider Digital Access	Profile Services Organisations Lo
Back		
lanage my org	anisation	
nembership(s) expiring within 30 day	5	
<u>ttribute(s)</u> expiring within 30 days		
Organisation Overview		
Organisation Details		
Organisation Name	New Organisation	
PRODA RA (Organisation)	5024039511	
Status	Active MOCK Verified	
ABN	35 152 197 696	
Contact Email Address	SHN247@servicesaustralia.gov.au	Update Email
Contact Phone Number	Not supplied.	Update Phone
Remove Organisation		
Vembers		
Subsidiary Organisations		~
Service Provider		
Name \$		Status 🗢
Health Professional Online Services (H	POS) Pending	
PRODA	Active	
		2 carocele four

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

O Health Professional Online Services (HPOS)
O Medicare Online/ECLIPSE/DVA/AIR
O NDIS API
O NDIS Partner Portal
○ National Redress Scheme
\bigcirc DI - Oversight Authority Response System
○ OTS Software Vendor Portal
O PBS Online
○ Transforming the Collection of Student Information
\bigcirc Health Professional Management Services
Add Service Provider

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



Org

Next

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

anisation Linking			
Organisatio	n Linking - C	reate Relationships	
Identifying you	ur organisation		
*Please provide an ide	entifier that has been iss	ued for the organisation	
Identifier type		Identifier	
Please select identifier	type -	Please enter identifer	

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

Organisation Linking - Create Relatio	nships
Verification of relationship	
We have established your organisation's relationship with the following	j:
Health Professional Online Services (HPOS) for ARN 35152107606	×

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



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



4400

MYMEDICARE TIPS AND TRICKS

Services Australia	Provider Digital Access Profile Services	rganisations
Privacy Notice		
By linking to any of the organisation's information with the relevant department department.	ne online services below, you agree that your personal and / o ation (including your organisations' personnel details) may be artment or agency to determine appropriate access to their or	r your shared line
My linked	services	

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

	Australian Government Services Australia	PRODA Provider Digital Access	Robert Watson
			Profile Services Organisations Logout
Hea	Ith Professional	Online Services (HI	POS)
O	rganisation		
Ple	ase choose an organisaton to a	act on behalf of:	
0	No Organisation - Proceed a	s an individual only	
0	New Organisation		
	Cancel		Continue

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

As a user of HPOS, you must
 use HPOS securely and for a proper purpose;
 comply with all laws and policies;
report breaches; and then information in the formation of the for
These HPOS Terms of Use also contain important information about how HPOS works, which you are bound by. Words that have a special meaning are defined in the glossary at the end. The laws of the Australian Capital Tention apply to these HPOS Terms of Use.
1. Accessing HPOS
HPOIS is a service provided by the Services Australia (the agency). The agency gives you permission (in the form of a non-transfersable, non-exclusive, revocable licence) to use HPOS so long as you comply with these HPOS Terms of Use. Your use of HPOS in no way transfers or assigns ownership in any intellectual property rights (including copyright) to you.
The agency may change these HPOS Terms of Use from time to time. If this happens, you will be notified electronically.
If you do not agree with these HPOS Terms of Use or cannot comply with them, you should stop using HPOS.
If the agency finds that you have failed to comply with these HPOS Terms of Use, your access to HPOS may be restricted, suspended, or revoked. In some instances, it is possible you could face civil or criminal penalties.
An end to your HPOS access does not release you from any liability or penalty you may have incurred arising from or in connection with your access or use of HPOS
Your use of HPOS is at your own risk.
2. Use HPOS securely and for a proper purpose
The agency may monitor your use of HPOS.
You must
 only access information in HPOS about a person with the person's consent and for patient registration for MyGP or claiming purposes only.
 keep information that you obtain through HPOS secure and confidential at all times;
 keep your Secure Access Letails for re-OS secure and continential at all times, and



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.

Mail centre notifications	
 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 notifications provided below, irrespective of your notifications provided below. 	r: preferences. ime, within the Health Professional Online Services 'Mail centre/Settings'
Terms and Conditions	
Email Address *	vod@email.com
Confirm Email Address *	vod@email.com
Mobile number	
Do you wish to receive notifications?*	○ Yes
Frequency of notifications*	One notification daily for all new correspondence

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.



Amend

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

Organisation I	D	2308956726	Entity Name	Organisation A
ABN		58 193 517 849	PRODA RA Number	5024039511
Status		Pending (System)	From	01/12/2022 10:10:51

 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.

