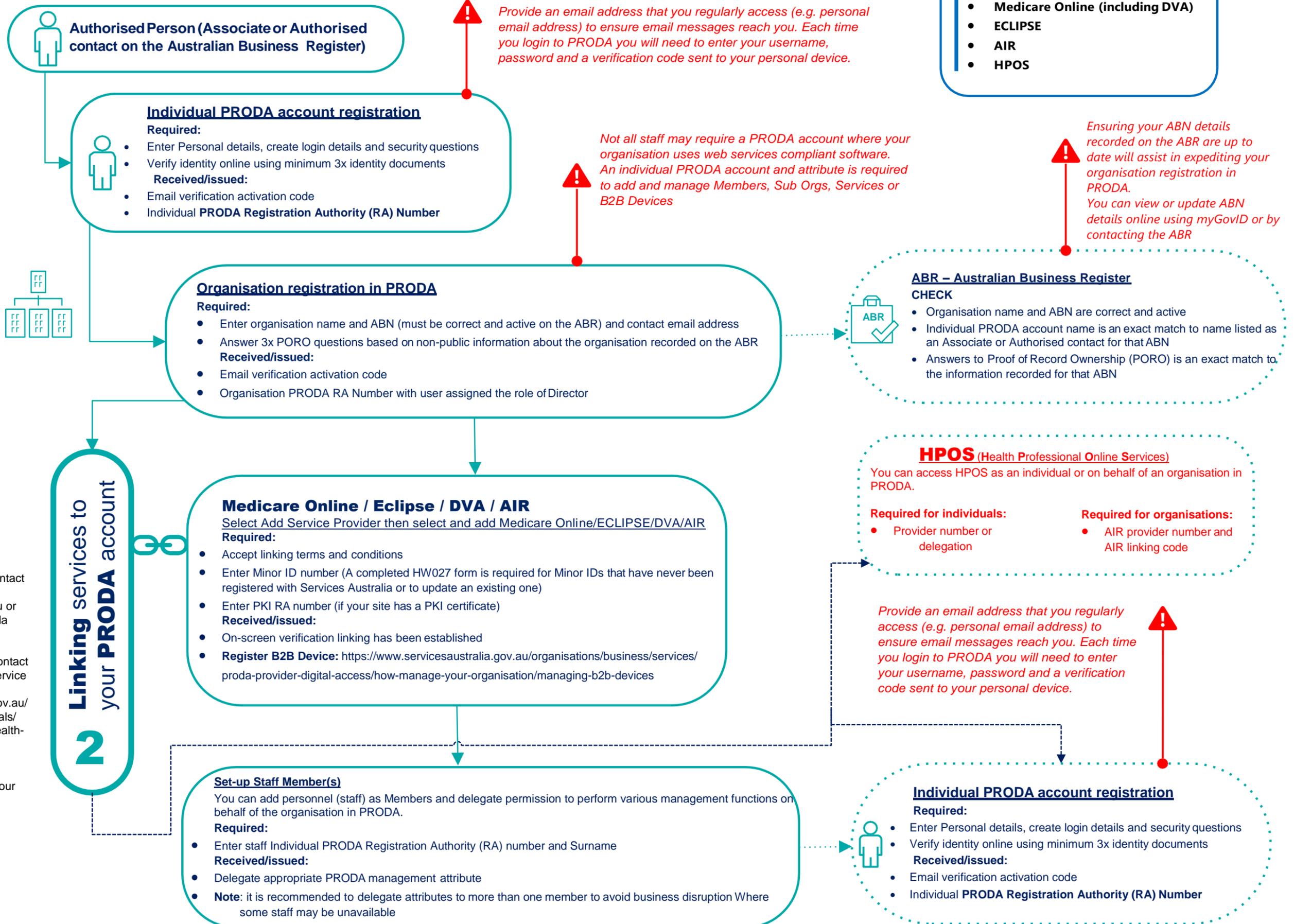# PRODA (Provider Digital Access) Action Plan for Medicare Online/DVA/ECLIPSE and AIR

PRODA is the authentication system used to securely access certain government online services including:
- **Medicare Online (including DVA)**
- **ECLIPSE**
- **AIR**
- **HPOS**

1 Setting up your PRODA account

Authorised Person (Associate or Authorised contact on the Australian Business Register)

⚠ Provide an email address that you regularly access (e.g. personal email address) to ensure email messages reach you. Each time you login to PRODA you will need to enter your username, password and a verification code sent to your personal device.

