

# MyMedicare Registration Guide

October 2023

\*INFORMATION SOURCED FROM SERVICES AUSTRALIA





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## PURPOSE

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This document has been developed to support general practices to register for MyMedicare.

**MyMedicare** is Australia's new voluntary patient registration model. It will enable a blended funding model that sits alongside fee-for-service while strengthening the relationship between patients, their general practice, general practitioner (GP) and primary care teams.

Supported by recommendations from the Strengthening Medicare Taskforce, the recent **Commonwealth 2023–24 Budget** invests \$19.7 million over 4 years in MyMedicare. A further \$39.8 million will be delivered to support systems delivery through Services Australia.

MyMedicare seeks to improve health outcomes by:

- consolidating the GP's role as the primary provider and leader in continuity of care for patients
- strengthening patient relationships with the extended primary care team and increasing multidisciplinary care
- improving communication between general practice and other health providers
- improving equitable access for priority population groups.

## LINK NEW ORGANISATION REGISTER TILE IN HEALTH PROFESSIONAL ONLINE SERVICES (HPOS)

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### HEALTH PROFESSIONAL ONLINE SERVICES

Health Professional Online Services (HPOS) may have been linked previously for other programs or services. However, the Organisation in PRODA **needs** to be linked **again** for the Organisation Register. *This time, with the **Australian Business Number (ABN)** used to set up the Organisation in PRODA as the **linking identifier**.*

**After linking with the ABN**, the **Organisation Register** tile appears in HPOS and the Attributes slide should be seen.

### CHECK LIST

- ◇ Associated/ Authorised Contact has been set up in Organisation in PRODA.
- ◇ Check your ABN details are current on the Australian Business Register (ABR) including Authorised Contacts.
- ◇ Find details of an Associated and Authorised Contact listed against the ABN and their Individual Registration Authority (RA) number from PRODA, so this can be added to the Organisation Record.
- ◇ Provider location numbers of the GPs that are providing services at your practice, so you can link them to the Organisation Site.
- ◇ Details of your accreditation or relevant exemption.

**NOTE:** If you've already set up your organisation site/s (practices at which your organisation operates) **for another program**, such as the **General Practice Training Payment (GTP) program or Medicare Urgent Care Clinics**, you don't need to complete steps 1, 2 and 3 again. You may need to add accreditation details at step 4 before starting step 5.

You can commence linking your providers to your practice now. From 1 October 2023, you'll be able to add the MyMedicare program in the program registration tab and register patients if your practice is eligible.

## STAGES TO REGISTER

[CLICK THE HYPERLINK FOR EACH STEP FOR A DETAILED USER GUIDE.](#)

### BEFORE YOU BEGIN

Set up your organisation in PRODA. 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.

**NOTE:** If you haven't already done it, setting up your practice as an Organisation in PRODA is required to access the Organisation Register and MyMedicare program. This includes any Subsidiary Organisations.

### STAGE 1: Link your organisation to HPOS

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.

### STAGE 2: Create an organisation record

Using the Organisation Register tile on the HPOS home screen, you can record details of your Organisation in the Organisation Record. You will be required to add your organisation information to complete this process, see: [Adding your Organisation information to create an Organisation Record](#)

### STAGE 3: Creating the organisation site record

#### 3.1: Linking a provider

All GPs providing services at your practice are linked to your organisation site.

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

#### 3.2: Adding a program

The MyMedicare program will become available in the Program Registration tab to add to your Organisation Site Record.

**3.3: Linking a Subsidiary Organisation** Linking your Subsidiary Organisation is optional and provides restricted access for staff between multiple sites. You must first link the Parent Organisation in PRODA to HPOS using your ABN. Then create the Organisation Site Record to get the Organisation Site ID to proceed with linking a Subsidiary Organisation.

## **STAGE 4: Delegating MyMedicare access to staff**

Add and manage MyMedicare staff authorisations.

**4.1:** Add the HPOS-MyMedicare-program-staff to staff

**4.2:** Restricting staff access in HPOS to MyMedicare only

## **STAGE 5: Registering patients in MyMedicare**

You can start patient registrations for your practice in HPOS under My Programs via the MyMedicare tile.

**5.1:** Practice initiated patient registration

**5.2:** Managing the patient list

**5.3:** Managing pending registrations

**5.4:** Change preferred provider

**5.5:** Export patient list

**5.6:** Withdraw a patient

**5.7:** Configuring auto or manual accept or decline of patient initiated registrations



## STAGE 1: LINK YOUR ORGANISATION TO HPOS

**Step 1:** Select the **Organisation** in PRODA that you are acting on behalf of.

### My organisations

You're a member of the organisations listed below.

Select the organisation name to:

- view the organisation's details
- manage the organisation's devices
- add or remove the organisation's members
- add subsidiary organisations (for parent organisations only)

Name	ABN	Organisation Status	Role/Status
New Organisation	35 52 197 696	Active	Director / Active

1 record found

Join an Organisation >

Register New Organisation >

**Step 2:** Expand the **Service Provider** Menu and select **Add Service Provider**.

Australian Government Services Australia | PRODA Provider Digital Access | Profile | Services | Organisations | Logout

< Back

### Manage my organisation

Membership(s) expiring within 30 days  
Attribute(s) expiring within 30 days

Organisation Overview

#### Organisation Details

Organisation Name	New Organisation
PRODA RA (Organisation)	5024039511
Status	Active <span>MOCK Verified</span>
ABN	35 52 197 696
Contact Email Address	SHN247@servicesaustralia.gov.au <a href="#">Update Email</a>
Contact Phone Number	Not supplied. <a href="#">Update Phone</a>

Remove Organisation

Members ▾  
Subsidiary Organisations ▾  
**Service Provider ▾**

Name	Status
Health Professional (Online Services) (HPOS)	Pending
PRODA	Active

2 records found

Add Service Provider

**Step 3:** Select Health Professional Online Services (HPOS) from the list and select **Add Service Provider**

- Health Professional Online Services (HPOS)
- Medicare Online/ECLIPSE/DVA/AIR
- NDIS API
- NDIS Partner Portal
- National Redress Scheme
- DI - Oversight Authority Response System
- OTS Software Vendor Portal
- PBS Online
- Transforming the Collection of Student Information
- Health Professional Management Services

**Add Service Provider**

**Step 4:** The status will be **pending** until linking is complete. The status will change to **active** once complete.

The screenshot shows the 'Manage my organisation' page in the PRODA system. The page header includes the Australian Government logo and 'PRODA Provider Digital Access'. The main content area has a 'Back' link and the title 'Manage my organisation'. Below the title, there are two warning messages: '0 membership(s) expiring within 30 days' and '0 attribute(s) expiring within 30 days'. The 'Organisation Overview' section shows details for 'New Organisation' with a 'PRODA RA (Organisation)' of '5024039511', 'Status' of 'Active' (with a 'MOCK Verified' badge), 'ABN' of '35 152 187 696', 'Contact Email Address' of '54N247@servicesaustralia.gov.au', and 'Contact Phone Number' of 'Not supplied.'. Below this is a 'Remove Organisation' button. The 'Members' and 'Subsidiary Organisations' sections are collapsed. The 'Service Provider' section is expanded, showing a table with two columns: 'Name ID' and 'Status ID'. The table contains two rows: one for 'Health Professional Online Services (HPOS)' with a status of 'Pending', and another for 'HPOS' with a status of 'Active'. A pagination bar at the bottom of the table shows '1' of '10' records, with '2 records found'.

**Step 5:** PRODA connects the user to the Provider Linking System (PLS) and the Organisation Linking Screen will appear.

- Read the Terms and Conditions
- Complete the declaration
- Select **Accept**

**Organisation Linking - Terms and Conditions**

*Application*  
Effective on and from 18/04/2020

Set out below are the terms and conditions of my agreement with Services Australia in respect of my interactions in relation to:

- a. Online claiming for Medicare through third party software (including Medicare Online, ECLIPSE, the Australian Immunisation Register (AIR) and Department of Veterans' Affairs (DVA) claiming)
- b. Online claiming for the Pharmaceutical Benefits Scheme (PBS) through third party software
- c. Immunisation Notifications to the AIR, through the AIR site (secure portal)
- d. Health Professional Online Services (HPOS)
- e. Any other systems owned or hosted by Services Australia, as notified in writing to you (collectively referred to as "Agency Online Systems").

*Interpretation*

A reference to a party denoted by "I", "me", "my", "you" includes that party, any persons under that first party's direction or control, another party acting on that first party's behalf or another party who the first party acts on behalf of. Any persons under the direction or control of that first party or acting on behalf of that first party shall be deemed to be authorised by that first party.

A reference to "Services Australia" includes Services Australia, and the Department of Veterans' Affairs or the Department of Health as relevant in relation to their corresponding respective Agency Online Systems.

**1. Accuracy and completeness**

**Declaration**

I declare that:

- I am the person authorised to act on behalf of my organisation and/or any organisation I represent to accept all terms and conditions on behalf of my organisation or the one I represent.
- The information I have provided is complete and correct.

I agree with:

- The terms and conditions of this agreement.

I understand that:

- Giving false or misleading information is a serious offence.
- By accepting these terms, I agree to all of the above.

**Accept** **Decline**

**Step 6:** Once the HPOS Service has been added. Select **Link Identifiers** on the HPOS tile in PRODA. The Organisation Linking - **Create Relationships** screen will appear or Select **Organisation Linking** from the list.

**Organisation Linking - Create Relationships**

**Identifying your organisation**

\*Please provide an identifier that has been issued for the organisation

Identifier type:

Identifier:

**Next**



**Step 7:** Select **ABN** as Identifier type.

The ABN of the Organisation in PRODA automatically pre-populates and the user can move to the next step.

The screenshot shows the 'Organisation Linking - Create Relationships' interface. The current step is 'Identifying your organisation'. A message states: '\*Please provide an identifier that has been issued for the organisation'. There are two input fields: 'Identifier type' with a dropdown menu showing 'ABN' (highlighted with a red box) and 'Identifier' with a text box containing '35152197696'. Below the fields, a note explains: 'Your Australian Business Number (ABN) will be used to access the Organisation Register in HPOS - Your ABN was issued to you by the Australian Business Register (ABR) and has been pre-populated from your PRODA Organisation.' A 'Next' button is located at the bottom right.

**Step 8:** A confirmation message will display, verifying the linking relationship with HPOS.

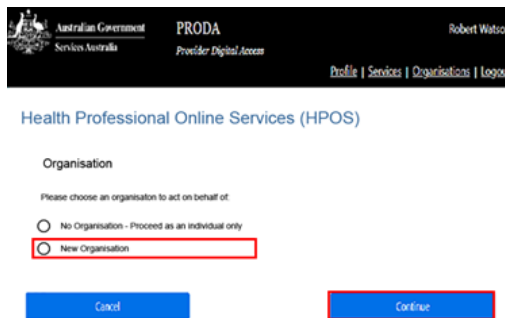
Select **Next** on the Organisation Linking Screen.

The screenshot shows the 'Organisation Linking - Create Relationships' interface at the 'Verification of relationship' step. A message states: 'We have established your organisation's relationship with the following: Health Professional Online Services (HPOS) for ABN 35152197696'. A green checkmark is visible to the right of the text. A 'Next' button is located at the bottom right.

