



Australian Government

Services Australia

medicare

Dear Health Professional,

We are upgrading our digital health and aged care claiming channels

From **13 March 2022** we are upgrading our digital health and aged care channels. If you use software to submit claims and data transmissions to us, these upgrades will affect you.

If you currently submit your claims using HPOS or do not use software, you do not need to do anything. These upgrades will not affect you.

We are upgrading the below channels to web services:

- **Medicare Online**
- **Australian Immunisation Register (AIR) – via Medicare Online**
- **Department of Veterans' Affairs (DVA) – via Medicare Online**
- **ECLIPSE**
- **Pharmaceutical Benefits Scheme (PBS) Online**
- **Aged Care Online**

Why are we making these upgrades?

These upgrades will make sure our digital health and aged care claiming channels are stable, are using up-to-date industry standard technology and that patient and provider information is secure, now and into the future.

What this means for you

You may need to register for Provider Digital Access (PRODA) and will need to have web services compatible software **by 13 March 2022**.

If you do not do this, your business may need to revert to a manual process or alternative digital channels where available. This may create additional administrative pressure and unnecessary costs.

What you need to do

1. Contact your software developer **now** to find out when they will have their web services software available and if you need to register for PRODA.

PBS Online users, such as pharmacies, dispensing doctors and hospitals, will be contacted by their software developer when more information is available.

2. Confirm when they plan to upgrade your software.

You will need to make sure they are able to upgrade your software to web services before the March 2022 deadline.

3. Your next steps will depend on the digital channels you need to access.

Go to servicesaustralia.gov.au/hpwebservices, and select 'How to prepare for web services' to download the web services eKit to view factsheets for each channel. They will provide instructions on what you can do now to prepare.

If you currently use HPOS for your claims

If you would like to start using software, a list of web services ready software developers is available. Go to servicesaustralia.gov.au/hpwebservices, and select 'How to find a software developer'.

For more information

You can find out more at servicesaustralia.gov.au/hpwebservices, this page is updated regularly with the latest information and news.

We have created factsheets to help you prepare for the change to web services and PRODA. These are available on the above website by selecting 'How to prepare for web services'.

Yours faithfully,

Director
Adaptors to Web Services Project Team