Provider Digital Access (PRODA) for Health Professionals
Today

• Provide an overview of the new solution and progress to date
• Walk through the account creation and logon process
Why a new solution?

• Responding to user feedback
• Moving from paper based processes to online
• The intent is to deliver solution(s) that:
  – Enhance identity assurance and overall security in line with transaction risks
  – Reduce red tape
  – Allow for new technologies
  – Reduce operational complexity and ongoing cost to Government and users
What is PRODA?

• Alternative to Medicare individual PKI certificates

• User name, password and verification code

• Gateway to HPOS initially, other services will follow

• Self service / self manage, automated and in real time

• Aligns with the National Identity Proofing Guidelines
Why should we transition?

- Online, once only registration process
  - Requires no renewal
  - No software installation
  - No waiting for tokens, USBs or CDs
- Increased portability
- Digital end to end solution
- Provides a higher level of identity assurance and overall security
What we know so far...

- ‘Soft’ launch commenced 19 November
- Identity verification is the most difficult component for users
- More flexibility is required for users to rectify incorrectly entered information
- Easy to navigate
- Preferred to PKI
- Manual processing time significantly reduced
A walk through the account creation process
PRODA

Learn how to create and use a Provider Digital Access (PRODA) account to securely access Health Professional Online Services (HPOS).

Accessing PRODA

Accessing HPOS

Additional help for HPOS
Login

If you have already created your account, login here.

Username

Forgot your username?

Password

Forgot your password?

Create a new account

Health providers and administrative staff working in healthcare in Australia can create a Provider Digital Access account for themselves here. Creating an account will allow us to accurately and securely identify you and give you access to our online systems using a username, password and a verification code.

You will need at least three identity documents to complete this process online. We recommend a driver’s license, Medicare card and passport, as these documents are the most likely to be verified successfully online.

This account can be used as an alternative to the PKI Individual Certificate currently used to access Health Professional Online Services (HPOS).

Login

Register now
Create a new account

Before you begin

Create an account so that you can access some Department of Human Services systems online using a single username and password.

This is a 3 step process. The first step is to create your username and password. The second step is to verify your identity and the third step is to link up your existing records held by Medicare. You will be able to save your application at various points and complete it later if need be.

This system requires you to enter a verification code each time you login. The code can be generated via our Provider Digital Access Code Generator app, or it can be sent to you via email or SMS. If you need help at any time you can select the help button available on the right hand side of your screen or find contact details at the bottom of each screen.

What you need

Once you have created your username and password we will ask you for a number of document details that help confirm your identity and role. Our system then electronically connects to the organisations who issued your identity documents to check they have a record of what you have entered. This process takes a few seconds and if your records are found you will be able to complete the process and login.

To complete this process online today you will need:

- Your AHPRA medical registration number OR your provider number and eHealth Identifiers (providers only)
- Your HPID number OR your ROYOMO number (HI administrators only)
- At least 2 identity documents from the following list (providers and administrators):

2 of the following documents:  
- Medicare card  
- Australian drivers licence  
- ImmCard  
- Australian passport

and

1 of the following documents:  
- Australian passport  
- Australian birth certificate  
- Citizenship certificate  
- Foreign passport (with visa)  
- Certificate of registration by descent

and

if you have changed your name 1 of the following documents:  
- Marriage certificate  
- Change of name certificate

We recommend using the following Australian documents: Medicare card, driver’s license and passport as these documents are the most likely to be verified successfully online.

If you don’t have these documents today you can create your username and password and save your application to complete later.

Terms and conditions

To ensure we have your permission to conduct this process, and inform you correctly of your obligations, we need you to read and accept the terms and conditions below.

1. About these Terms and Conditions
1.1 In these Terms and Conditions:
(a) “you” or “your” is a reference to the user agreeing to these Terms and Conditions and all parties acting on the user’s behalf (“Agents”);
(b) “we”, “us” or “we” is a reference to the Commonwealth of Australia represented by the Department of Human Services or its successors; and
(c) “Terms and Conditions” means these terms and conditions set out in clauses 1 to 24 as amended from time to time in accordance with clause 2.