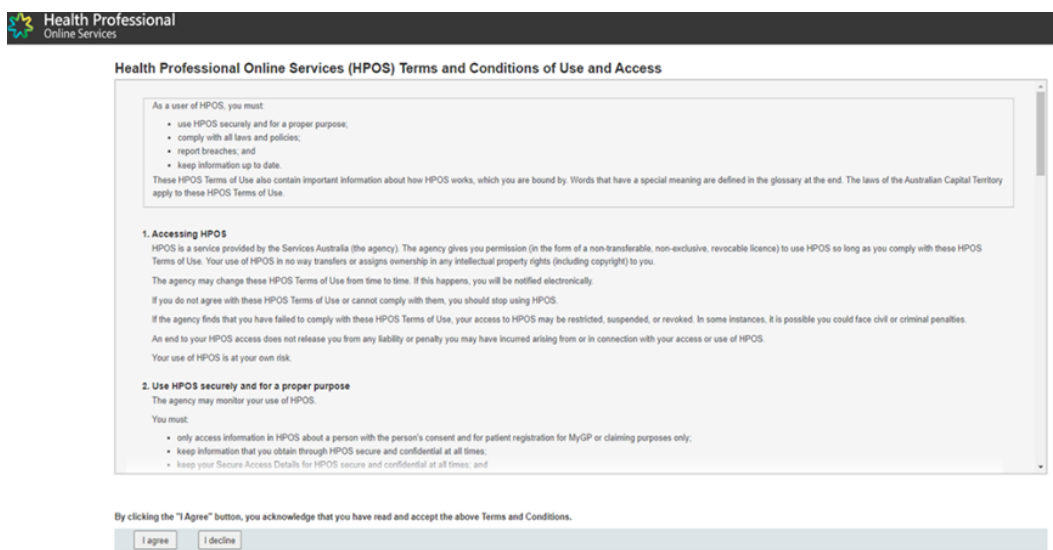
**Step 9:** Return to PRODA service and Select **Go to Service** on the HPOS tile

The screenshot shows the PRODA user interface. The top navigation bar includes 'Australian Government Services Australia', 'PRODA Provider Digital Access', and the user name 'Robert Watson'. The 'Organisations' menu item is highlighted with a red box. Below the navigation bar, there is a 'Privacy Notice' section. The main content area is titled 'My linked services' and features a tile for 'Health Professional Online Services'. The 'Go to service' button on this tile is highlighted with a red box.

**Step 10:** A new screen will then display where you can select the new organisation you are acting on behalf of in **HPOS**



**Step 11:** When you initially access HPOS you will need to **accept** the **Terms and Conditions of Use and Access**



**Step 12:** Add **email address** to **Mail Centre Notifications**

An email address must be provided to access HPOS mail centre and to receive notifications. You will be asked the following:

Do you wish to receive notifications? *Select **Yes** or **No**.*

*You can also **select** the **frequency of notifications** from the drop-down box.*

Once complete, select **Submit**.

**Health Professional Online Services**

### Mail centre notifications

To have access to Health Professional Online Services, an email must be provided.

Should you choose to receive notifications to the email provided below, you would receive notifications for:

- Delegation updates (if applicable)
- New email in your HPOS mailbox
- Updates by HPOS staff to your contact details

All Account activity notifications will be sent to the email provided below, irrespective of your notification preferences.

You can update your email address, frequency of notifications or opt out of receiving notifications at any time, within the Health Professional Online Services 'Mail centre/Settings'

Terms and Conditions

Email Address \*

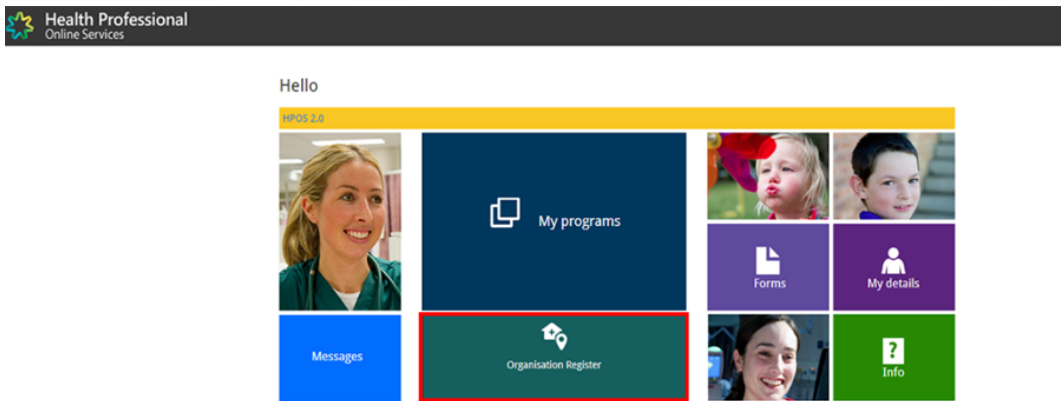
Confirm Email Address \*

Mobile number

Do you wish to receive notifications? \*  Yes  No

Frequency of notifications \*

**Step 13:** When the linking process is complete, and HPOS is added for the Organisation Register, a new tile displays.



## STAGE 2: CREATE AN ORGANISATION RECORD

**Step 1:** To **create** an Organisation Record the user will need to **complete tabs one to three.**

Organisation Register - Organisation Record

Amend

Organisation ID	2308956728	Entity Name	Organisation A
ABN	58 193 517 849	PRODA RA Number	5024039511
Status	Pending (System)	From	01/12/2022 10:10:51

If the same **Organisation** has an *Organisation Site*, (a physical location where health services are provided, e.g. a general practice with the same ABN) the user **registers** the site/s under the *Organisation Record* by selecting the **Associated Sites** tab.

To **complete** the Organisation Site Record, remaining tabs are completed dependent on each program's requirements.

**Step 2:** On **each tab** enter all *required information*, click **Submit**. A *Summary screen* will appear to **check** all entered information then **Save** to make *Organisation Record Active*.

Organisation Register - Organisation Record

Amend

Organisation ID	2308283726	Entity Name	Organisation A
ABN	35 121 97 696	PRODA RA Number	5024039511
Status	Pending (System)	From	01/12/2022 10:10:51

*The Organisation record will hold details about the ABN (Australian Business Number) and have been prepopulated from the ABR (Australian Business Register). If these details are not correct, contact the ABR.*

Organisation Details

ABN	35 121 97 696		
ACN			
Entity Name	Organisation A		
Entity Type	Limited Partnership		
ABN Registered Address	QLD 4000		
ABN Start Date	13/06/2020	ABN End Date	
Registered Start Date	01/12/2022	Registered End Date	

Ultimate Organisation

*This is the recognised legal entity that you consider to have hierarchical control of your organisation.*

There is currently no Ultimate Organisation for this record.

If you want to **make changes or update** to the information, **edit** and **Submit** changes. Summary screen will reappear, **Review** and **Submit**.

### Step 3: Add Ultimate Organisation (optional)

An **Ultimate Organisation** is the recognised legal entity that is considered (by the Owner/ Director) to have hierarchical control of an organisation registered in the Organisation Register.

*Note: These details are voluntary and not a mandatory requirement. Users can choose to add Ultimate Organisation details to an Organisation Record if relevant to their organisation.*

Organisation Register - Organisation Record  
Amend

Organisation ID	230805726	Entity Name	Organisation A
ABN	35 121 97 696	PRODA RA Number	5024039511
Status	Pending (System)	From	01/12/2022 10:10:51

Organisation | Contact | Key Individuals | Associated Sites

The Organisation record will hold details about the ABN (Australian Business Number) and have been prepopulated from the ABR (Australian Business Register). If these details are not correct, contact the ABR.

Organisation Details

ABN	35 121 97 696		
ACN			
Entity Name	Organisation A		
Entity Type	Limited partnership		
ABN Registered Address			
ABN Start Date	13/08/2020	ABN End Date	
Registered Start Date	01/12/2022	Registered End Date	

Ultimate Organisation

This is the recognised legal entity that you consider to have hierarchical control of your organisation.

There is currently no Ultimate Organisation for this record.

**Add Ultimate Organisation**

Submit | Reset | Cancel

Enter the **ABN** for **Ultimate Organisation** and select **Confirm**.

**Verify** details. Select **Submit**

An Organisation Record **Summary screen** will display. Select **Save**.

Add Ultimate Organisation

Please enter the ABN of the recognised legal entity.

\*ABN

Confirm | Cancel

Organisation Register - Organisation Record

230805726	Entity Name	Organisation A
35 121 97 696	PRODA RA Number	5024039511
Pending (System)	From	01/12/2022 10:10:51

Key Individuals | Associated Sites

The Organisation record will hold details about the ABN (Australian Business Number) and have been prepopulated from the ABR (Australian Business Register). If these details are not correct, contact the ABR.

Organisation Details

ABN	35 121 97 696		
ACN			
Entity Name	Organisation A		
Entity Type	Limited partnership		
ABN Registered Address			
ABN Start Date	13/08/2020	ABN End Date	
Registered Start Date	01/12/2022	Registered End Date	

Ultimate Organisation

This is the recognised legal entity that you consider to have hierarchical control of your organisation.

ABN	11 111 11 111
Entity Name	Main Organisation
Date Recorded	01/12/2022

Update Ultimate Organisation | Remove Ultimate Organisation

Submit | Reset | Cancel

Key Individuals

Current

Name	Date of
No records found.	

Historical

Name	Date of
No records found.	

Associated Sites

Current Organisation Sites

ID
No records found.

Save | Cancel

**Step 4: Enter mandatory Information in the Contact tab.**

After entering contact phone and email details you must enter a **Post Code** and **select Suburb first**. This will ensure automated address accuracy when entered.

When complete select **Submit** and then **Save**.

**Step 5: Add one Associate and one Authorised Contact in Key Individuals tab.**

When adding an **Associate** as the *Key Individual*, they need to be listed against the ABN on the ABR.

The exception is for the Individual Organisations, where the Key Individual can be a 'Sole Trader' or an individual listed as an **Authorised Contact** of the ABN with the ABR.

Organisation Register - Organisation Record  
Amend

Organisation ID	230860720	Entity Name	Organisation A
ABN	35 121 97 696	PRODA RA Number	5024039511
Status	Pending (User)	From	01/12/2022 10:54:48

Organisation Contact **Key Individuals** Associated Sites

Add Key Individual

Current

Name	Date of Birth	Role	Phone/Mobile	Start Date	End Date
No records found.					

Showing Rows 0-0 of 0

Historical

Submit Reset Cancel

**Step 6: Add mandatory Associate information.** Select **Confirm**. Repeat for **Authorised Contact**.

Organisation Register - Organisation Record  
Amend

Organisation ID: 230860720  
ABN: 35 121 97 696  
Status: Active

Organisation Contact **Key Individuals** Associate

Add Key Individual

Current

Name	Date of Birth
No records found.	

Historical

Submit Reset Cancel

**Add Key Individual**

When adding a key individual as an 'Associate', the individual being added should be an 'Associate' of the ABN with the ABR.  
For Individual Organisations, the key individual can be a 'Sole trader' or an individual listed as an 'Authorised Contact' of the ABN with the ABR.  
For Government entities, the key individual can be an individual listed as an 'Authorised Contact' of the ABN with the ABR.

Role \* Associate

ID Type \* PRODA RA Number

ID \* 1608264625

First Name \* First name

Surname \* Surname

Date of Birth \* 01/01/1970

Phone \* +61 02 01432470

Mobile \*

Email \* VOD@email.com

Start Date 01/12/2022

End Date

Confirm Cancel

**Step 7: Input the Key Individual's details and select Submit.**

You are here: Home » Organisation Register

Organisation Register - Organisation Record

[Amend](#)

Organisation ID	2308283726	Entity Name	Organisation A
ABN	35152197696	PRODA RA Number	5024039511
Status	Active	From	19/01/2022 16:24:35

[Organisation](#) | [Contact](#) | [Key Individuals](#) | [Associated Sites](#)

[Add Key Individuals](#) [Expand All](#) [Collapse All](#)

▼ Current

Name	Date of Birth	Role	Phone/Mobile	Start Date	End Date	Action
Jim Smith	01/01/1970	Associate	+61 02 61432473	19/01/2022		Amend End View
Jim Smith	01/01/1970	Authorised Contact	+61 02 61432473	19/01/2022		Amend End View

Showing Rows 1-2 of 2

▶ Historical

[Submit](#) [Reset](#) [Cancel](#)

**Step 8: An Organisation Record Summary appears. Check/Enter missing mandatory information outlined in prompt box, select Submit then Save.**

**BB02 - All of the following details are required for the Organisation record to become 'Active'.**

- Postal address
- At least a phone or mobile
- An email
- At least one key individual with the role Associate
- At least on key Individual with the role Authorised Contact

This record can still be saved in a Pending status until all required information is provided.

