

How to set up your 'PRODA' – Provider Digital Access Account

Connecting you digitally to HPOS

A PRODA account can be created by clicking on www.humanservices.gov.au/proda and completing the following steps:

1. Create your account – you need to provide basic personal information, create a username and password, and provide contact information for the secure management of your account.
2. Verify your identity – we need to verify your identity online using Government issued identity documents which requires you to provide key information from your documents.
3. Link existing records – to gain access to your programs in HPOS you need to link your account with any existing registrations (provider numbers, etc).

Verifying your identity

You will need the information from at least three identity documents to create an account. We recommend (in the exact order):

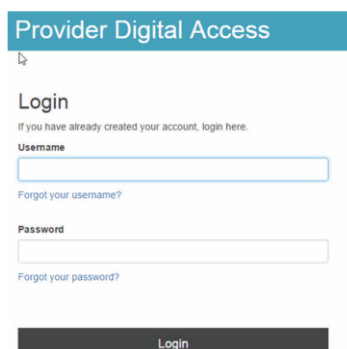
- Medicare card
- Driver's licence
- Passport – Australian or foreign with a visa

These three documents are the most likely to be verified successfully online.

Identity verification is conducted online and in real-time using the **Document Verification Service (DVS)**, which connects to relevant Commonwealth, state and territory databases.

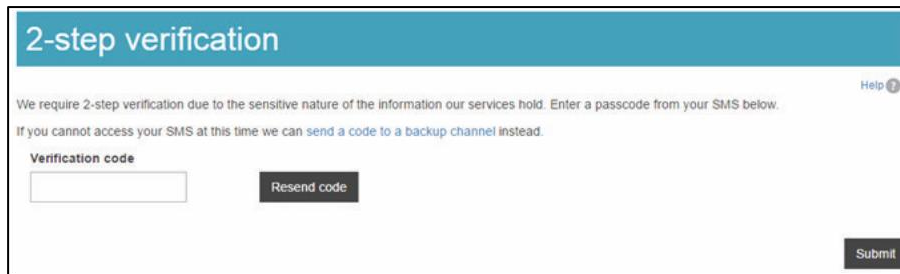
If you would like to know more about setting up your PRODA account look at the following [e-Learning resources](#).

Once you have set up your account you will see the following screen:

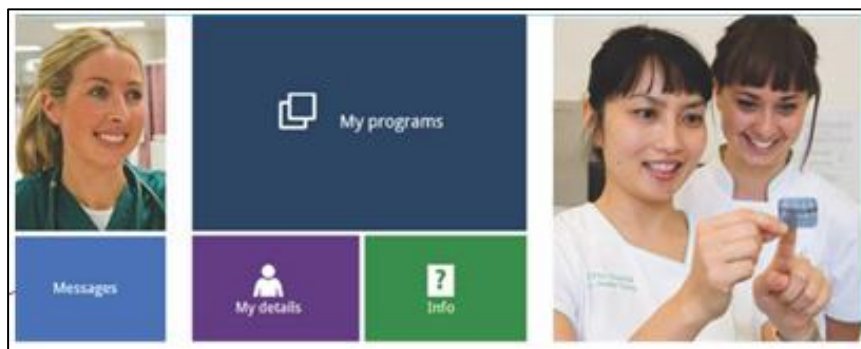


Type in your username and password that you have set up

As part of the **two-step verification**, you will have nominated to receive a **Provider Digital Access verification code** by email or SMS text. (recommend SMS) Enter the passcode and click **submit**.



If your verification code is successful, you should be directed to the 'Terms & Conditions' page where you **ACCEPT** and the following screen appears.

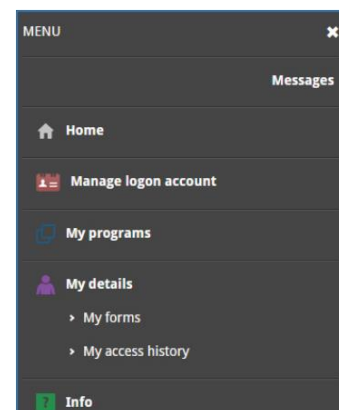


Click on My Programs and you will see the programs that you are available to access.