Mobile 💙	Er	mail vod@email.c		1 marine	_	N
stal Address			Organisation ID 2300924428			A A MANA
Building or			ABN 22 406 735 113		- Internet in the second s	- Marine -
Property			Status Active			Le l'antimistration
Suite/Unit	~	Suite/Unit	Organisation Contact Key Individuals Associated Sites	1	All and all and a second se	and the second sec
Floor/Level	~	Floor/Level	Contact Datais		Organisation ID 23089244	is .
lype		Number Street Number	- Contract Designs		ADM 22 456 73	4 113
Street Name			Phone +61 V 00 V 01432473		Allen Active	
Street Type		Street Suffix	Mobile V		318528	
Postal Type	*	Postal	Postal Address		Organisation Contact Key Individ	Juals Associated Sites
Locality -		Number	Locality or Postcode	1	Contact Details	
Postcode •			Clear Manual Entry		Phone +01 N	08 - 61432473
Manual Entry			Read Canad TEA TOES OILLY SA BAA			
Submt Reset Cancer	8		VICT ALL AND VICT		Mobile	4
	Contraction of the local division of the		- Your Input -	LUCK PRODUCT	Postal Address	
	10 -		5091	[MONTAGE C	Address Line	E)
12		and the second		k	Locality	1 ELIZABETH ST TEA TREE GULLY SA 5091
	13212	total -			Postcode -	1A ELIZABETH ST TEA TREE GUILLY SA 5091
	a the second	and the second	the second market	Star Tak	Ciear Manual Entry	- Your Input -
	and the second second	23 2- 2- 2-		and the second	Links Construction	

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.



MYMEDICARE TIPS AND TRICKS

Organisation Register - Organisation Record

Irganisation ID	2308958728		Entity Name	Organisation A	
ABN	35 121 97 898		PRODA RA Number	5024039511	
Status	Pending (User)		From	01/12/2022 10:54:48	
organisation Conta	t Key Individuals Associated Sites				
Add Key Individual					
Add Key Individual					
Add Key Individual					
Add Key Individual Current Name 0	Date of Birth ¢	Role \$	Phone/Mobile	Start Date 0	End Date 0
Add Key Individual Current Name Q No records found.	Date of Birth ¢	Role 0	Phone/Mobile	Start Date 0	End Date 0

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

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

Organisation IF)	2308956726	Entity Name	Organisation A
ABN		35 121 97 696	PRODA RA Number	5024039511
Status		Active	From	01/12/2022 11:21:34
rganisation Before add Organis Physica	Contact ding an Organi sation Site nan al address	Key Individuals sation Site, please ensu	Associated Sites	n about the organisation site:
rganisation i Before add • Organis • Physica Add New Site Current Organi	Contact ding an Organi sation Site nan al address	Key Individuals sation Site, please ensu	Associated Sites	n about the organisation site:

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 Si	te Physic	al Address	Services	Contact	Key Individua	als
Accreditation	Provider	Provider Program Registration Banking Detail		etails		
need To ob	to be 'Active' to tain a status of	participate in H 'Active' the follo	lealth programs wing fields are i	required:		ganisation one win
- Po - Co - Co - Ke	estal address ontact email ad ontact phone or ey individual wit	dress mobile number h a role of 'Auth	orised Contact	with no end da	te	
• Po • Co • Co • Ke Organisation I	estal address ontact email ad- ontact phone or ey individual wit	dress mobile number h a role of 'Auth	orised Contact	with no end da	te	_
Pro Co Co Co Ke Organisation I ABN	estal address ontact email ad- ontact phone or ey individual wit	dress mobile number h a role of 'Auth	orised Contact [*]	with no end da 308956727 5 121 97 696	te	
Pro Cr Cr	estal address ontact email ad ontact phone or ey individual wit	dress mobile number h a role of 'Auth	orised Contact [*]	with no end da 308956727 5 121 97 696 DRGANISATIO	te N A	
Pro Co Co Co Co Ke Organisation I ABN Entity Name Organisation S	estal address ontact email address ontact phone or ey individual wit D	dress mobile number h a role of 'Auth	orised Contact [*] 2 3 C	with no end da 308956727 5 121 97 696 DRGANISATIO Family Genera	te N A I Practice	

Organisation Register - Organisation Site Record

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 (GPTP) 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.

Health Professional		Slide 36			Acting for Dec2022: Org. one Orgsite				
Organisation Register - Organ Amend	isation Site Record								
Organisation Site ID 2300959826 Physical Address 1 HUTT ADELAIDE SA 5000		Organisation Site Name PRODA RA Number		P&O ORGANISATION					
Organisation Site Physical Address	Services Contact Key Individuals	Accreditation Provider	Program Registration	Banking Details	01172/2022 12:49:38				
New Program Program ID	Add Program Program ¢	Status ¢	Status S	tart Date ¢	Status End Date ¢				
No records found. Showing Rows 0.0 010 records for an anti-									
Submit Read Cancel Under the Program Registration tab choose the program you are registering for from the Program drop down box. Select Add Program and Submit									
		53 (Â						

- 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 <u>must</u> 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

Need Further Support?

Provider Digital Access (PRODA):

P: <u>1800 700 199</u> 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: <u>MyMedicare@servicesaustralia.gov.au</u>
- P: <u>132 150</u> and select option 6 (available Monday to Friday 8am to 5pm local time)

For Providers:

- P: 1800 700 199 (Services Australia)
- E: organisation.register@servicesaustralia.gov.au

For Consumers:

P: <u>132 011</u> (patient support hotline number)