

Provider Digital Access (PRODA)

About

Provider Digital Access (PRODA) is an online authentication system provider use to securely access government online services.

Using a two-step verification process, you only need a username and password and access to a personal mobile phone or email account.

To access online services using PRODA, you need to register as an individual to get your own account.

You can only register one PRODA account in your name.

When you access PRODA you must:

1. keep your PRODA account secure - never share your details with anyone
2. use your own personal and contact information to set up your account – they need this to verify your identity
3. comply with the PRODA terms and conditions when you register or use your PRODA account

PRODA is digital and portable. You can use it from anywhere as long as you have access to the internet.

You don't need additional hardware or software installed unlike the traditional public key infrastructure.

You can use PRODA to verify your identity online and securely access multiple government online services. Your PRODA account doesn't expire and if you change your employer you keep the same PRODA account because it belongs to you as an individual.

PRODA currently provides access to the following services:

1. Health Professional Online Services (HPOS) - a fast and secure way for health professionals and administrators to do business with us online
2. National Disability Insurance Scheme (NDIS) - providers deliver support or a product to a participant in the NDIS
3. the Disability Medical Assessment Online service - government contracted doctors help determine medical qualifications for the Disability Support Pension
4. My Health Record National Provider Portal - allows health professionals read only access to view their patients' My Health Record information
5. Child care Provider Entry Point (PEP) - for child care providers to securely access government services for child care fee assistance

Register

To access PRODA you must create your own account using your personal details and contact information.

The services and information you can access depends on the level of authority granted by the services connected to PRODA.

You can only create a PRODA account online.

There are a few steps to register a PRODA account:

1. Set up your account profile.
2. Verify your identity.
3. Link your services.

Requirements

There are several requirements in order to use PRODA.

Make sure your email address is your personal and unique email address and not a shared email account. For example, don't use an email such as admin@business.com.au. Use an account you access at work in your name a.citizen@business.com.au or a personal email account you can always access acitizen@gmail.com.

They'll send an activation code to your registered email address. You'll need this to activate your PRODA account.

They'll send your unique verification code to your registered email address so you can log into your PRODA account.

Verification code

Your verification code will be sent to you by SMS, email or generated on the PRODA mobile IOS or android app.

If you choose the mobile app option, you can download the app from the App Store or Google Play. You must download the app before you set your account profile preference for verification codes to mobile app.

Identity documents

You must use your own personal identity information to verify your identity and get an account.

You'll need at least 3 specified and valid Australian Government issued identity documents to verify your identity online.

To verify your identity they recommend you use:

1. an Australian driver licence
2. a Medicare card, and
3. an Australian passport or foreign passport with an Australian visa

If you have difficulty registering after hours or on weekends this could be because the issuing agencies such as Births, Deaths and Marriages or the Department of Home Affairs are performing scheduled maintenance. Please try verifying a different document or try later.

You can use other Australian Government issued identity documents, including:

1. Immicard
2. birth certificate
3. citizenship certificate, or
4. certificate of registration by descent

[Click this link to register now.](#)

They can't verify extracts, ceremonial or commemorative certificates, or expired or illegible documents online, so they can't accept them.

If you don't have the required identity documents you can apply to get them from the issuing government agency.

If you're unable to verify your identity online, select I don't have any of these documents in PRODA and use the [Manual identity verification for Provider Digital Access form](#).

Setting up your account profile

Provide your personal identity details, for example your name, gender and date of birth.

Set up your username and password and provide your personal and unique email address.

Make sure your personal details used to set up your account match the exact details on your identity documents. If your name is Brad Smith, but your name on your identity documents is Bradley Smith, then you should create your account using Bradley Smith. Alternatively, you can provide additional documents verifying your change of name.

If the name you used to register your account is different to your identity documents, you need to verify the change of name details using.

1. a change of name certificate
2. an official marriage certificate, or
3. an amended Australian birth certificate

An official change of name or marriage certificate is issued by state or territory Registry of Births, Deaths and Marriages.

Linking your PRODA account to HPOS

When you link your PRODA account to HPOS you can access your eligible services with only one log in.

What you need to have

Healthcare providers need 1 of these identifiers:


1. AHPRA number
2. Medicare provider number.

What you need to do

You'll need to:

1. log in to your PRODA account
2. select Services from the PRODA header
3. select the HPOS tile under Available services

proda.humanservices.gov.au/pia/pages/private/myIdentity/myServices.jsf

**Australian Government**
Department of Human Services

PRODA
Provider Digital Access

[Profile](#) | [Services](#)

**Privacy Notice**

By linking to any of the online services below, you agree that your personal organisation's information (including your organisations' personnel details) with the relevant department or agency to determine appropriate access to system.