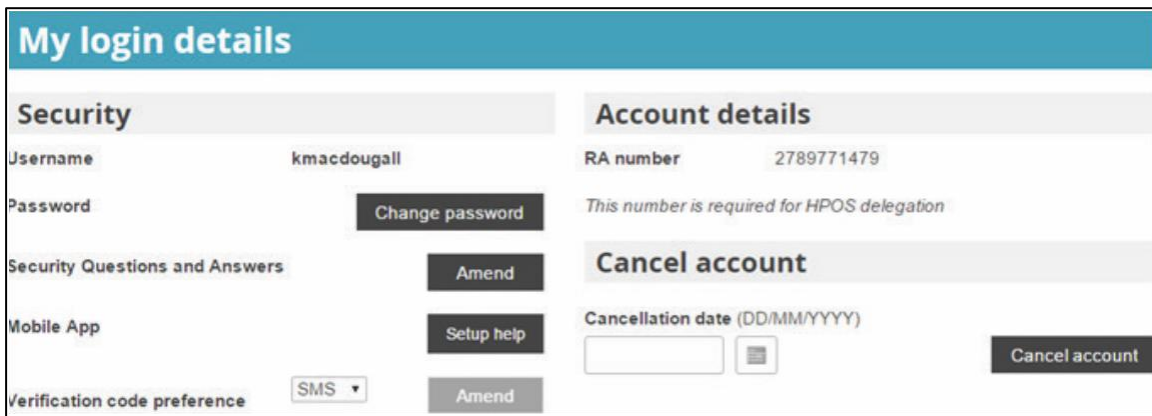
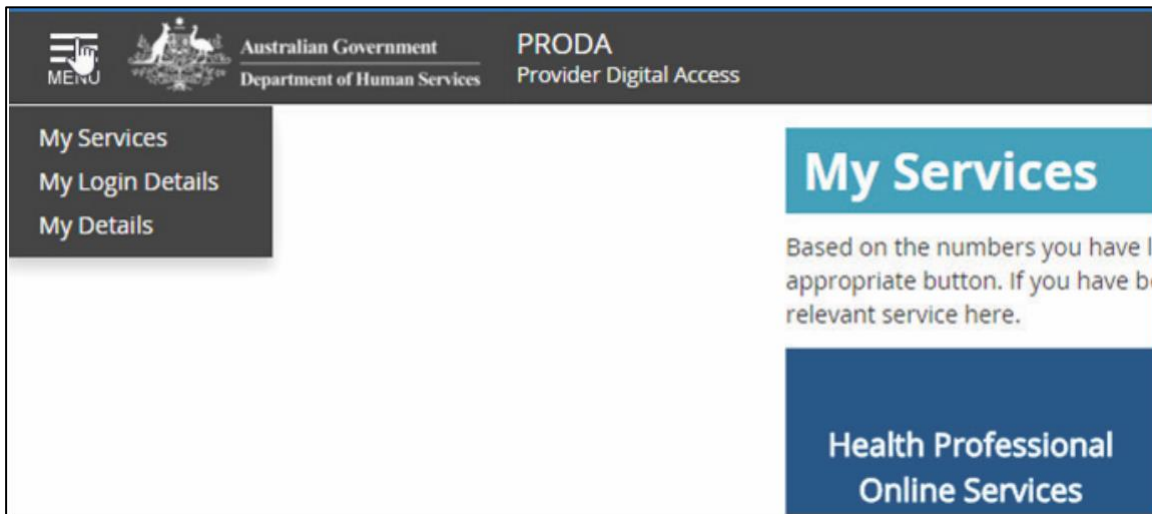


Access to PIP via PRODA

You may have previously provided your Individual HPOS PKI RA number to the PIP team to permit you to update the Practice PIP details. As you have a separate PRODA RA number, you will need to ensure this number is linked to PIP. To find your PRODA RA number, you will need to **CLICK** on **Manage logon account**.

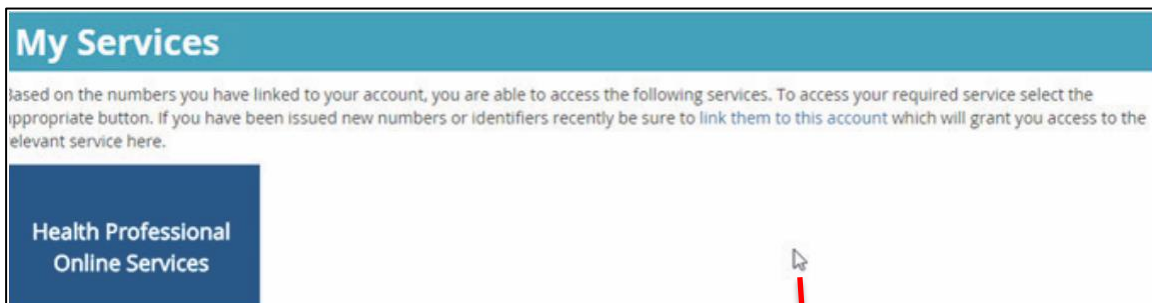


You will be taken to the following screen: **Hover over the MENU button** until you see the following icons: Click on **My Login Details**:



This screen displays your account details

The RA number displayed is your unique PRODA RA number. If you are currently an 'Additional Authorised Contact Person' for your Practice in relation to the Practice Incentives Programme (PIP) and/or the Practice Nurse Incentive Programme (PNIP) and permitted to make claims and update your practice details through HPOS, you will need to provide the DHS Medicare PIP team with your PRODA RA number. You can do this by contacting the PIP team on **1800 222 032**.



If you wish to link your Health Identifier (RO) or (OMO) number click on

The following screen will appear:

Add numbers from your existing records

To add additional numbers or identifiers to your account use the search function below. If you haven't already entered your AHPRA Medical Registration number, we suggest adding it now as it has many other identifiers connected to it. Alternatively, you can search for other numbers, such as provider numbers.

AHPRA medical registration number

OR

Identifier type

- Medicare Provider Number
- HPI-I Number
- HPI-O Number
- DVA Provider Number
- DVA Stem
- PBS Approved Prescriber
- HECSRS Identifier

Identifier

You can now link your HI identifier to your PRODA account. Another option for people who don't know their RO/OMO number, is to link the organisations HPI-O number, and this will enable the correct permissions for the user.

How to nominate a new delegate

- The provider, must log on to HPOS using their individual PKI certificate or PRODA account.
- Select My delegates from the HPOS main menu.
- Select Add a New Delegate.
- Enter the RA number for the nominated delegate, then select Search.
- The delegate's RA number can be found in their PRODA account creation email or on their PKI individual certificate.
- Select Nominate to confirm the delegate to act on your behalf.
- The new delegate will appear in the My Delegates list and we will confirm the nomination with an on-screen message.

NB: Please note that if a practice wants to register for the PIP eHealth Incentive (via the Practice Incentives Program) for the first time, they will need to apply via a PRODA account linked to HPOS.

Acknowledgement to Eastern Melbourne PHN for the creation of this Guide and willingness to share and allow rebranding of this resource which is endorsed by DHS.

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