The Organisation record will hold details about the ABN (Australian Business Number) and have been prepopulated from the ABR (Australian Business Register). If these details are not correct, contact the ABR.

ABN	35 121 97 696	ADN	
Entity Name	Organisation A	Entity Type	Limited partnership
ABN Registered Address:	0/0/0/0		
ABN Start Date:	13/08/2020	ABN End Date:	
Registered Start Date:	01/12/2022	Registered End Date:	

Ultimate Organisation

This is the recognised legal entity that you consider to have hierarchical control of your organisation.

ABN	35 121 97 696
Entity Name	Organisation A
Date Recorded	01/12/2022

Contact

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Mobile \_\_\_\_\_ Email \_\_\_\_\_

Postal Address \_\_\_\_\_

Key Individuals

Current	Name	Date of Birth	Role	Phone/Mobile
		01/01/1970	Associate	

Historical

Name	Date of Birth	Role	Phone/Mobile
No records found.			

Associated Sites

Current Organisation Sites	ID	Name	Physical Address
No records found.			

[Save](#) [Cancel](#)



### Step 9: Organisation record activated.

The site details for the business can now be created.

The **Associated Sites** tab now displays an **Add New Site** button to allow the user to **add** an **Organisation Site**.

Save completed successfully

#### Organisation Register - Organisation Record

**Amend**

Organisation ID	2308956726	Entity Name	Organisation A
ABN	35 121 97 696	PRODA RA Number	5024039511
Status	Active	From	01/12/2022 11:21:34

Organisation | Contact | Key Individuals | **Associated Sites**

**Add New Site**

Before adding an Organisation Site, please ensure the following details are known about the organisation site:

- Organisation Site name
- Physical address

Current Organisation Sites

ID	Name	Physical Address	Start Date	Action
No records found.				

Showing Rows 0-0 of 0

Submit | Reset | Cancel

## STAGE 3: CREATING THE ORGANISATION SITE RECORD

The **Organisation Site Record** section allows the user to create a separate record for each of the sites that share the same ABN as the parent *Organisation* in the already completed *Organisation Record*. **Complete mandatory fields in all the tabs of the Organisation Site Record.**

Organisation Register - Organisation Site Record  
Create

Organisation Site	Physical Address	Services	Contact	Key Individuals
Accreditation	Provider	Program Registration	Banking Details	

The Organisation Site holds details about your practice at a physical location. The Organisation Site will need to be 'Active' to participate in Health programs. To obtain a status of 'Active' the following fields are required:

- Postal address
- Contact email address
- Contact phone or mobile number
- Key individual with a role of 'Authorised Contact' with no end date

Organisation ID: 2308956727  
 ABN: 35 121 97 696  
 Entity Name: ORGANISATION A  
 Organisation Site Name: Family General Practice  
 Start Date: 01/12/2022

Submit Reset Cancel

**Step 1:** Select Physical Address Tab. **Enter** the **physical location** of the **site** delivering the health service.

After entering contact phone and email details you must enter a **Post Code** and **select Suburb first**. This will ensure automated address accuracy when entered.

Organisation Register - Organisation Site Record  
Create

Physical Address

Building or Department:   
 Property:   
 Sub/Unit Type:  Sub/Unit Number:   
 Floor/Level Type:   
 Lot Number:   
 Street Name:   
 Street Type:   
 Locality:   
 Postcode:   
 Clear (Manual Entry)

Locality or Postcode:  →

Geospatial MIMM 2019:  1 - Major City:

Postcode dropdown menu:  
 5091  
 BANKSIA PARK SA 5091  
 TEA TREE GULLY SA 5091  
 VISTA SA 5091  
 -- Your Input --  
 5097

Address Line dropdown menu:  
 18  
 18 ELIZABETH ST TEA TREE GULLY SA 5091  
 1A ELIZABETH ST TEA TREE GULLY SA 5091  
 -- Your Input --  
 1 40

Organisation Site:   
 Contact Details:  
 Phone:       
 Mobile:   
 Email:

Postal Address:  
 Locality or Postcode:  →   
 Clear (Manual Entry)

Same as Physical Address:  →

Submit Reset Cancel

**Step 2:** Select **Services** tab and **Complete** all mandatory fields.

**2.1.** Under the **Service Descriptions** section, **Select Organisation Site Type** from the drop-down box. Use the **checkbox** and select **1 or more** for the **Service Type**. Then **Confirm**.

**2.2.** Under the **Service Delivery Type** section, **Select Services Delivery Types**.

Organisation Register - Organisation Site Record

Create

Organisation Site Physical Address **Services** Contact Key Individuals Accreditation Provider Program Registration Banking Details

**Service Descriptions**

The Service Description is based on your Australian and New Zealand Standard Industrial Classification (ANZSIC) classification. This is based on the main business activity the Organisation Site provides. More than 1 Service Description can be added.

Add/Amend Organisation Site Type: General Practice

Service Type ("Select 1 or more")

General Practice Service

Service Unit: No available Service Units

Confirm Cancel

Organisation Site Type/Service Type/Service Unit: No records found. Last Updated

Showing Rows 0-0 of 0

**Service Delivery Types**

Aboriginal Community Controlled Health Services (ACCHS) at Site location and/or other locations

Aboriginal Medical Services (AMS) at Site location and/or other locations

Mobile Services at other locations

Outreach Services at other locations

Services at Site location

**Service Locations**

\*Service Location is a location outside of the Organisation Sites physical address, where providers service patients on a repeated or extended basis.

Before a Service Location can be added to the Organisation Site, the status of the Organisation Site must be 'Active'.

Name	Address	Geospatial MMM 2019	Spoke	Date Recorded
No records found.				

Showing Rows 0-0 of 0

Submit Reset Cancel

**2.3.** Under the **Service Locations**, if any of the first 4 *Service Delivery Types*, the **Add Service Location** button will appear.

**2.3.1.** Select **Add Service Location** box. The **Add Service Location** screen displays.

**2.3.2** Enter mandatory fields.

**2.3.3** If relevant, select **Spoke\***.

\***Spoke** is a location such as a community clinic which operates full time or part time as an extension of the Aboriginal Community Health Service or Aboriginal Medical Service Hub.

**2.3.4** Check the **Declaration box** and select **Confirm**.

**2.4.** Select **Submit** if **no Add Service Location** button appears.

**Step 3: Complete** all mandatory fields in the **Contact** tab. *Add Postal Address or select Same as Physical Address.*

Organisation Register - Organisation Site Record

Create

Organisation Site Physical Address Services **Contact** Key Individuals Accreditation Provider Program Registration Banking Details

Contact Details

Phone +61 02 61432473 Fax

Mobile Email PM@gmail.com

Postal Address

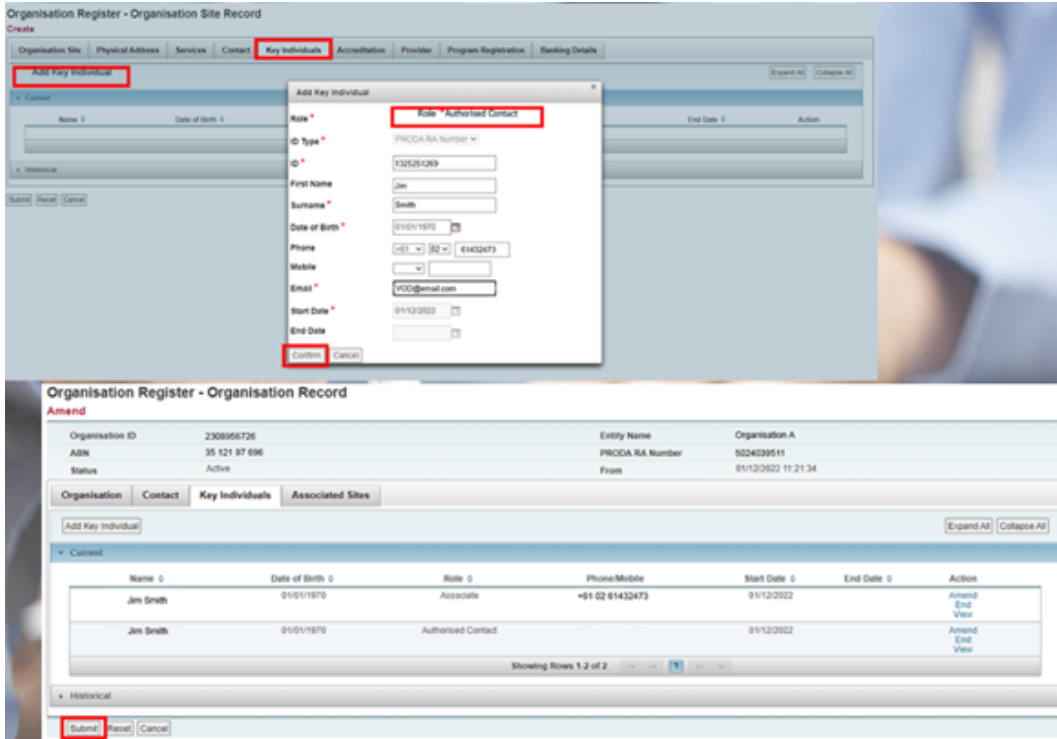
Building or Department		Suite/Unit Number	
Property		Floor/Level Number	
Suite/Unit Type		Street Number	25
Floor/Level Type		Street Suffix	
Lot Number		Postal Number	
Street Name	BARTLETT		
Street Type	PL		
Postal Type			
Locality	GREENWAY		
Postcode	2900		
Same as Physical Address	<input checked="" type="checkbox"/>		

Submit Reset Cancel

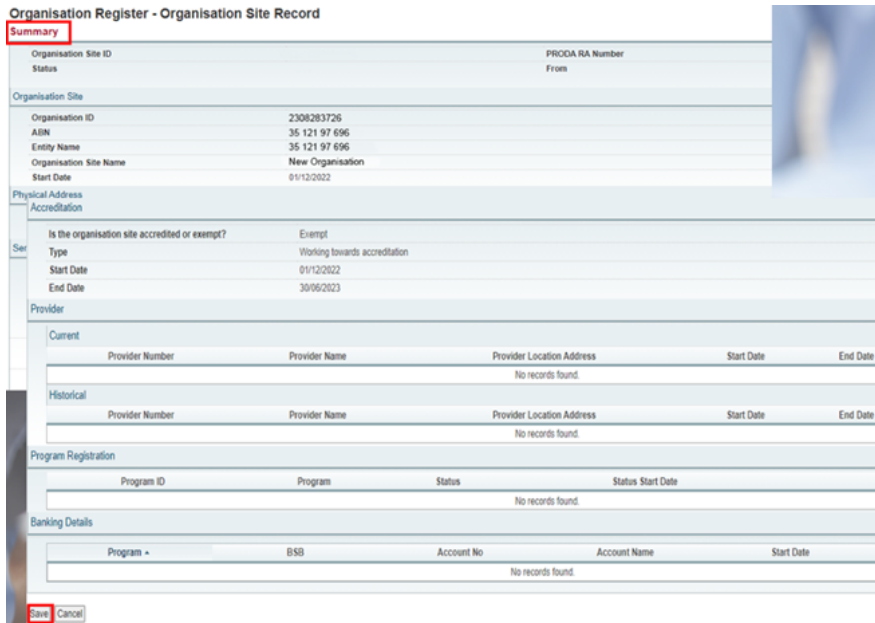
**Step 4:** Under the **Key Individuals** tab. **Add** a minimum of **one individual** as an **Authorised Contact** to the *Organisation Site*.

