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.

    You will need the information from at least three identity documents to create an account.

    We recommend (in the exact order):

    - An Australian driver's licence
    - A Medicare card, and
    - 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.

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).

If you would like to know more about setting up your PRODA account look at the following e-Learning resources: http://www.medicareaust.com/eClaiming/Welcome/index.html

1. Login

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

Type in your **username** and **password** that you have set up:

2. Two-step verification

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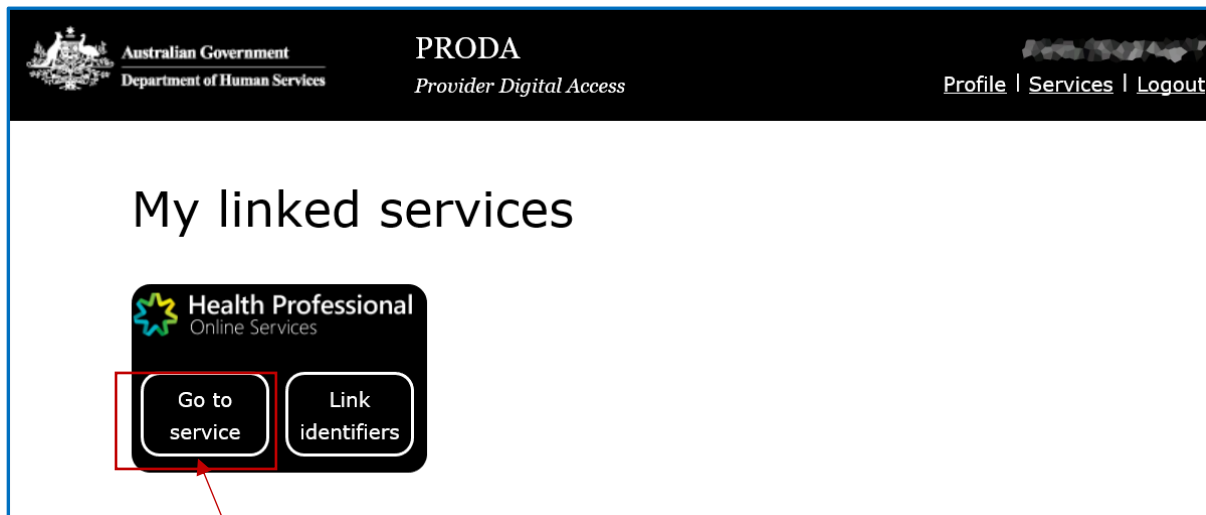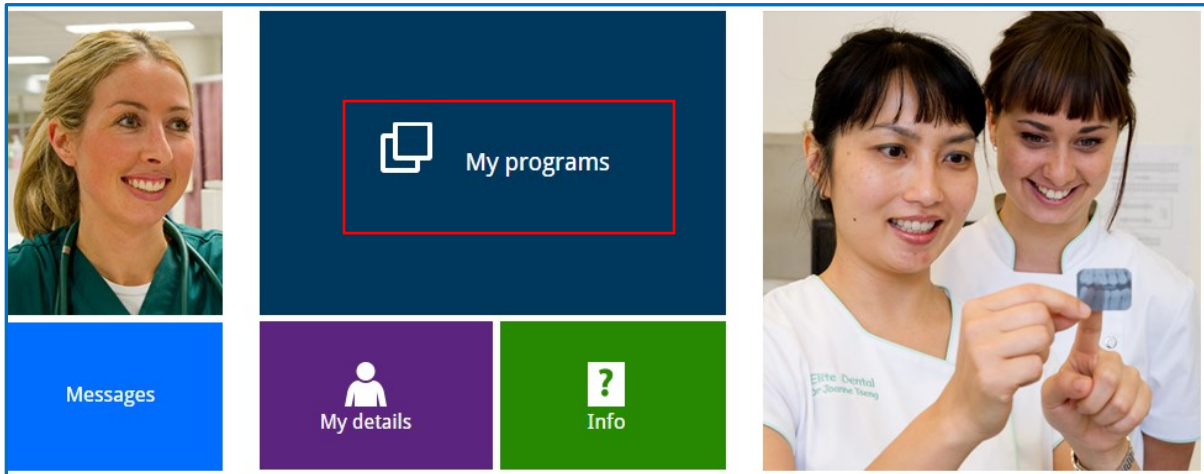

3. My linked services

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

4. My programs

Click on 'Go to service' and the following screen will appear: Click on **My Programs**
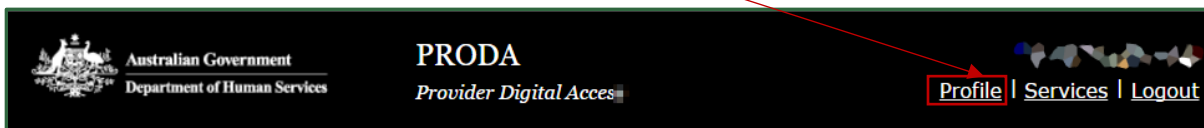
You will see the programs that you are able to access:

5. 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 **PROFILE**

Your PRODA Profile will be displayed:

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.**

6. Linking your Health Identifier (RO) or OMO number to your PRODA account

If you have been assigned the role of Responsible Officer (RO) or Organisation Maintenance Officer (OMO) for your Practice, you may need to manage your ehealth practice information.
Click on **Link Identifiers**

The following screen will appear:

If you wish to link your Health Identifier (RO) or (OMO) number, drop the list down until you come to HPI-O number and type in your GP Practice HPI(O) and SEARCH. If **successful link** appears, the 'Health Identifier' tile will appear on your list of programs.

7. How to nominate a new delegate

If you wish to check patient eligibility for certain MBS item numbers, you will need to be set up as a **Delegate** of a GP. The following steps require to be taken:

The GP 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.**

    N.B. 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

N.B. Please note that if a Practices 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 and linked to HPOS.