1.2 These Terms and Conditions are effective for a Digital Credential www.digitalcredential.gov.au and are used by Digital Credential owners or the

By selecting, you acknowledge that you accept the above Terms and Conditions

Next
Create your login details

You will use these details to login to HPOS and other online services in the future, so make sure you set a username and password you can remember.

Username

Must be 5 or more characters, cannot contain spaces or special characters.

Need tips setting a username?

Password

The strength of your password is currently:
Your password must be 10 or more characters. The password must contain at least 1 uppercase, 1 lowercase and 1 numeric or special character (such as @ * 

Password (Enter again to confirm)

Your security questions

The following security questions and answers will help to recover your account if required. The answers should be created by, and be unique to you. Do not tell people your secret questions or answers. The answers are not case sensitive.

Need tips on setting secure questions and answers?

Security question 1

Answer 1

Security question 2

Answer 2

Security question 3

Answer 3
Your contact details

You need to enter a verification code each time you login, along with your username and password. The code can be generated via our Provider Digital Access Code Generator app, or it can be sent to you via email or SMS. You need to be able to receive a code in order to login.

Email address

We will use this email address to send you a secure code each time you login. We suggest using a personal email address rather than a work or group email, as this account will follow you to your various work locations. The email address you choose needs to be unique to you.

Email address (Enter again to confirm)

Mobile phone number (optional)

We will use this number to send you a secure code each time you login. We suggest using a personal mobile phone. The mobile phone number you choose needs to be unique to you.

Mobile phone number (Enter again to confirm)
Confirm your contact details

We need to confirm you have access to the contact details you have entered before you can start using your account. To do so we need to send a code to you. Once you receive the code enter it below and select 'Next'.
This is an automated email. Please do not reply to this email address.
Your Provider Digital Access activation code is 191501

If you have received this email in error, please forward this email to us at proda@humanservices.gov.au.
This is an automated email. Please do not reply to this email address.

Dear Dr Frank Enstein,

You have successfully created a Provider Digital Access (PRODA) account.

Your **username is stylizard21**.

Your **RA number is 5328188501**. You will need this number to [nominate your delegates](https://www.health.gov.au) in Health Professional Online Services (HPOS).

You can login to your PRODA account to manage your details [here](https://www.health.gov.au).

If you have any issues with your account you can call the eBusiness Service Centre on 1800 700 199.

If you have a Medicare PKI individual certificate it will remain active unless you take steps to revoke it. We recommend completing this [form](https://www.health.gov.au) in order to do so.


If you have received this email in error, please forward this email to us at proda@humanservices.gov.au.
Verification code

Each time you login we will need you to enter a code which can be generated via our mobile app (recommended), email or mobile phone. Please choose your preferred option to receive your code.

Do you have a smartphone or tablet?
If you do, you can receive codes via our mobile app.

Setup help

Preferred option
Email

Next
Your identity

Your login has been successfully created. Please confirm your information is correct as this information is going to be used to verify your identity documents.

Given name 1
Frank

Given name 2

Family name
Einstein

Gender
Male

Date of birth
01/01/1990

Edit

If the information is incorrect you can edit it above.

Now that we have created your account we need to verify your identity and assign your rights in the system. We need to do this to ensure the right people are accessing the information we hold. This process can be completed online, and within a few minutes.

You will need the following documents to complete this process:

- 2 of the following documents:
  - Medicare card
  - Australian drivers licence
  - ImmiCard
  - Australian passport

- 1 of the following documents:
  - Australian passport
  - Australian birth certificate
  - Citizenship certificate
  - Foreign passport (with visa)
  - Certificate of registration by descent

If your current name is different to the name on any of your documents you will need to provide 1 change of name document:

- Marriage certificate
- Change of name certificate

We recommend using the following Australian documents: Medicare card, driver’s license and passport as these documents are the most likely to be verified successfully online.

If you don’t have these document details on hand today you can create your username and password and then save your application and complete the registration process later OR if you don’t have all these documents then you can submit a larger range of identity documentation via a form.