Select **Add Key Individual** in the pop-up box that appears. Then **Select Confirm** followed by **Submit**.

*Note: The Authorised Contact does **not** need to be listed against the ABN on the ABR.*



**Step 5:** An Organisation Site Summary will display. **Verify** information, then Select **Save**.



**Step 6:** A message confirms that the Organisation Site is saved and now **active**.

**Organisation Register - Organisation Site Record**  
Amend

Save completed successfully.

Organisation Site ID	2308956826	Organisation Site Name	New Organisation
Physical Address		PRODA RA Number	5024039511
Status	Active	From	

Organisation Site | Physical Address | Services | Contact | Key Individuals | Accreditation | Provider | Program Registration | Banking Details

Organisation ID	2308956727
ABN	35 121 97 696
Entity Name	New Organisation
Organisation Site Name *	Family General Practice
Start Date	01/12/2022

Submit | Reset | Cancel

**Step 7:** Complete relevant details **Accreditation** (required for MyMedicare). Select **Save**.

**Organisation Register - Organisation Site Record**  
Amend

Accreditation may affect the eligibility of health programs.

Remove Accreditation/Exemption

Is the organisation site accredited or exempt?

Submit | Reset | Cancel

Organisation Site ID	2308956826	Organisation Site Name	P&O ORGANISATION
Physical Address	141 TURBOT STREET BRISBANE ADELAIDE STREET QLD 4000	PRODA RA Number	
Status	Active	From	01/12/2022 12:49:38

Organisation Site | Physical Address | Services | Contact | Key Individuals | Accreditation | Provider | Program Registration | Banking Details

Historical	Provider Number	Provider Name	Provider Location Address	Start Date	End Date	End Reason
			No record found			

Program Registration	Program ID	Program	Status	Status Start Date	Status End Date
	2308281143	GFP	Enlight	01/12/2022	

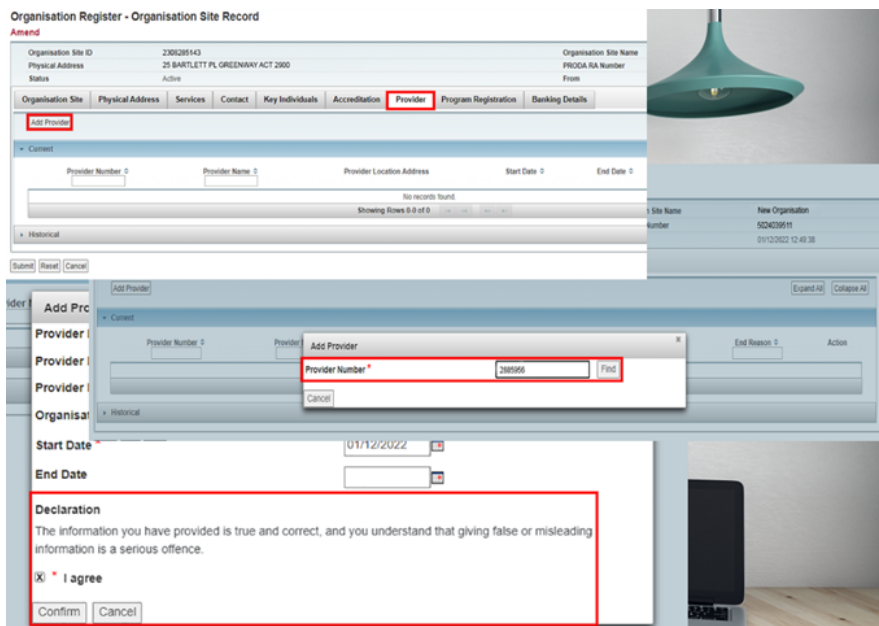
Banking Details	Program *	BSB	Account No	Account Name	Start Date	End Date

Submit | Cancel

### 3.1 LINKING A PROVIDER

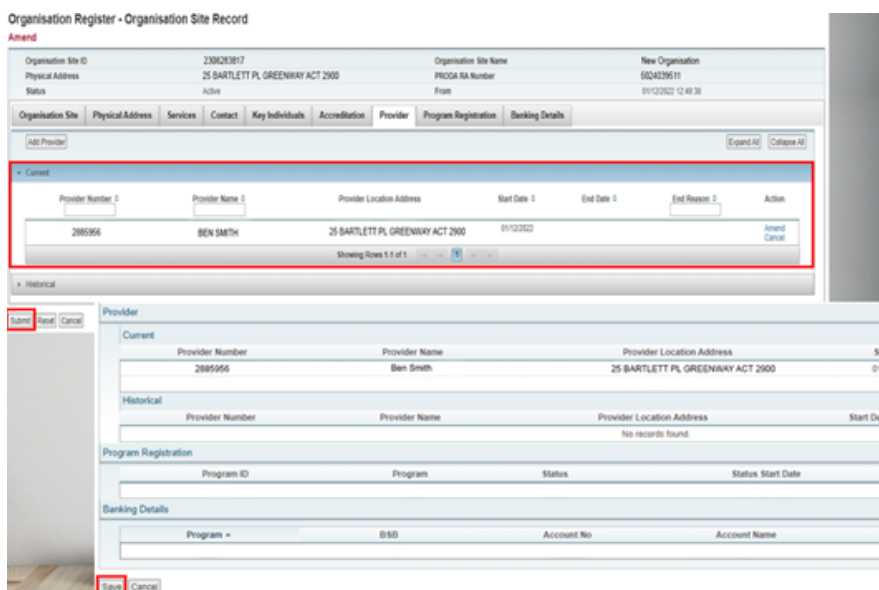
**Step 1:** Select **Provider** tab. **Add Provider**. Select **Confirm**

*Note: Users can **search** for the provider **using** their **Provider Number**. The start date defaults to today's date.*



**Step 2:** Once an eligible provider has been added to the Organisation Site. Select **Submit** to update information against the Organisation Site Record.

The **Organisation Site Record Summary** will display again. Select **Save**.



### 3.2 ADDING A PROGRAM

**Step 1:** Select **Program Registration** tab. This will display the programs the site is eligible for. From the **New Program** drop down box, **Select** the desired **Program**.

**Note:** if the desired program is not displayed and you are eligible there maybe formatting errors in one of the tabs input fields i.e. the address.

Select **Add Program**.

Select **Submit**.

A message displays **Save completed successfully**. The **program registration screen** shows that this site is now eligible for the Program.

**Step 2:** Select the **Banking Details** tab. This allows the user to **add banking details** for an organisation site **when the user holds the HPOS-Org-Finance Attribute**.

Select **Add** and **enter** new **bank account details** or **Select** an **existing account**.

**Agree** to the Declaration statement and Select **Confirm**.



Organisation Register - Organisation Site Record

Amend

Organisation Site ID: [ ] Organisation Site Name: [ ]  
 Physical Address: [ ] PRODA RA Number: [ ]  
 Status: Active From: 01/12/2022 12:49:38

Organisation Site | Physical Address | Services | Contact | Key Individuals | Accreditation | Provider | Program Registration | **Banking Details**

Updates to banking details will take affect and have a start date of tomorrow.

Program	BSD	Account No	Account Name	Start Date	End Date	Action
GTPP						Add

Add Banking Details

Program details

Program: [ ]

Choose type of account details

Select an existing account  
 Enter a new account

Existing account details

Existing accounts: [ ]

Account details

Branch number (BSB) [ ]  
 Name of bank, building society or credit union [ ]  
 Branch where account is held [ ]  
 Account Number [ ]  
 Account Name [ ]

Declaration

I declare that:

- I have authority to provide banking details on behalf of the Sole Trader.

I authorise:

- Services Australia to direct all payments relating to this program for the Organisation Site, will be paid into the nominated account.

I understand that:

- Other employees of the Organisation may be able to see these banking details if they are delegated the relevant PRODA Attributes.
- Services Australia may contact me to confirm these details for security or clarification purposes.

The information I am providing is true and correct, and I understand that giving false or misleading information is a serious offence.

I agree

Confirm Cancel

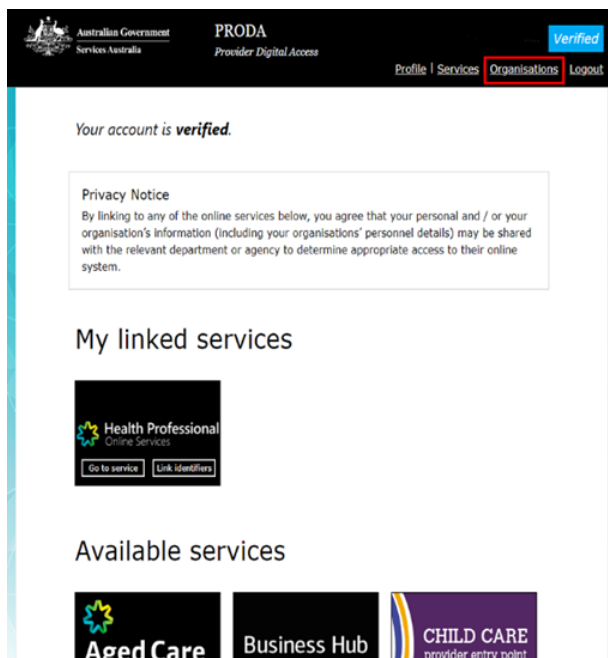
### 3.3 LINKING A SUBSIDIARY ORGANISATION IN PRODA TO AN ORGANISATION SITE RECORD

**Overview:**

- Subsidiary Organisations are an entity under an Organisation in PRODA, that does not have an ABN but allows a business to independently interact with a linked Service Provider.
- Organisations may register Subsidiary Organisations to their Organisation in PRODA to provide another type of access to information, based on a person’s role, work type, or department.
- There are three new PRODA attributes that provide access to the Organisation Register and its records, ‘HPOS-Org-Admin, HPOS-Org-Site-Admin and HPOS-Org-Finance’ (to understand more see [Organisation Register PRODA Attributes at a Glance fact sheet](#)). Organisation sites may choose to link to a Subsidiary Organisation, to limit access further to members of the PRODA subsidiary Organisation only.
- A Director of the Organisation in PRODA and its Subsidiary Organisations or a member who has the Owner-Access or Employee-Management Attribute can add or remove access.

**Note:** Linking a Subsidiary Organisation to an Organisation Site in the Organisation Register is Voluntary.

**Step 1:** To link a **Subsidiary Organisation** in PRODA, **log into PRODA** and select **Organisations**.



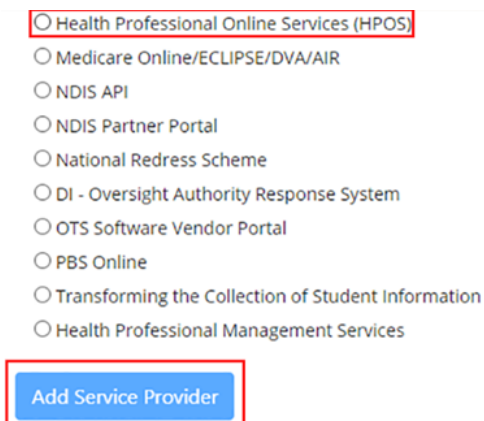
**Step 2:** Select the **Organisation name** that is the required Subsidiary Organisation you want to link Organisation Site/s to.