My linked services


4. the system will ask: Have you been issued with any number or identifiers as part of your role?

If you don't have identifiers to link select No and you can log in to HPOS and:

1. access basic functions,
2. access HPOS delegations
3. set up access to PIP or PNIP Online – you'll need to use your PRODA account and link your Registration (RA) authority number to your practice in HPOS.

If you do have identifiers to link:

1. select Yes to search and link your identifiers
2. enter your AHPRA number or choose and enter another Identifier type, then select Search.

**Australian Government**
Department of Human Services

PRODA
Provider Digital Access

Healthcare providers and administrators

AHPRA medical registration number
OR
Identifier type
Medicare Provider Number

Identifier

Search**Back**

They'll check that your identifier records and your details match. If your identifiers do not match, select the check box to flag the identifier for help, enter a comment and select submit.

After you've linked HPOS to your services in PRODA:

1. Select Go To Service to access HPOS
2. Select Link identifiers if you did not complete the step before or want to link more identifiers.

Manage existing provider number details

You can use HPOS to view and edit your provider number details. You can close and re-open locations. You must use your Provider Digital Access (PRODA) account to access provider number details using HPOS.

When re-opening a location you need to include your organisation's details. You have to complete this field to continue to re-open the Medicare provider number for that location.

To re-open a provider number:

1. select My details
2. select My provider numbers
3. select My provider number details
4. edit or add your email address, phone number, fax number or organisation's details
5. enter an end date to close locations and select Re-open to re-open closed locations
6. select Submit when details are correct

Create a new provider location number

You must have a provider number for each location where you work.

When you apply for a new provider number in HPOS, it issues and shows you the number immediately. It also sends a copy of the number to your HPOS Messages.

You'll be able to see your new provider number as soon as it's issued. They recommend you wait 2 business days before you submit claims with the new number.

When creating an additional provider number, you'll need to provide your organisation's details. You have to complete this field to continue to create a new Medicare provider number – with all new placements, we (The Medical Recruitment team) will provide you with these details from the Clinic:

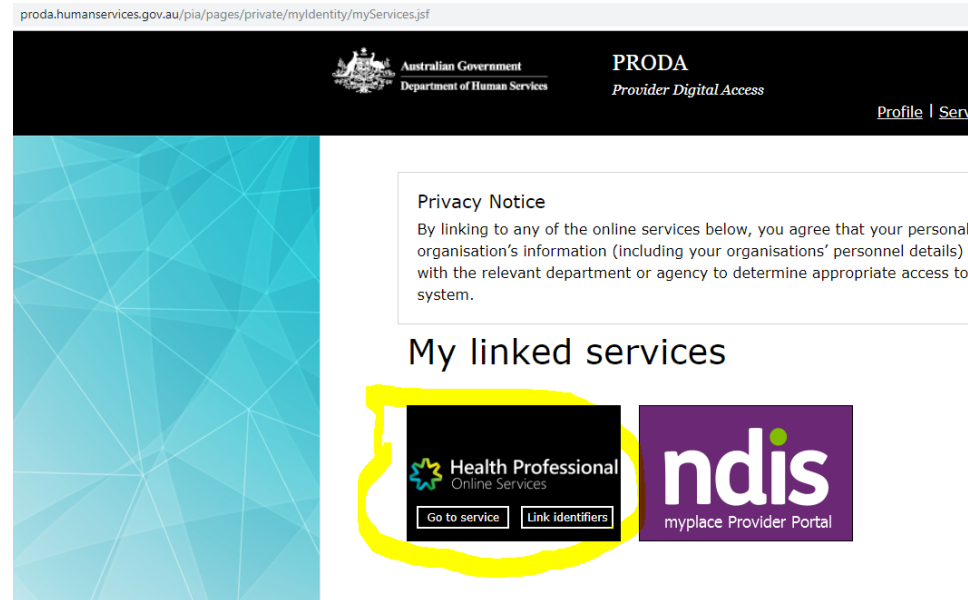
1. Practice Name: Xxxxx Xxxxx Medical Centre
2. Practice Ph: 00 0000 0000
3. Practice Address: 00 Xxxxx Street, Suburb, STATE, Post Code
4. Minor ID:
5. Bank:
6. Account Name:
7. BSB:
8. Account Number:
9. Employment – Sole trader

For contracting organisations:

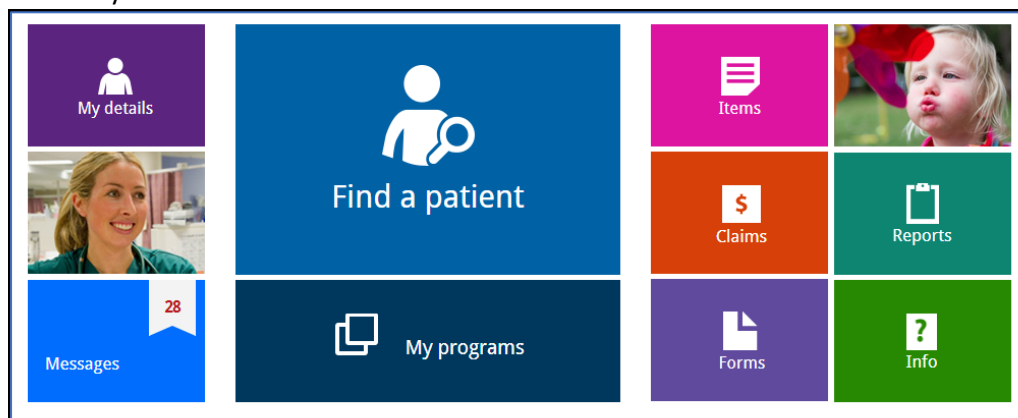
1. Registered business name: Pty Ltd

2. ABN:
3. ACN:
4. Trading as:
5. Business type – Company
6. Premises type – Practice – General Practice


To create a new provider number inside your HPOS account:



1. select My details

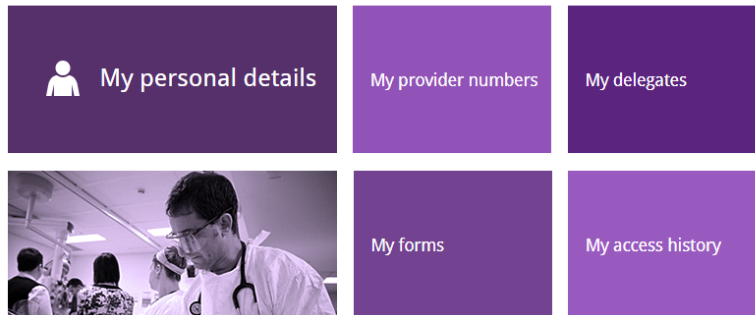


2. select My provider numbers

 > My details

My providers

My details



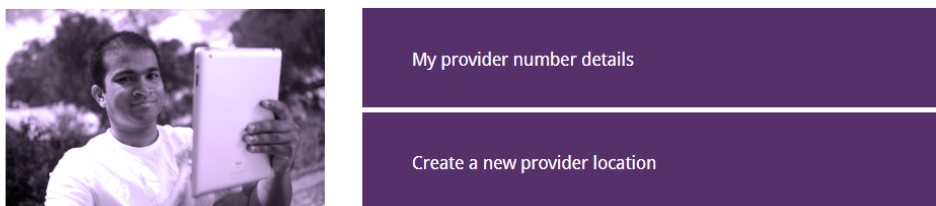
 Back

3. select Create a new provider location

 > My details > My provider numbers

My providers

My provider numbers



 Back

4. read the privacy note

You are here: [Home](#) » [My Details](#) » [My Provider Numbers](#) » [Create a new provider location](#)

Create a new provider location



You are eligible to add a new location. Make sure you read the Information message and privacy note below then click **Next**.

Information message and privacy note:

This allows providers to allocate a provider number for a new location in certain circumstances.

Note: if you want to re-open a closed Medicare location, you can do this in HPOS through the Provider number details screen and by selecting **Re-open**.

Collection of the information you provide on the following screens is authorised by the *Health Insurance Act 1973*. This information may be disclosed to the Department of Health and Ageing, Department of Veterans' Affairs, private health funds and other approved organisations or as authorised or required by law. The information provided by you may be used by the Department of Veterans' Affairs to determine your eligibility to receive benefits for health services rendered under the *Veterans' Entitlement Act 1986* and the *Military Rehabilitation and Compensation Act 2004*. Medicare Australia may contact the registration board or association to verify your current status.

New Medicare locations added through Health Professional Online Services are automatically created for DVA registrations.

[Next](#) [Cancel](#)

5. select Next to provide address details



The address you entered has been amended to meet Australian addressing standards. Please review the changes:

[Redacted address line]

To accept the amendment to your address and continue this process, complete your details in the **Contact** tab then select **Submit location**. If you do not accept the amendment to your address select **Cancel**. For assistance call us on 1800 700 199 (option 5).



Lot Number not allowed if Street Number has been entered.