Next
We need to verify your identity - First document

We need to verify 3 documents from the list below. Select a document you want to verify and enter the required data then select 'Next' to proceed.

- Medicare card
- Australian drivers licence
- ImmiCard
- Australian passport
- Australian birth certificate
- Foreign passport (must be linked to an Australian visa)
- Citizenship certificate
- Certificate of registration by descent
- I don’t have any of these documents
Medicare card

**The name on my Medicare card:**

- [ ] is Barney Huxtable
- [ ] is displayed across multiple lines
- [x] is different to Barney Huxtable

Enter your name EXACTLY as it appears on your Medicare card

- **Given name**: Barney
- **Additional given names**: J
- **Family name**: Huxtable

**Medicare card number**

1234567890

**Individual reference number**

1

**Card colour**

Green

**Expiry date (MM/YYYY)**

10/2018
We need to verify your identity - Second document

We need to verify 3 documents from the list below. Select the second document you want to verify and enter the required data then select 'Next' to proceed.

<table>
<thead>
<tr>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian drivers licence</td>
</tr>
<tr>
<td>ImmiCard</td>
</tr>
<tr>
<td>Australian passport</td>
</tr>
<tr>
<td>Australian birth certificate</td>
</tr>
<tr>
<td>Foreign passport (must be linked to an Australian visa)</td>
</tr>
<tr>
<td>Citizenship certificate</td>
</tr>
<tr>
<td>Certificate of registration by descent</td>
</tr>
<tr>
<td>I don’t have any of these documents</td>
</tr>
</tbody>
</table>
We need to verify your identity - Second document

We need to verify a second document from the list below. To do this, you need to enter certain details from these documents and we will check the details with the issuer of the document to verify you. Once you select an item it may take a few seconds to contact the issuing organisation.

Select 1 of the following:

- Australian drivers licence
  - John Smith is not the name on my drivers license:
    - Licence number
      - 1234567
    - State of issue
      - ACT

- ImmiCard

- Australian passport

- I don’t have any of these documents
  
  Save and complete later  
  Next
Your Australian drivers licence has passed online document verification.

We need to verify your identity - Third document

We need to verify 3 documents from the list below. Select the third document you want to verify and enter the required data then select 'Next' to proceed.

- Australian passport
- Australian birth certificate
- Foreign passport (must be linked to an Australian visa)
- Citizenship certificate
- Certificate of registration by descent
- I don't have any of these documents

Save and complete later
We need to verify your identity - Third document

We need to verify 1 document from the list below. To do this you need to enter certain details from 1 of these documents and we will check the details with the issuer of the document to verify you. Once you select next it may take a few seconds to contact the issuing organisation.

Select 1 of the following:

- Australian passport
  - John Smith is not the name on my Australian passport
    - Document number
      - P123456

- Australian birth certificate

- Foreign passport (must be linked to an Australian visa)

- Citizenship certificate

- Certificate of registration by descent

- I don't have any of these documents

Save and complete later  

Next
Your account has been successfully verified!

We have verified the following documents:

- Medicare card: Passed
- Australian drivers licence: Passed
- Australian passport: Passed

Save and complete later
My communities

You have not added any communities. Select a community from the Available communities section below to begin the matching process.

Available communities

If you need to join a community select one which is relevant to you:

- Healthcare providers and administrators
- NDIS for providers
Your existing records

We need to establish your existing relationship with us and your role in the healthcare sector. If you are a provider, you will have a variety of numbers issued in your name, such as a provider number. We need to link these number(s) to this account so that you can access the appropriate services in the system.

If you are not a provider you may not have an existing relationship with us, and may not have numbers or identifiers issued to you. If this is the case, you will be identified as an administrator (not a provider).

Have you been issued with any numbers or identifiers as part of your role?

[No] [Yes]

Save and complete later
Your existing records

We need to establish your existing relationship with us and your role in the healthcare sector. If you are a provider, you will have a variety of numbers issued in your name, such as a provider number. We need to link these number(s) to this account so that you can access the appropriate services in the system.