**Step 3:** Expand *Subsidiary Organisation* and **select the relevant Subsidiary Organisation**.

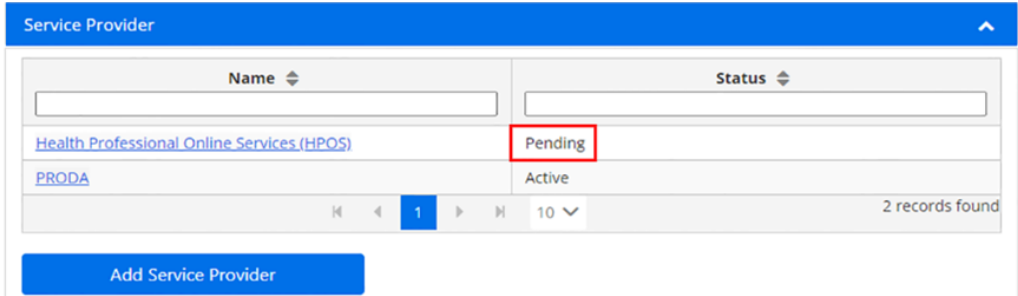
**Step 4:** Add **HPOS** to the Subsidiary Organisation

**Note:** HPOS as a service provider will **need** to be **added again**, this time to enable a link between the Subsidiary Organisation and the Organisation Site Record using the **ORG Site ID as identifier type**. This was issued when the site record was created in the Organisation Register.

**Step 5:** Expand **Service Provider** menu. Select **HPOS** as a Service Provider. Click **Add Service Provider**



The **status** of the HPOS Service for the Organisation will display as **Pending** until linking has been completed. **Once completed** the status will display as **Active**.



**Step 6:** PRODA connects users to the Provider Linking System (PLS) and the **Organisation Linking screen** will now **appear**.

**Read** Terms and Conditions and **Complete** the **Declaration**. Select **Accept**

**Declaration**

I declare that:

- I am the person authorised to act on behalf of my organisation and/or any organisation I represent to accept all terms and conditions on behalf of my organisation or the one I represent.
- The information I have provided is complete and correct.

I agree with:

- The terms and conditions of this agreement.

I understand that:

- Giving false or misleading information is a serious offence.
- By accepting these terms, I agree to all of the above.

Accept

Decline

**Step 7:** The **Organisation Linking – Create Relationship** screen displays.

Select **Organisation Site ID** from drop down list under *identifier type*.

Enter **Organisation Site ID** number in the **Identifier field**



[← Return to Contents](#)

### Step 8: Select Next

The Organisation has been identified and a relationship to HPOS and the Organisation Site record has been established.

The user will **receive confirmation** that they can access HPOS services based on the identifier they have entered.

## Organisation Linking - Create Relationships

### Verification of relationship

We have established your organisation's relationship with the following:

Health Professional Online Services (HPOS) for ABN 15104473271 ✓

[Next](#)

### Step 9: Select Finish.

The user now has the **HPOS** tile as a linked *Service Provider* under **My linked services**.

## Organisation Linking - Next Steps

You can now access HPOS services based on the identifiers you have used to link.

Select **Go to service** on the **Health Professional Online Services** tile in **PRODA - My services**.

Select the organisation you have linked

First time access:

- The HPOS terms and conditions will display, you must read them and select **I agree**
- Provide an email address and select **submit**

The **HPOS home page** opens.

To return to your PRODA account from HPOS select **Manage logon account** from the main menu.

Go to My services page in PRODA by clicking [Here](#).

[Finish](#)



## STAGE 4: DELEGATING MYMEDICARE ACCESS TO STAFF

After adding the MyMedicare program for the Organisation Site, a new attribute will become available in the Organisation in PRODA.

### HPOS-MyMedicare-Program-Staff

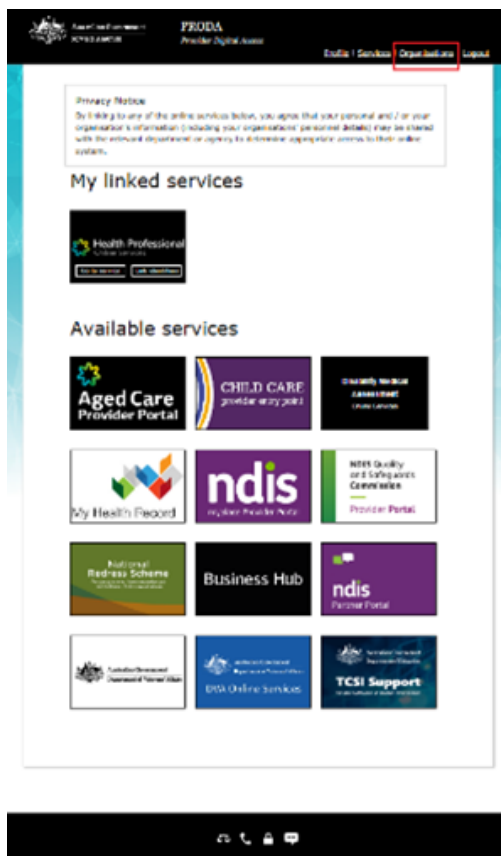
Members of the Organisation in PRODA who are **Directors** or have been assigned the **Owner-Access attribute** will automatically have the **MyMedicare attribute added**.

**ONLY** members of the Organisation who are **Directors** or have the **Owner-Access attribute** can **delegate** the **HPOS-MyMedicare-Program-Staff** attribute

**NOTE:** Staff members will also need to have the **HPOS-Access attribute** assigned to access HPOS on behalf of the Organisation in PRODA

## 4.1 ADD THE HPOS-MYMEDICARE-PROGRAM-STAFF TO STAFF

**Step 1:** Log in to **PRODA** and select the **Organisation** link in the top right-hand corner.

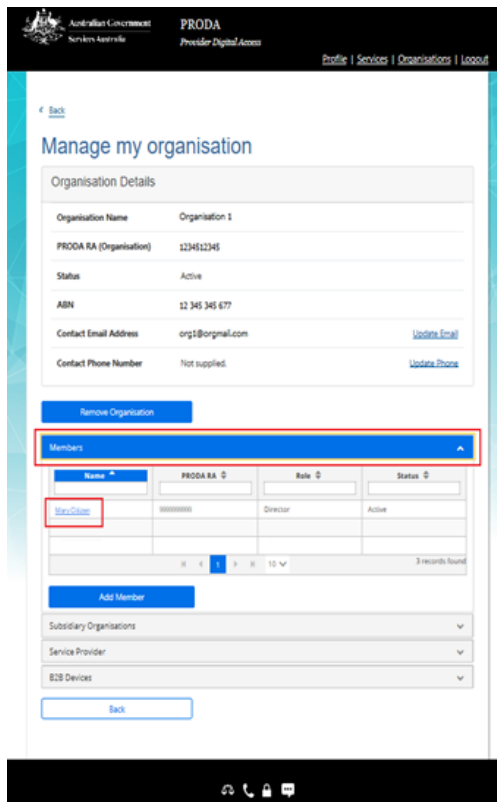


**Step 2: Select the Organisation** you want to **assign** the **attribute** in.

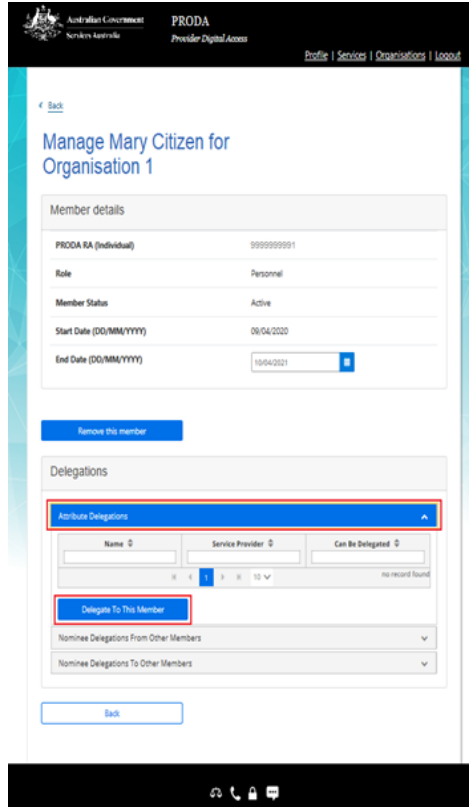
Select **Manage my Organisation**



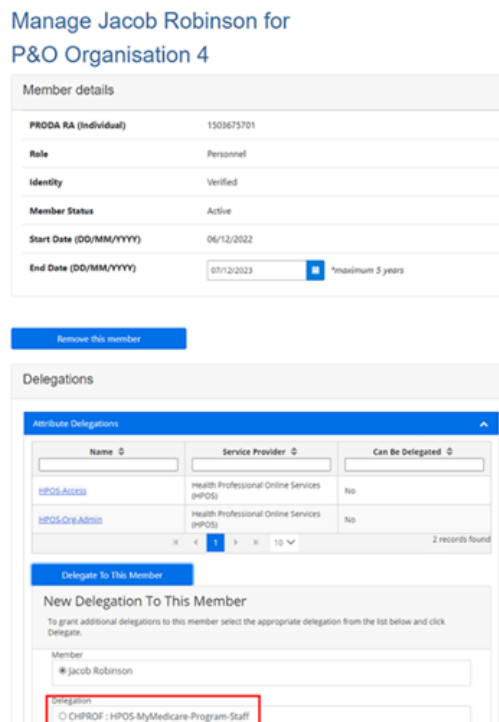
**Step 3: Select Individual**



**Step 4:** Select **Attribute Delegations** then select **Delegate to This Member**.



**Step 5:** Select **HPOS-MyMedicare-Program-Staff**





## STAGE 4.2 (OPTIONAL): RESTRICTING STAFF ACCESS IN HPOS TO MYMEDICARE ONLY

Organisations can restrict staff access to information **based on work area, role or site** (practice location) by **creating a Subsidiary Organisation** under the **Organisation in PRODA**. Then **link** to the **Organisation Register** via the **Organisation Site ID**. See [Linking Organisation Guide](#)

**For organisation with multiple sites under the same ABN:** For the MyMedicare Program, restrict staff access by **creating a Subsidiary Organisation** for **each site**.

Then **link** to the **Organisation Register** via the **Organisation Site ID**. See [Linking Organisation Guide](#)

**Staff** can be **added** as Members to the **Subsidiary Organisation** and **delegated BOTH HPOS-Access** and **HPOS-MyMedicare-Program-Staff**. They will **only** be able **perform functions** related to the **Subsidiary Organisation**.

**Manage my organisation**

[0 memberships](#) expiring within 30 days  
[0 attributes](#) expiring within 30 days

[Organisation Overview](#)

**Organisation Details**

Organisation Name	P&O Organisation 4
PRODA RA (Organisation)	1251076540
Status	Active <span>MOCK Verified</span>
ABN	22 486 735 113
Contact Email Address	jayden.blank@servicesaustralia.gov.au <a href="#">Update Email</a>
Contact Phone Number	Not supplied. <a href="#">Update Phone</a>

[Remove Organisation](#)

Members [▼](#)

**Subsidiary Organisations** [▲](#)

Name	Proda RA	Organisation Status	Role
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

1 of 10 records found

[Register New Subsidiary Organisation](#)

Service Provider [▼](#)

Organisation Representations [▼](#)

B2B Devices [▼](#)







## STAGE 5: REGISTERING PATIENTS IN MYMEDICARE

**Note:** Before you can access MyMedicare, you need to have finished setting up the Organisation register and have been delegated authority to do so.

As of 1 October 2023, patients can register for My Medicare. The Department of Health and Aged Care have developed the following resources fact sheets, frequently asked questions, brochures and patient registration form which are all accessible on their website [Department of Health and Aged Care My Medicare Resource hub](#).