Individual PRODA account registration
Required:
- Enter Personal details, create login details and security questions
- Verify identity online using minimum 3x identity documents
  Received/issued:
- Email verification activation code
- Individual **PRODA Registration Authority (RA) Number**

⚠ Not all staff may require a PRODA account where your organisation uses web services compliant software. An individual PRODA account and attribute is required to add and manage Members, Sub Orgs, Services or B2B Devices

⚠ Ensuring your ABN details recorded on the ABR are up to date will assist in expediting your organisation registration in PRODA. You can view or update ABN details online using myGovID or by contacting the ABR

Organisation registration in PRODA
Required:
- Enter organisation name and ABN (must be correct and active on the ABR) and contact email address
- Answer 3x PORO questions based on non-public information about the organisation recorded on the ABR
  Received/issued:
- Email verification activation code
- Organisation PRODA RA Number with user assigned the role of Director

ABR – Australian Business Register
CHECK
- Organisation name and ABN are correct and active
- Individual PRODA account name is an exact match to name listed as an Associate or Authorised contact for that ABN
- Answers to Proof of Record Ownership (PORO) is an exact match to the information recorded for that ABN

2 Linking services to your PRODA account

Medicare Online / Eclipse / DVA / AIR
Select Add Service Provider then select and add Medicare Online/ECLIPSE/DVA/AIR
Required:
- Accept linking terms and conditions
- Enter Minor ID number (A completed HW027 form is required for Minor IDs that have never been registered with Services Australia or to update an existing one)
- Enter PKI RA number (if your site has a PKI certificate)
  Received/issued:
- On-screen verification linking has been established
- **Register B2B Device:** https://www.servicesaustralia.gov.au/organisations/business/services/proda-provider-digital-access/how-manage-your-organisation/managing-b2b-devices

HPOS (Health Professional Online Services)
You can access HPOS as an individual or on behalf of an organisation in PRODA.

Required for individuals:
- Provider number or delegation

Required for organisations:
- AIR provider number and AIR linking code

⚠ Provide an email address that you regularly access (e.g. personal email address) to ensure email messages reach you. Each time you login to PRODA you will need to enter your username, password and a verification code sent to your personal device.

Set-up Staff Member(s)
You can add personnel (staff) as Members and delegate permission to perform various management functions on behalf of the organisation in PRODA.
Required:
- Enter staff Individual PRODA Registration Authority (RA) number and Surname
  Received/issued:
- Delegate appropriate PRODA management attribute
- **Note**: it is recommended to delegate attributes to more than one member to avoid business disruption Where some staff may be unavailable

Individual PRODA account registration
Required:
- Enter Personal details, create login details and security questions
- Verify identity online using minimum 3x identity documents
  Received/issued:
- Email verification activation code
- Individual **PRODA Registration Authority (RA) Number**

For assistance with PRODA, contact **1800 700 199** or email proda@servicesaustralia.gov.au or visit www.servicesaustralia/proda

For assistance with linking or accessing your web services, contact the relevant helpdesk for that service provider/channel or visit https://www.servicesaustralia.gov.au/organisations/health-professionals/subjects/web-services-digital-health-and-aged-care-channels/how-prepare-web-services

For assistance with setting up your software product, contact your software developer

The Pharmacy Guild of Australia

Thank you to the Pharmacy Guild of Australia for their collaboration