If you are not a provider, you may not have an existing relationship with us, and may not have numbers or identifiers issued to you. If this is the case, you will be identified as an administrator (not a provider).

Have you been issued with any numbers or identifiers as part of your role?

No
Yes

Search for your existing records

We'd like to link up all your numbers and records currently held by the Department of Human Services. If you are a provider, the easiest way to do this is to enter your AHPRA medical registration number, and we will search our database for you. If you don't have an AHPRA medical registration number you can pick another number you have (such as a provider number).

AHPRA Medical Registration number
OR
Medicare Provider Number

Search

Save and complete later
AHPRA medical registration number

MED8574962518

OR

Identifier type
Medicare Provider Number

Identifier

Search

Your numbers

PBS Approved Prescriber 2071329 ✓

Medicare Provider Number 2811701X ✓

Another 2 provider numbers have also been added

AHPRA Registration Number MED8574962518 ✓

ACIR No compatible provider locations
Your existing records

We need to establish your existing relationship with us and your role in the healthcare sector. If you are a provider, you will have a variety of numbers issued in your name, such as a provider number. We need to link these numbers to this account so that you can access the appropriate services in the system.

If you are not a provider, you may not have an existing relationship with us, and you may not have numbers or identifiers issued to you. If this is the case, you will be identified as an administrator (not a provider).

Have you been issued with any numbers or identifiers as part of your role?

- No
- Yes

Search for your existing records

We'd like to link up all your numbers and records currently held by the Department of Human Services. If you are a provider, the easiest way to do this is to enter your AHPRRA medical registration number, and we will search our database for you. If you don't have an AHPRRA medical registration number you can pick another number you have (such as a provider number).

AHPRRA Medical Registration number

OR.

Medicare Slem

Enter what help you require

Submit
Your existing records

We need to establish your existing relationship with us and your role in the healthcare sector. If you are a provider, you will have a variety of numbers issued on your name, such as a provider number. We need to link these number(s) to this account so that you can access the appropriate services in the system.

If you are not a provider you may not have an existing relationship with us, and may not have numbers or identifiers issued to you. If this is the case, you will be identified as an administrator (not a provider).

Have you been issued with any numbers or identifiers as part of your role?

No   Yes

Search for your existing records

We'd like to link up all your numbers and records currently held by the Department of Human Services. If you are a provider, the easiest way to do this is to enter your AHPRA medical registration number, and we will search our database for you. If you don't have an AHPRA medical registration number you can pick another number you have (such as a provider number).

AHPRA Medical Registration number

OR

Medicare Stream 242152

Search

Your numbers

Individual Provider Number 2303165739

Another 5 provider numbers have also been added

AHPRA Medical Registration number MED123456789

ACIR 242145

HPHi Number 08086149000002870

AHPRA Medical Registration number MED123456789

AHPRA Medical Registration number MED123456789

Medicare Stream 234112

Save and complete later   Finish
The Healthcare providers and administrators community has been successfully added to your account. Congratulations! You can now use your PRODA account to access your services.

My communities
To maintain the information you have for your existing communities select the relevant tile.

To view and access your services select the ‘Go to My services’ button:

Healthcare providers and administrators

Available communities
If you need to join a community select one which is relevant to you:

NDIS for providers
Congratulations. You can now use your PRODA account to access your services.

My Services

Based on the communities you have linked to your account, you are able to access the following services. To access your required service select the appropriate button.

Health Professional
Online Services
1. About these Terms and Conditions

1.1. In these Terms and Conditions:
   (a) “you” or “your” is a reference to the user agreeing to these Terms and Conditions and all parties acting on the user’s behalf (agents);
   (b) “we”, “our” or “us” is a reference to:
      (i) Human Services;
      (ii) the Service Supplier; and/or
      (iii) the System Operators,
      as the context requires;
   (c) “Terms and Conditions”:
      (i) means these terms and conditions set out in clauses 1 to 18, as amended from time to time in accordance with clause 2, and
      (ii) where clause 19 applies, includes the ACIR Terms and Conditions.