Eligible patients are able to register in three ways:

1. Medicare Online Account (MOA)
2. Express Plus Medicare mobile app

*Registering through the MOA or Express Plus app will require patients to have a My Gov account with Medicare linked.*

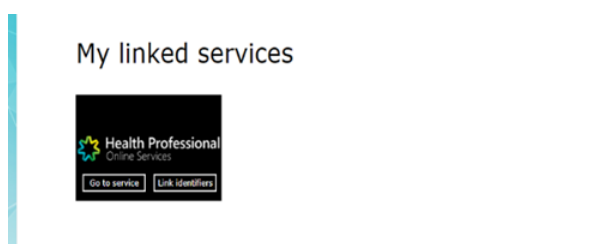
3. [The MyMedicare Registration form](#).

**Delegated Individuals** will be able to **register patients** through the **My Medicare tile** or **Find a patient tile** in HPOS.

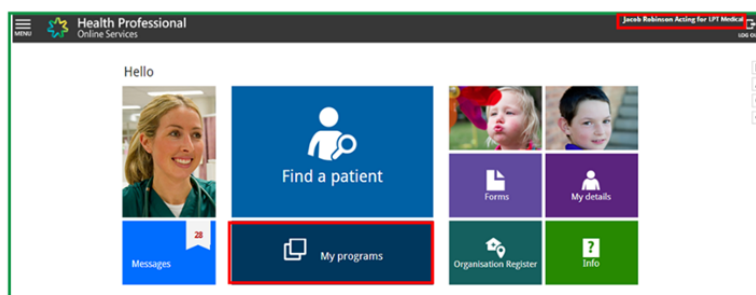
**Note:** Best practice would be to **add** the **signed MyMedicare Registration form** to the patients **file**.

**Step 1:** Log in to PRODA

Access the **HPOS** tile



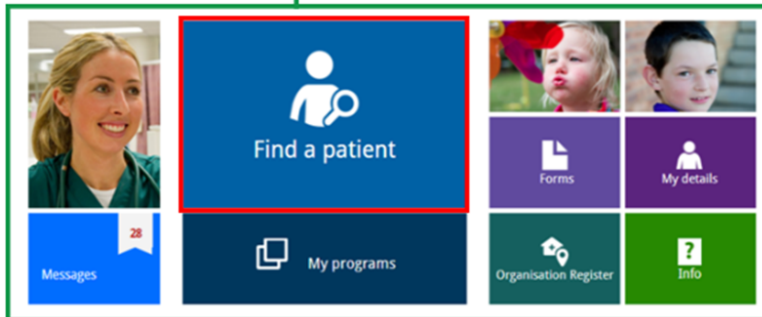
**Step 2:** Select My Programs tile



Or **Find a Patient** tile

If selecting the Find a Patient tile – continue to **Step 5**





**Step 3:** Select **MyMedicare** tile

This will take you to the **Patient List**



**Step 4:** Select **Find a Patient**

**Patient List** Refresh

Complete Registrations Pending Registrations

The patient details in the Patient List are current as at the time the patient's registration was created.

<input type="checkbox"/>	Initiated By	Organisation Site ID	Preferred GP	Medicare Card Number - IRN	DVA File Number	First Name	Surname	DOB	Date Registered	Date Withdrawn	Action
<input type="checkbox"/>	Practice	2308522891	0000011H	2308652351-1		SANDY	KNIGHTS	13/11/1987	03/04/2023#		<a href="#">Amend View Demographics</a>
<input type="checkbox"/>	Practice	2308522891	0000011H	2308652991-1		THI	NGUYEN	13/11/1987	05/04/2023#		<a href="#">Amend View Demographics</a>
<input type="checkbox"/>	Practice	2308522891	0000011H	3505745161-1		ELANA	EWIN	02/03/1986	08/03/2023#	28/03/2023	<a href="#">Amend View</a>
<input type="checkbox"/>	Practice	2308522891	0000011H	3505746041-1		ROXANNA	HAFNER	24/12/1976	08/03/2023#	03/04/2023	<a href="#">Amend View</a>
<input type="checkbox"/>	Practice	2308522891	0000011H	6502029532-4		MIRANDA	SMYTHE	19/11/1994	23/01/2023		<a href="#">Amend View Demographics</a>

Patient Withdrawal Date:

^ : Organisation Site or Preferred GP suspended.

**Step 5: Search for patients using their Medicare or DVA card details**

Enter all **patient details** with - \*

Select declaration **tick box**

Select **find button** at bottom of page

Find a patient

By accessing this service, you are confirming that you have obtained the patient's consent to search for, or confirm their Medicare card details for claiming purposes only. You also agree to maintain the confidentiality of the information you obtain as outlined in the HPOS terms of use.

**For Stoma or Paraplegic and Quadriplegic Association Users Only** - By accessing this service as authorised person on behalf of Stoma or Paraplegic and Quadriplegic Association, you are confirming that you are performing this search or confirming Medicare card details for claiming purposes under the Stoma Appliance Scheme or Paraplegic and Quadriplegic Program only. You also agree to maintain the confidentiality of the information you obtain, as outlined in the HPOS terms of use.

Search type \* Medicare patient

Use \* Medicare card details

**Medicare Search**

Medicare card number \* 2308652351

IRN \* 1

First name \* SANDY  Tick if this person is legally known by a single name


Date of birth 13/11/1987

Declare that I have obtained patient consent to perform this search and it is being used for claiming purposes only.

**For Stoma or Paraplegic and Quadriplegic Association Users Only** - I declare that I am performing this search as an authorised person on behalf of a Stoma or Paraplegic and Quadriplegic Association and it is being used for claiming purposes under the Stoma Appliance Scheme or Paraplegic and Quadriplegic Program only.

Clear Find

**Step 6: Select Next** if details are correct

 **The details submitted have been confirmed as correct.**

If invalid **“The Medicare card number entered is not valid. Please check the details and try again”** will display.

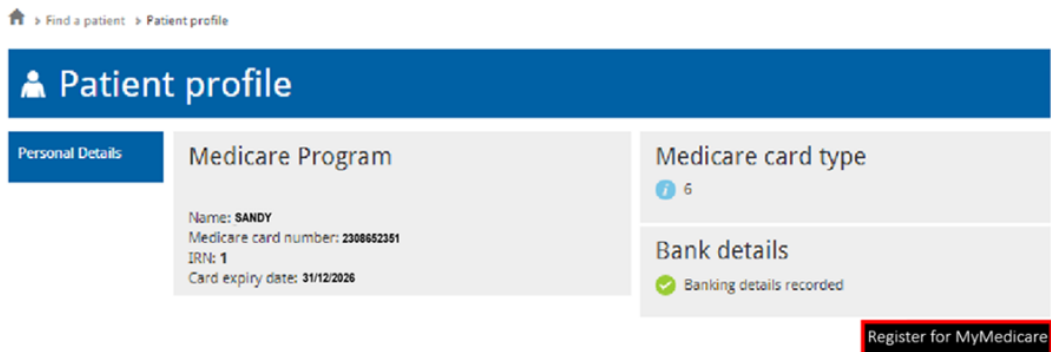
Results (1)

Select	First name	Medicare card number	IRN	Card expiry date
<input checked="" type="checkbox"/>	SANDY	2308652351	1	31/12/2026

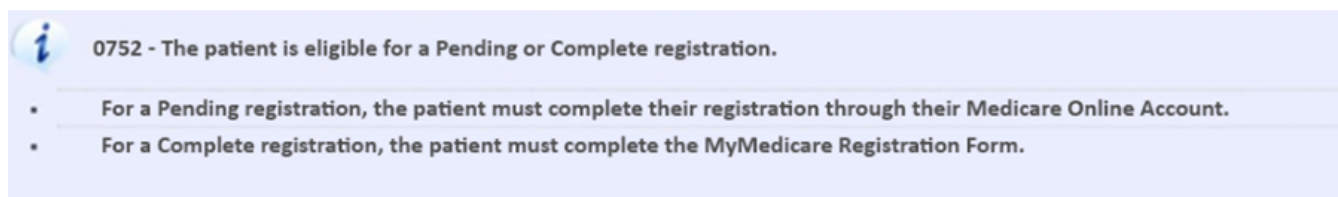
Next >

**Step 7:** The **Patient Profile** screen will display.

Select **Register for MyMedicare**



**Step 8:** The Patient Registration Screen will display



View the **Registration Type** section

**Pending Registration** is where the **practice** has **initiated registration** and the **Patient** needs to **complete** registration in their **Medicare Online Account (MOA)** (where patients have not provided consent via the registration form). **DON'T PROCEED PAST STEP 10 - See Pending Registration guide to finalise.**

**Complete Registration** is when the **Patient** has **Signed** the **My Medicare Registration Form**.

**NOTE: The Practice has up to 7 days to register a patient from when the Patient Registration form is signed. This will be CHECKED THROUGH POST PAYMENT AUDIT.**

**Patient Registration**

Patient Details	
Patient	SANDY KNIGHTS
Medicare Card Number - IRN	2308652351-1
DOB	13/11/1987
Registration Type*	<input type="radio"/> Pending <input checked="" type="radio"/> Complete
Registration Date*	03/04/2023

Next Cancel

**Step 9:** Select a Practice ([Organisation Site](#))

**NOTE:** If your Organisation has only **ONE SITE** this **screen will not appear**

In the **Action** column click **Select**

**Select a Practice**

Patient Details

Patient	SANDY KNIGHTS		
Medicare Card Number - IRN	230852351-1		
DOB	13/11/1987		
Registration Type	Complete		
Registration Date	03/04/2023		

Organisation Site ID	Parent Organisation ABN	Practice Name	Practice Address	Action
2308522891	28 320 606 547	PROVIDER TEST3	100 COLLINS ST MELBOURNE VIC 3000	Select
2308537816	28 320 606 547	ORGANISATION TEST SITE1	100 COLLINS ST MELBOURNE VIC 3000	Select

Back Cancel

**Step 10:** Select **GP**

**NOTE:** If the preferred **GP** does **not display** you will need to **add** the Provider to the **Organisation Site Record** - See [Link Provider](#)

The patient can only nominate a preferred GP who is eligible to provide MyMedicare services at the selected practice.

**Select a Preferred GP**

Patient Details		Practice Details	
Patient	SANDY KNIGHTS	Organisation Site ID	2308522891
Medicare Card Number - IRN	2308652351-1	Parent Organisation ABN	28 320 606 547
DOB	13/11/1987	Practice Name	PROVIDER TEST3
Registration Type	Complete	Practice Address	100 COLLINS ST MELBOURNE VIC 3000
Registration Date	03/04/2023		

Preferred GP	Name	Action
0000011H	DR JOHNS CITIZENS	Select
2900952B	MRS ASHLEY ADAMSON	Select

Back Cancel

**Step 11:** Patient Registration Confirmation screen will display.

*\*This example shows a patient who **has met the eligibility criteria***

**Note:** If the patient **does not meet** the **eligibility** criteria **“This patient has not met the eligibility requirements. Please select an applicable Patient Eligibility Reason to continue registering this patient”** will display at the top of the screen.

Practices will be required to record the patient’s exemption at point of registration on the MyMedicare Registration form, if a paper form is completed by the patient. The exemption criteria:

- Child under 18 registered at the same practice
- Patient registered at preferred GPs previous practice
- Practice check – 1 in 24 months with practice
- Practice check – 2 in 24 months with practice
- Parent/Guardian registered at the same practice
- Patient experiencing Family or Domestic Violence
- Patient experiencing Homelessness.

[← Return to Contents](#)

### Patient Registration Confirmation

Patient Details	
Patient	SANDY KNIGHTS
Medicare Card Number - IRN	2300852351-1
DOB	13/11/1987
Registration Type	Complete
Registration Date	03/04/2023
Withdrawal Date	Verified by system check
Patient Eligibility Reason*	

**Step 12: Review** practice details.

If **incorrect** you can select **Change Practice** and/or **Change Preferred GP**.

