

MyMedicare Readiness Checklist for General Practice

The following checklist has been developed to assist General Practices with the MyMedicare registration process. Please ensure you have access to the following information about your organisation to assist in making the process as efficient and simple as possible.

If you have access to the following information, click the link to the instructional videos at each step or alternatively see the [MyMedicare Organisation Registration Guide for General Practice](#) for a complete instructional guide on setting up your practice with MyMedicare.

STEP 1: CREATE AN INDIVIDUAL PRODA ACCOUNT

[CLICK HERE for instructional video](#)

The person setting up the Organisation in PRODA must have an individual PRODA account and be listed against the ABN on the Australian Business Register as an associate or authorised contact. This is usually the principal GP or Owner/Director of the practice. ***If you already have an individual PRODA Account, proceed to the next step.***

What you will need:

- Title
- First Name
- Middle Name
- Surname
- Personal Email Address
- Personal Phone Number
- Gender
- Date of Birth (DOB)
- 3 Identification Documents Required

You can **use 2 of the following** documents:

- Medicare card
- Australian driver's licence
- ImmiCard
- Australian passport.

And, **1 of the following** documents:

- Australian passport
- Australian birth certificate
- ImmiCard
- Citizenship certificate
- Australian Visa, supported by a foreign passport.
- Certificate of registration by descent.

STEP 2: SET UP YOUR ORGANISATION IN PROVIDER DIGITAL ACCESS (PRODA)

[CLICK HERE for Instructional Video](#)

The person setting up the Organisation in PRODA must have an individual PRODA account and be listed against the ABN on the ABR as an associate or authorised contact. This is usually the principal GP or Owner/Director of the practice. ***If you already have an Organisation PRODA Account, proceed to the next step.***

What you will need:

- Individual PRODA account login details of the Authorised Representative
- Practice Legal Entity Name
- Australian Business Number (ABN)
- Address

- Organisation Phone number
- Organisation Email Address

- RA Number of Associate (e.g. GP Principle/Owner)
- RA Number of Authorised Contact (e.g. Practice Manager)

- DOB of Associate
- Mobile number of Associate
- DOB of Authorised Contact
- Mobile number of Authorised Contact
- Proof of Record of Ownership Answer 3 randomised questions

Tip: To find your RA number: Log in to your PRODA account > Click on the 'Profile' tab at the top of the page > Your RA number will be displayed under the 'My Details' section.

The practice must have a minimum of **2 Key Individuals:**

- One **Associate** – Owner/Director must be listed against the ABN on the Australian business Register
- One **Authorised Contact** – Practice Manager/Organisation Maintenance Officers (OMO)

Exception: Sole Trader Organisations can have the Associate and Authorised Contact as the same person.

Proof of Record of Ownership (PORO) are randomised questions based on non-publicly available information about your organisation on the Australian Business Register (ABR). Your answers must match exactly to what is recorded on the ABR. You can view or update your ABN information recorded on the ABR using myGovID or by contacting the ABR.

STEP 3: LINK YOUR ORGANISATION PRODA ACCOUNT TO HEALTH PROFESSIONAL ONLINE SERVICES (HPOS)

[CLICK HERE for Instructional Slides](#)

Linking your organisation to HPOS with your ABN allows you to unlock the Organisation Register. This will give you the green Organisation Register tile on the HPOS home screen. ***If your PRODA and HPOS accounts are linked, go to the next section.***

What you will need:

- Australian Business Number (ABN)
- RA Number of Associate and/or Authorised Contact

STEP 4: CREATE AN ORGANISATION RECORD IN THE ORGANISATION REGISTER

[CLICK HERE for Instructional Slides](#)

Using the Organisation Register tile on the HPOS home screen, you can record details of your Organisation in the Organisation Record.

What you will need:

- Australian Business Number (ABN)
- RA Number of Associate and/or Authorised Contact
- Organisation Details
- Accreditation start date and end date
- Physical Address
- Banking Details
- Accreditation Dates
- Phone Number
- Email Address
- Postal Address
- Health Practitioner Provider Numbers

All GPs providing services at your practice need to be linked to your organisation site. For GPs providing services at your practice, ensure their provider number address is the same as the recorded address of your Organisation Site Record, to allow them to be linked.

