

Web Services: September 2021 update for health professionals

The latest information about the upgrades to our digital health and aged care channels.

Services Australia is upgrading its digital health and aged care channels including, Medicare Online, Department of Veterans' Affairs, Australian Immunisation Register, ECLIPSE, PBS Online and Aged Care Online.



More information about the upgrades is available at servicesaustralia.gov.au/hpwebservices

By **13 March 2022**, health and aged care professionals will need to use web services compatible software to access our digital channels.



Engaging with health professionals

We're committed to supporting our healthcare locations and organisations with the transition from adaptor technology to web services technology, and have been engaging with them since **September 2019**.

Our primary communication and engagement with the healthcare industry is an ongoing activity. We'll continue to speak with them throughout the project to ensure they receive the support they require.

Below is a summary of our engagement to date.



MARCH – JULY 2020 <

We met with Australian Healthcare & Hospitals Association and NSW Health.

AUGUST – OCTOBER 2020 <

Created the Web Services eKit which was published on our website and emailed to peak bodies.

Distributed a HPOS Broadcast message to all HPOS users.



APRIL – JULY 2021 <

Distributed a HPOS Broadcast message.

Successfully deployed renewed SHA-1 OCA certificates to ensure business continuity.

Included articles for digital health and aged care in our health professional newsletters.

Updated the Web Services eKit to include more resources on Provider Digital Access (PRODA).

Attended the General Practice Conference and Exhibition 2021.

Attended a series of Digital Health Forums with ADHA, including an information session with Primary Health Networks.

> THROUGHOUT 2019

Established the A2WS Monthly Update.

Commenced engagement with peak bodies to create bespoke content.

We held workshops with Private Health Insurers, Department of Veterans' Affairs, Department of Health and other industry representatives.



> NOVEMBER - DECEMBER 2020

Attended the 2020 Victorian Health CIO Committee meeting.

Met with Day Hospitals Australia.

Held a series of technical workshops and webinars for Medicare Online, Aged Care and PRODA with software developers.

Commenced regular engagement with PBS Online software developers.

> JANUARY - MARCH 2021

Presented at the Australian Digital Health Agency's (ADHA) Affiliate Implementation Group meeting with National Aboriginal Community Controlled Health Organisation and Aboriginal Torres Strait Islander peak bodies.

Attended the Australia Healthcare Week 2021 conference.

> AUGUST 2021

Participated in a series of ongoing jurisdictional meetings with State and Territory contacts.

Commenced developing a bulk email to health professionals and healthcare locations.



Digital Health and Aged Care Channels

Medicare Online (including DVA and AIR)

Medicare Online is a digital claiming channel used to submit claims and data to us. It is typically integrated within practice management software and is used for submitting:

- Medicare bulk bill and patient claims
- DVA claims
- Patient (including veteran) eligibility checks
- Patient immunisation details to the Australian Immunisation Register

LATEST NEWS

All SHA-1 Medicare and PBS PKI site certificates are being renewed to ensure there is business continuity post 13 March 2022. Where possible, some will be auto renewed and won't receive any correspondence notifying them of the renewal. Other sites will be renewed manually. For these sites, a CD with their renewed site certificate will be automatically mailed to the last known contact at the healthcare site.

These sites **must** install the new PKI certificate even if:

- their current certificate is yet to expire
- they have transitioned to PRODA to authenticate to their new web services-compatible software

Additional updates will need to occur if Easyclaim devices are integrated into practice management software. Software developers and financial institutions have been notified to ensure they make these updates.

ECLIPSE

Electronic Claim Lodgement and Information Processing Service Environment (ECLIPSE) is an extension of Medicare Online claiming. It offers a secure connection for communication and In-patient claim lodgement between:

- health professionals
- public and private hospitals
- billing agents
- private health insurers
- the Department of Veterans' Affairs
- Services Australia

PBS Online

Pharmaceutical Benefits Scheme (PBS) Online is the digital claiming channel used to submit PBS claims and data to us. It is integrated within pharmacy dispensing software and is used for submitting:

- PBS claims
- PBS under co-payment data
- PBS cancel claims and cancel under co-payment
- PBS close claim
- PBS statement and under co-payment statement.

LATEST NEWS

Approved suppliers, such as pharmacies, dispensing doctors and hospitals, will be contacted by their software developer when further information is available.

Aged Care Web Services

Access to Aged Care Online Claiming and Aged Care Online Services have now closed.

Aged Care providers can use the Aged Care Provider Portal (ACPP) channel to make claims for aged care subsidies and supplements for:

- home care
- residential care
- transition care
- Short-term restorative care

Residential aged care providers using adaptor technology as a claiming channel **must** transition to web services before 13 March 2022. If software is not upgraded by this date, residential aged care providers will need to revert to the Aged Care Provider Portal for claiming.

LATEST NEWS

Direct engagement with Aged Care providers will commence shortly via Primary Health Networks who will support them with their transition to Web Services.

Residential Aged Care providers **must** add their device to their organisation in PRODA, then talk to their software developer when completing the AC027 form to link to Aged Care web services. This form is available on the Services Australia website.