Update PIP with PRODA RA number
(from PKI RA number)

Once you have created a PRODA account (instructions here) you will need to call the Practice Incentive Payment hotline 1800 222 032 to provide them with your new RA number for your PRODA account. If you do not do this step, you will not be able to access your clinic’s PIP information via HPOS.

The person listed with PIP needs to be the one to update the PKI RA number to the PRODA RA number. At this stage, it can only be done by contacting the PIP phone line, not through HPOS.

To find your new RA number follow the steps below:

1. From the home page click on the menu button.

2. From the drop down menu select Manage logon Account.
Update PIP with PRODA RA number
(from PKI RA number)

3. Click back on the menu button and select My Details

![Menu with options: My Services, My Details, My Communities]

4. Your new RA number will now be listed

![My details section with RA number highlighted]

5. Call PIP/PNIP services on 1800 222 032 to give them the new RA number. Once they link your new RA number to your clinic’s PIP ID, then you will be able to add/edit/change your clinic’s PIP details easily and instantaneously.