STEP 5: CREATE AN ORGANISATION SITE RECORD

[CLICK HERE for Instructional Slides](#)

With your Organisation Record complete, you can create organisation site/s (the practices at which your organisation operates). The Organisation Site Record allows the user to create a separate record for each of the physical sites that share an ABN with the parent. Information required in each tab depends on the services being accessed at the corresponding site. Some programs may require all fields to be filled out.

What you will need:

- Australian Business Number (ABN)
- RA Number of Key Individuals for each site
- Physical Address
- Banking Details
- Accreditation Dates
- Phone Number
- Email Address
- Postal Address

- Accreditation start date and end date

Tip: Ensure the **Organisation Site Name** and **Physical Address** fields are up to date and recognisable to patients. Patients will see this information when registering in their myGov, Medicare Online Account, or Express Plus Medicare mobile app to search for your practice to register.

Helpful Links:

PRODA: <https://proda.humanservices.gov.au/>

PRODA Services Australia Resources: <https://www.servicesaustralia.gov.au/proda-provider-digital-access>

Organisation Register eLearning Resources:
https://hpe.servicesaustralia.gov.au/orgreg_orgreg.html

ABN Lookup: <https://abr.business.gov.au/>

AHPRA Health Practitioner Search:
<https://www.ahpra.gov.au/Registration/Registers-of-Practitioners.aspx>

Australian Government MyMedicare: <https://www.health.gov.au/our-work/mymedicare>

Western Sydney Primary Health Network: <https://wentwest.com.au/mymedicare>

Health Professional Education Resources: <https://hpe.servicesaustralia.gov.au/>

If you require further assistance, contact your Primary Care Development Coordinator directly or the following support lines.

Provider Digital Access (PRODA)

Phone: **1800 700 199** and select **Option 1**
Monday to Friday, 8 am to 5 pm local time
Email: proda@servicesaustralia.gov.au

Services Australia – Health Professional Online Services (HPOS)

Phone: **132 150** and select **Option 6**
Monday to Friday, 8 am to 5 pm AWST.

Virtual Support Team – Western Sydney Primary Health Network

Phone: **02 8811 7100, option 2**
Email: support@wentwest.com.au

Glossary of Terms

Registration Authority (RA) number: this is a unique identifier assigned to each PRODA user at an individual and organisational level.

Provider Digital Access (PRODA): is an online identity verification and authentication system that lets you securely access a range of government online services for providers. Designed using a 2-step verification process, it requires a username, password, and verification code to login.

Health Provider Online Service (HPOS): provides secure and convenient online services that help to streamline interactions with Services Australia. It is available to all health professionals including General Practitioners, Specialists, Allied Health Professionals, Dentists, Practice Managers and Practice Staff.

The **Organisation Register** can be set up and used after an Organisation in PRODA has been linked to HPOS using an ABN. After linking a new Organisation Register appears in HPOS.

The **Organisation Site Record** allows the user to create a separate record for each of the physical sites that share an Australian Business Number with the parent.

An **Ultimate Organisation** is the primary organisation of the Owner/Director.

Legal Entity Name: A legal entity name is the name of the entity that appears on all official documents or legal papers. It can be different to a business name. If it's a company, it will be the full company name including proprietary limited (Pty Ltd or any variation).

Australian Business Number (ABN): is a unique 11 digit number that identifies your business to the government and community. You can go to [ABN Lookup](#) to view the Australian Business Register (ABR) that provides access to publicly available information supplied by businesses when they register for an Australian Business Number (ABN).

Associate: For the purpose of PRODA and HPOS access, an Associate refers to the Organisation Owner/Director and is usually the principal GP of the practice.

Authorised Contact: the Authorised Contact is nominated by the Associate to act on behalf of or represent the practice and/or the Associate. It is usually the Practice Manager or Organisation Maintenance Officers (OMO)

Provider Number: Also known as Provider Location Number uniquely identifies the health professional and the location from which a Medicare service is rendered.