Practice Details		<a href="#">Change Practice</a>
Organisation Site ID	2300522891	
Parent Organisation ABN	28 320 606 547	
Practice Name	PROVIDER TEST3	
Practice Address	100 COLLINS ST MELBOURNE VIC 3000	
Preferred GP	000011H	<a href="#">Change Preferred GP</a>
Name	DR JOHNS CITIZENS	
Accreditation		
Type	RACGP General Practice	
Accrediting Agency	AGPAL	
Status	Registered	
Certificate Number	GP1234	
Start Date	05/06/2022	
End Date	27/04/2023	

**Step 13: Demographic Question currently none are available.**

Select **Not Provided**.

Demographic Details	
Please complete the demographic data provided by the patient*	<input type="button" value="Demographics"/> <input checked="" type="checkbox"/> <b>Not provided</b>

**Step 14: Finalise registration**

**Review Declarations** by selecting the **tick-box** at the bottom of screen.

Select **Confirm**.

Declarations
I declare that: <ul style="list-style-type: none"><li>The patient meets the eligibility requirements set out at Patient Eligibility Requirements.</li><li>The patient has signed a completed Patient Registration form, and the practice will retain a copy of this form for the duration of the patient's registration.</li><li>Where applicable, the demographic details have been entered as per the patient's responses on the Patient Registration form</li><li>Any previous registration in MyMedicare for this patient will be automatically withdrawn as a result of this registration.</li><li>Any existing pending registration in MyMedicare for this patient at this practice, will be automatically deleted.</li><li>The practice is accredited against the RACGP Standards for General Practice or meets the eligibility requirements set out at Practice Eligibility Requirements.</li></ul>
<input type="checkbox"/> The information I have provided is true and correct, and I understand that giving false or misleading information is a serious offence.
<input type="button" value="Confirm"/> <input type="button" value="Cancel"/>

A banner will display **confirming** patient is successfully **saved**



You can now choose to exit.

Or **register another** patient by selecting **Find Patient**

Or **View Patient List** of registered patients.



## 5.1 PRACTICE INITIATED PATIENT REGISTRATION (PENDING)

**Note:** Patients will have **ONE month to confirm** through MOA, if not, they will **automatically be deleted** after this.

**Step 1: Review Declaration.** Select **Confirm**

**Patient Registration Confirmation**

Patient Details	
Patient	JAMEELA ORMAN
Medicare Card Number - IRN	3505744551-1
DOB	29/12/1965
Registration Type	Pending
Date Created	03/04/2023
Patient Eligibility Reason*	Verified by system check

Practice Details		Change Practice
Organisation Site ID	2308522801	
Parent Organisation ABN	28 320 608 547	
Practice Name	PROVIDER TEST3	
Practice Address	100 COLLINS ST MELBOURNE VIC 3000	
Preferred GP	0000011H	Change Preferred GP
Name	DR JOHNS CITIZENS	

Accreditation	
Type	RACGP General Practice
Accrediting Agency	AGPAL
Status	Registered
Certificate Number	GP1234
Start Date	08/09/2022
End Date	27/04/2023

**Declarations**

I declare that:

- The patient meets the eligibility requirements set out at Patient Eligibility Requirements.
- Any existing pending registration in MyMedicare for this patient will be automatically deleted.
- The practice is accredited against the RACGP Standards for General Practice or meets the eligibility requirements set out at Practice Eligibility Requirements.

The information I have provided is true and correct, and I understand that giving false or misleading information is a serious offence.

Confirm Cancel

A **banner** will display **confirming** patient is successfully **saved**



A **Pending Patient Registration Notification** will be sent to the patient to complete their registration.

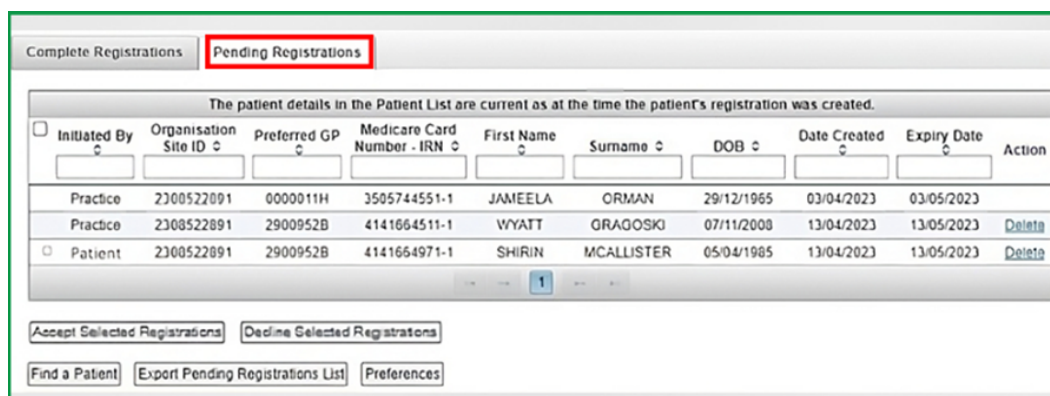
You can now choose to exit. Or register another patient by **selecting Find Patient**

Or **View Patient List** to view Pending Registrations.



On the **View Patient List** page

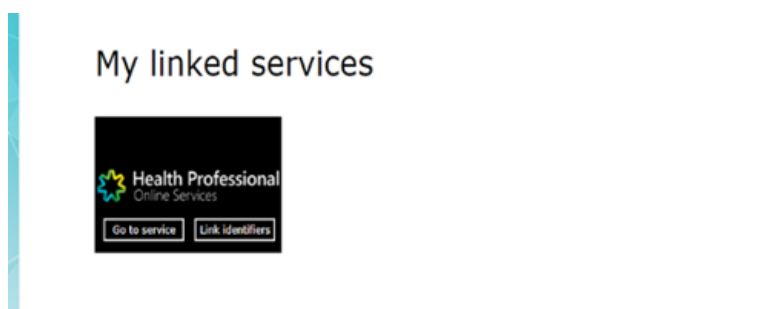
**Select** the **Pending Registrations** tab to patients with pending registrations.



## 5.2 MANAGING THE PATIENT LIST

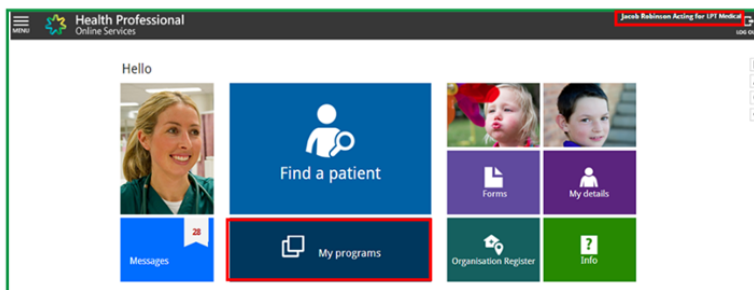
**Step 1:** Log in to **PRODA**

Access the **HPOS** tile



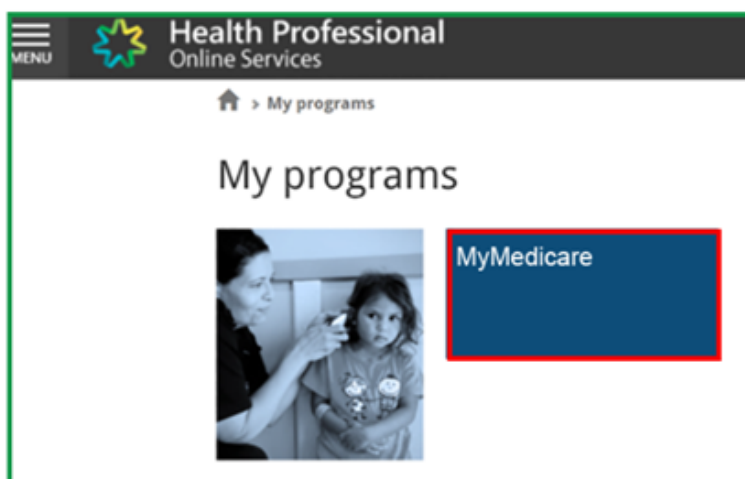


**Step 2:** Select My Programs tile



**Step 3:** Select MyMedicare tile

This will take you to the **Patient List**

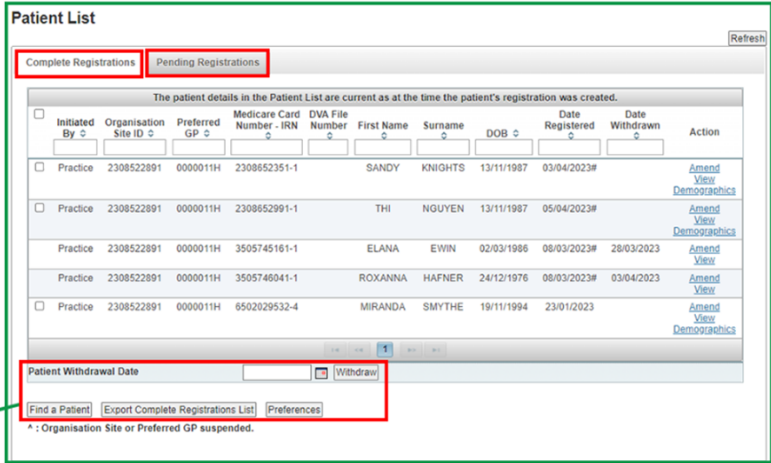


**Step 4:** After patients have been registered with the practice additional functions will be present.

You can view Completed Registrations and Pending Registrations

The additional functions available are:

- **Export Complete Registration List** – Download the list of patients (Complete and Pending)
- **Preferences** – take you to the practice controls for MyMedicare to manage patient registrations
- **Withdraw** – allows you to withdraw one or more patients



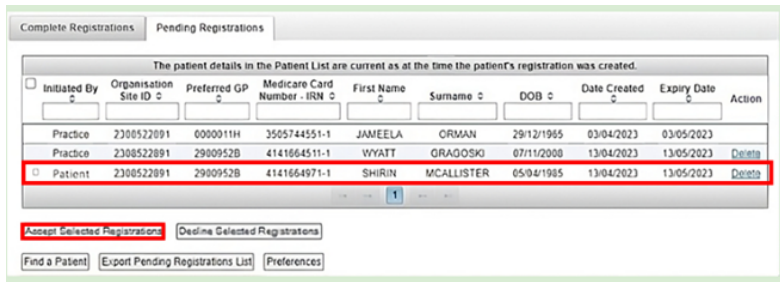
### 5.3 MANAGING PENDING REGISTRATIONS

Select **Preferences** on the **Patient List** page

#### To Accept Pending Registrations

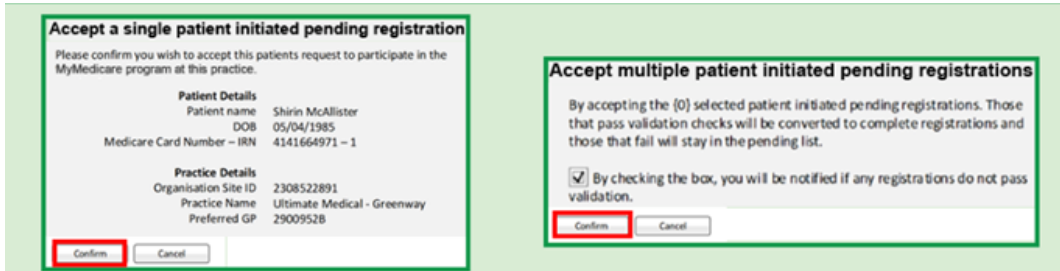
You can select **individual** patients OR **multiple** by **clicking the tick-box**

Select **Accept Selected Patient Registrations** button



The **Accept Registrations window** will display.

