

# Medicare Online, DVA, AIR, ECLIPSE, PBS Online & Aged Care

## About our Digital Health and Aged Care Channels

### About Medicare Online (including DVA)

Medicare Online is a digital channel used to transmit claims and data to Services Australia. It is integrated within practice management software and is used for lodgement of:

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

### About Medicare Easyclaim

Medicare Easyclaim is used for Medicare bulk billing and patient claiming. Some key features of Medicare Easyclaim include:

- patient concessional status verification
- patient can assign their right to benefits over to the healthcare professional
- Medicare benefits are paid immediately to patient's nominated bank account

Medicare Easyclaim can be a stand-alone process via an EFTPOS device or an integrated feature of practice management software (PMS) products.

If your Easyclaim device is integrated into your PMS software, additional updates needed to occur. We notified your software developer and financial institution to ensure they made these updates.

### About Australian Immunisation Register (AIR) for other vaccination providers

AIR web services is a digital channel used to access the Australian Immunisation Register to:

- record patient immunisation information
- update patient details previously recorded (if you provided the immunisation)
- view a patient's immunisation history, regardless of who immunised the patient
- retrieve an immunisation history statement on a patient's request

**If you use AIR via HPOS, these upgrades did not affect you.**



## About ECLIPSE

Electronic Claim Lodgement and Information Processing Service Environment (ECLIPSE) is an extension of Medicare Online. It offers a secure two-way connection for digital 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

## About Pharmaceutical Benefits Scheme (PBS) Online

Pharmaceutical Benefits Scheme (PBS) Online is the digital 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

PBS Online users, such as pharmacies, dispensing doctors and hospitals, were contacted by their software developer to discuss their transition and upgrade plans for their site.

## About Aged Care Web Services

Aged Care Web Services is a new digital channel that will be used to submit claims and data information to Services Australia across all aged care programs:

- Residential Care
- Home Care, and
- Flexible Care (Short Term Restorative Care and Transition Care)

**If you use the Aged Care Provider Portal, these upgrades did not affect you.**

If your organisation uses our digital health and aged care channels, there are steps you need to do to make sure your business transitions to web services and PRODA. Read more on page 4.



## WHAT YOU NEED TO DO

### Step 1 Software developer contact

PBS online users, such as pharmacies, dispensing doctors and hospitals, were contacted by their software developer to discuss their transition and upgrade plans for their site.

Your software developer can advise which of these two options are available to you:

- 1. You need to register your business as an organisation in PRODA.**  
Follow the steps below to register your organisation in PRODA.  
  
**For PBS Online and Aged Care users, you need to register your organisation in PRODA.**
- 2.** Your software developer should have contacted you when their software upgrade was available and what you needed to do next. If you haven't heard from them, contact them now.

#### Don't currently have a software developer?

A list of Medicare Online and ECLIPSE software developers and their contact details is available at [servicesaustralia.gov.au/hpwebservices](https://servicesaustralia.gov.au/hpwebservices)

### Step 2 Create an Individual PRODA account

You must first register an Individual PRODA account before you can register an organisation in PRODA.

Please note:

- You can only register one individual PRODA account. You can't register an account for someone else or share your PRODA login details with anyone.
- You need to verify your identity online to complete the registration process. You'll need a minimum of three accepted Australian Government issued identity documents.
- If you don't have the required documents or they fail to verify online, a form will be available to complete and submit for verification by PRODA Helpdesk.



For more information about what documents you need before you start the registration process, visit [servicesaustralia.gov.au/proda](https://servicesaustralia.gov.au/proda)

### Step 3 Register your organisation in PRODA

After you register your individual PRODA account, login to PRODA and select **Organisations** from the menu, then select **Register New Organisation**.

Please note:

- The organisation name and Australian Business Number (ABN) entered must be correct and active on the Australian Business Register (ABR).
- You must be listed as an Associate or Authorised Contact for that ABN on the ABR.

Your individual PRODA account name must match the name recorded on the ABR. You are also required to answer proof of record ownership questions based on non-public available information about your ABN.



You can view or update your ABN information recorded on the ABR using [myGovID](#) or contacting the ABR.

If your organisation is already registered in PRODA, you can select **Join an Organisation** or you'll need to be added as a member and be given delegations to act on behalf of the organisation.

 For more information about how to register an individual PRODA account and how to register your organisation in PRODA, visit [servicesaustralia.gov.au/proda](https://servicesaustralia.gov.au/proda).

**The individual PRODA account or organisation registration process can take less than 10 minutes to complete where information is at hand and verifications are successful.**

## Step 4 Read Fact Sheet 3 – PRODA Organisation for Web Services

Fact Sheet 3 provides specific information for each of our digital health channels and examples of how you may be able to structure your organisation in PRODA.

## Step 5 Set up your organisation in PRODA and link to a service provider

After you register your organisation in PRODA and your web services compatible software is available, you need to set up and link your organisation to the digital health and aged care channels you need to access.

If you've been granted additional time by Services Australia, you can continue to use your current software product for the time specified by the agency.