Address	Contact	Organisation Details	Banking Details
Please provide your address details			
Is this location a home or school?			
<input type="radio"/> Yes			
<input checked="" type="radio"/> No			
Practice Name/Building **			
** A minimum of 1 of these 3 fields is mandatory			
Property/Department			
Suite/Unit Type			
Suite/Unit Number			
Floor/Level Type			
Floor/Level Number			
Lot Number **			
Street Number **			
Street Name *			
* Mandatory fields			
Street Type			
Street Suffix			
Locality *			
Postcode *			
<input type="checkbox"/> This is a government funded Aboriginal and Torres Strait Islander Health Service.			
Next Reset Cancel			

6. select Next to provide contact details

You are here: [Home](#) » [My Details](#) » [My Provider Numbers](#) » [Create a new provider location](#)

Create a new provider location

Address	Contact	Organisation Details	Banking Details
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Please provide your contact details

Telephone **	<input type="text"/>	<input type="text"/>	<input type="text"/>	** A minimum of 1 of these 2 fields is mandatory
Mobile **	<input type="text"/>	<input type="text"/>		
Email	<input type="text"/>			
Fax	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Start Date *	<input type="text"/>	DD/MM/YYYY * Mandatory field		
End Date	<input type="text"/>	DD/MM/YYYY		

7. select Next to provide your organisation's details

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Create a new provider location

Address	Contact	Organisation Details	Banking Details
---------	---------	----------------------	-----------------


Please provide your organisation details

(You will need to submit a manual application form, if you are unable to provide organisation details)

Employment Type *	<input type="text" value="Self-Sole Trader"/>	* Mandatory fields
Organisation Details	<input type="button" value="Add"/>	
(To add ABN, Registered Business Name, ACN, Trading As, Business Type and Premises Type, please click on Add Button)		
ABN *		
Registered Business Name		
ACN		
Trading As *		
Business Type *		
Premises Type *		

- select Next to provide banking details and select the acknowledgement checkbox

Create a new provider location

 There are no bank account details recorded for this new practice location. If you would like to be paid for Medicare services provided at this location, please add your banking details.

Address

Contact

Organisation Details

Banking Details

The Department of Human Services makes payments for services by Electronic Funds Transfer. Will you be claiming for services provided at this new location?

☒ Yes

☐ No

Claiming channel identifier

Do you have a Medicare Online Minor ID for this location?

☐ Yes

☒ No

Choose type of account details

☒ Select an existing account

☐ Enter a new account

Existing account details

Existing accounts

Account details

Branch number (BSB)

Name of bank, building society or credit union

Branch where account is held

Account Number

Account Name

Acknowledgement

☐ I acknowledge that:

- payment/s related to my provider number/s for the location or Program identified, will be paid into the nominated account.
- Department of Human Services may contact me to confirm these details for security or clarification purposes.

I undertake: to immediately notify my pay group/s or third party payee/s of any current and/or future notice/s issued by Department of Human Services to garnish or intercept payments due to me or my provider number/s.

9. select Submit location to complete which will generate your provider number

You are here: [Home](#) » [My Details](#) » [My Provider Numbers](#) » Create a new provider location

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Create a new provider location



The location and banking details have been successfully added.

The banking details you have entered for this new location are

BSB: [REDACTED]

Account Number: [REDACTED]

Account Name: [REDACTED]

A new location confirmation email has been sent to your HPOS Mail Centre - My mailbox. You can access the Mail Centre from the main menu navigation bar.



Your banking details have been recorded. You are able to update these details by clicking the 'Add Bank Details' link.

Dear DR [REDACTED]

Provider number [REDACTED] has been allocated to you at:

[REDACTED] MELBOURNE VIC 3051.

The provider number is effective from 25 October 2019.

You can use this provider number for services from this date, however you should wait two business days before submitting claims to make sure the claims will not be rejected in processing.

Important:

- A provider number uniquely identifies the health professional and the location from which a service is rendered.
- Claims for Medicare benefits can only be made while working in a private capacity and where no other government funding is received for these services.
- Common health professional activities in relation to the Medicare program include:
 - requesting diagnostic radiology and pathology services
 - referring patients to specialists and/or consultant physicians, and
 - providing Medicare services.
- However, not all health professionals can perform all these activities.

Please note when providing Medicare services, your name and provider number must be included on the patient's account/receipt or any bulk-bill account.

For More Information

If you are unsure about the level of your access to Medicare or require further information about use of your provider number, please contact Medicare Australia on 132 150*.

If you have any enquiries regarding online claiming, call Medicare Australia's eBusiness Service Centre on 1800 700 199** for help.

If you are currently participating in the Practice Incentives Program or if the new location for which you have allocated a provider number participates in the Practice Incentives Program, please call 1800 222 032** to make sure that your provider number is linked to the practice.

If you need help

1. Select the Request help finding this number from a service officer
2. Enter the details in the text box and select Submit.
3. OR call 1800 700 199 to speak to a PRODA representative