1.2. These Terms and Conditions apply to all access and use of the System using a Digital Credential and apply between:
   (a) Chief Executive Medicare and us;
   (b) you and any legal entity that you represent in accessing and using the System and any delegate of yours.

1.3. In using and accessing the System and agreeing to these Terms and Conditions, you warrant that you have the authority of any legal entity you represent to use the System on their behalf and to bind them to these Terms and Conditions.

1.4. These Terms and Conditions constitute the entire agreement between you and us in connection with the System.

1.5. We agree to make the System available to you in accordance with these Terms and Conditions.

1.6. Please read these Terms and Conditions carefully. You agree:
   (a) to be bound by these Terms and Conditions every time you use the System, whether you access the System through these Terms and Conditions and by clicking “I agree” or whether you access the System through other web pages, and
   (b) that you are responsible for the appointment and management of your delegates and of their use of the System.

2. Changes to Terms and Conditions

2.1. You agree:
   (a) that we may change or add to these Terms and Conditions at any time, by giving you notice, which may be provided electronically;

By clicking the “I Agree” button, you acknowledge that you have read and accept the above Terms and Conditions.

I agree  I decline

This content was last modified on 01 September 2015
A walk through the login process
Health professionals
Helping health professionals, practice staff and pharmacy assistants do business with us.

News for health professionals

The Medicare Billing Assurance Toolkit now launched
For practices wanting to improve their billing accuracy.

Fraudulent over-servicing letters
We are warning doctors to look out for a fraudulent letter alleging to be from Department of
**HPOS**

Health Professionals Online Services (HPOS) is a fast and secure way for health professionals and administrators to do business with us.

From 1 October 2015, security controls will be strengthened in line with government security standards. HPOS users will need to update browsers to meet [minimum browser requirements](#). Using the latest internet browser helps improve your security and ensures HPOS displays correctly.

**Access HPOS using**

- [PKI Individual Certificate](#)
- [PKI Site Certificate](#)
- [User ID and Password](#)
- [Provider Digital Access](#)

**Access eHealth service using**

- [Healthcare Identifiers (HI) PKI Certificate](#)
- [PKI Individual Certificate (HI Access)](#)
PRODA

Learn how to create and use a Provider Digital Access (PRODA) account to securely access Health Professional Online Services (HPOS).

Accessing PRODA

Accessing HPOS

Additional help for HPOS
Provider Digital Access

Login
If you have already created your account, login here.
Username
Password
Forgot your username?
Forgot your password?

Create a new account
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This account can be used as an alternative to the PKI Individual Certificate currently used to access Health Professional Online Services (HPOS).

Login
Register now
This is an automated email. Please do not reply to this email address.
Your Provider Digital Access verification code is 367609.

If you have received this email in error, please forward this email to us at proda@humanservices.gov.au.
Health Professional Online Services (HPOS) Terms and Conditions of Use and Access

1. About these Terms and Conditions

1.1 In these Terms and Conditions:
   (a) "you" or "your" is a reference to the user agreeing to these Terms and Conditions and all parties acting on the user's behalf (agents);
   (b) "we", "our" or "us" is a reference to:
      (i) Human Services;
      (ii) the Service Supplier; and/or
      (iii) the System Operator;
      as the context requires; and
   (c) "Terms and Conditions" means these terms and conditions set out in clauses 1 to 18, as amended from time to time in accordance with clause 2, and where clause 19 applies, includes the ACIR Terms and Conditions.

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   (a) Chief Executive Medicare and us, and
   (b) you and any legal entity that you represent in accessing and using the System and any delegate of yours.

1.3 In using and accessing the System and agreeing to these Terms and Conditions, you warrant that you have the authority of any legal entity you represent to use the System on their behalf and to bind them to these Terms and Conditions.

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   (b) to access and use the System in accordance with these Terms and Conditions.

By clicking the "I Agree" button, you acknowledge that you have read and accept the above Terms and Conditions.

I agree  I decline

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Questions?