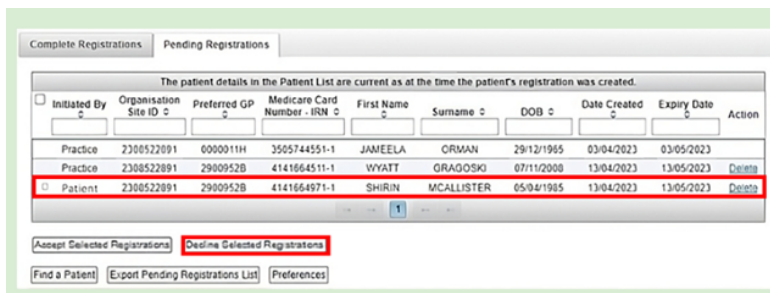
Select **Confirm**



## To Decline Pending Registrations

You can select **individual** patients OR **multiple** by **clicking the tick-box**

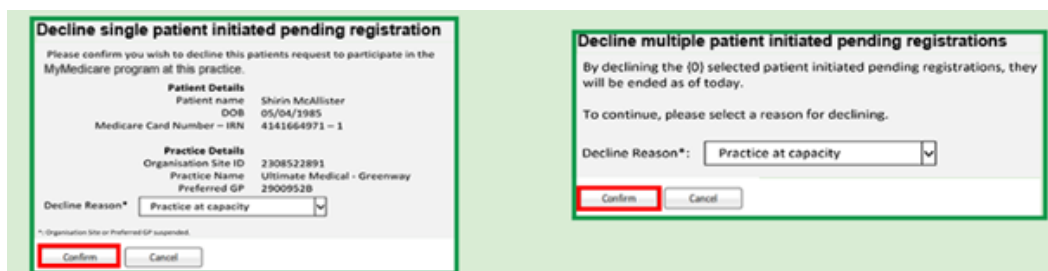
Select **Decline Selected Patient Registrations**



The **Decline Patient Registration** window will appear.

Select **Decline Reason** from **drop down box**.

Select **Confirm**



They will no longer appear in the list.

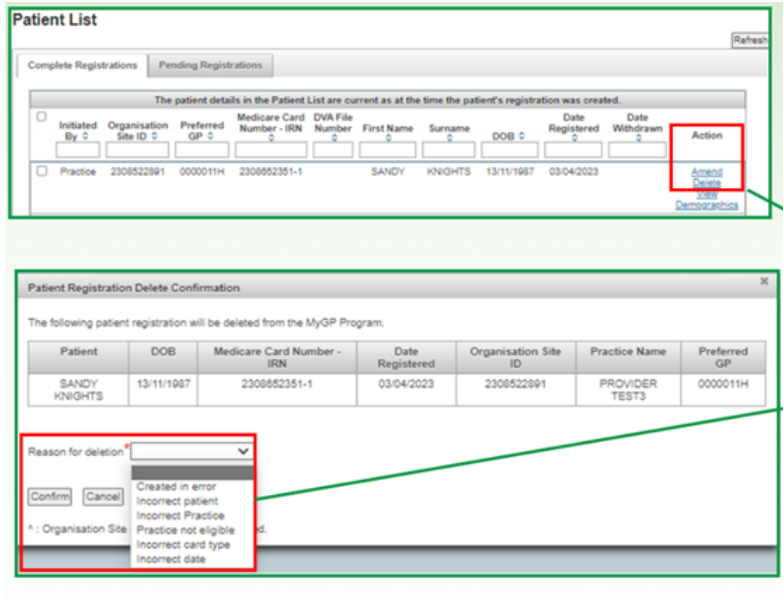
## Deleting Patient Registrations

In the **Action column**. Select **delete**

A **Patient Registration Delete Confirmation** pop up will appear.

Select **Reason for Deletion** from **drop down box**

**Note:** The delete function **will only appear** on the **same day** the patient was **registered**.



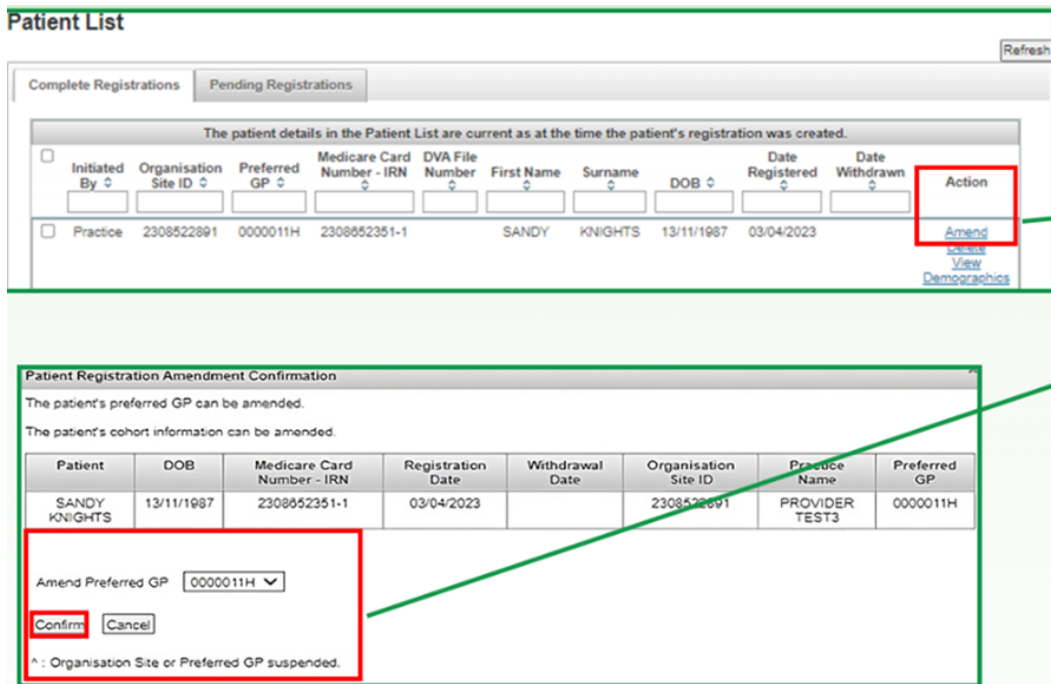
## 5.4 CHANGE PREFERRED PROVIDER

In the **Action** column. Select **Amend**

The **Patient Registration Amendment Confirmation** screen will **appear**

If there is more than one eligible GP at the practice, **select** the patients **new** preferred **Provider Number** in the **drop-down box**.

Select **Confirm**



## 5.5 EXPORT PATIENT LIST

On the Patient List page, **select** either the **Complete** or **Pending** patient registrations **tab** to export to an excel spread sheet.

Select **Export Complete Registration List** or **Export Pending Registration List**

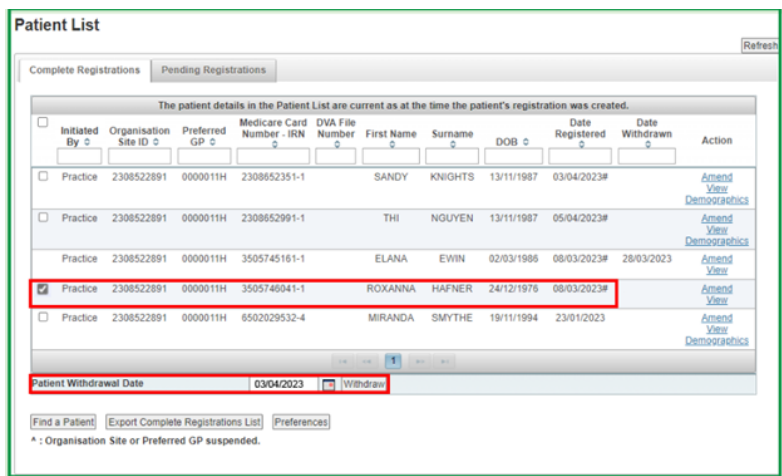
It will prompt you to download the list.



## 5.6 WITHDRAW A PATIENT

On the **Patient List** page. **Select Patient** by clicking the **tick-box**.

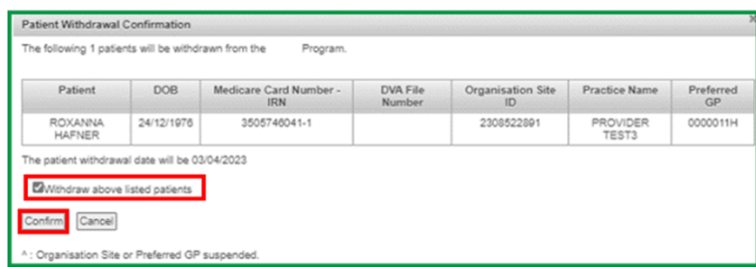
Enter **Withdrawal Date**. Select **Withdraw**.



The **Withdraw Confirmation pop up** will display.

**Review.** Click the **Withdraw above listed patients** tick-box.

Select **Confirm**



## 5.7 CONFIGURING AUTO OR MANUAL ACCEPT OR DECLINE OF PATIENT INITIATED REGISTRATIONS

The my MyMedicare Preferences box will appear when MyMedicare is **first** added to the Organisation Site Record. The default is manual.

To **change**. Select the **MyMedicare Tile** in **HPOS**.



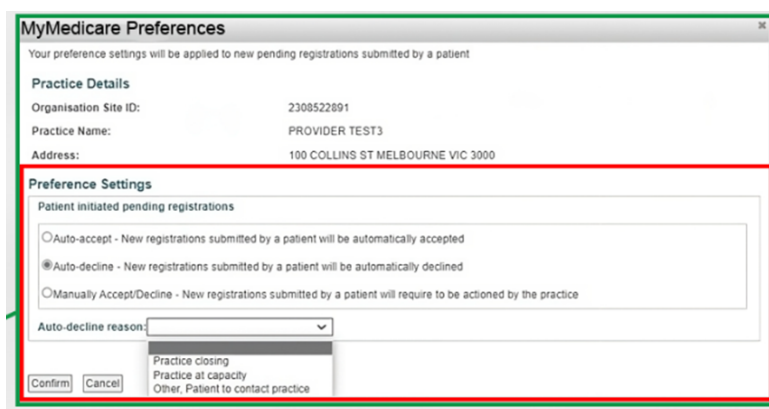
Select **Preferences** button.

Select **Organisation Site** (for users managing more than one site).

Select the **radio button** of **preferred** registration type (**Auto-accept, Auto-decline, Manually Accept/Decline**)

If **Auto-decline is selected**, the Auto Decline **reason** box will appear.

Select **Confirm**.



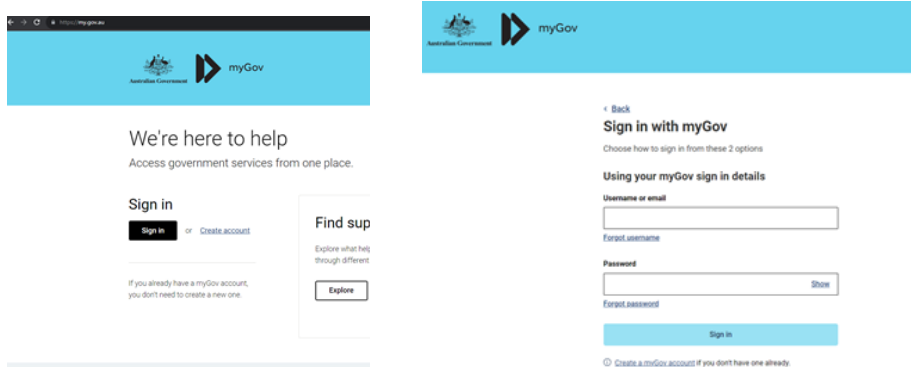
## APPENDIX 1: REGISTERING PATIENTS THROUGH THEIR MEDICARE ONLINE ACCOUNT

To register patients for MyMedicare through MOA you will need:

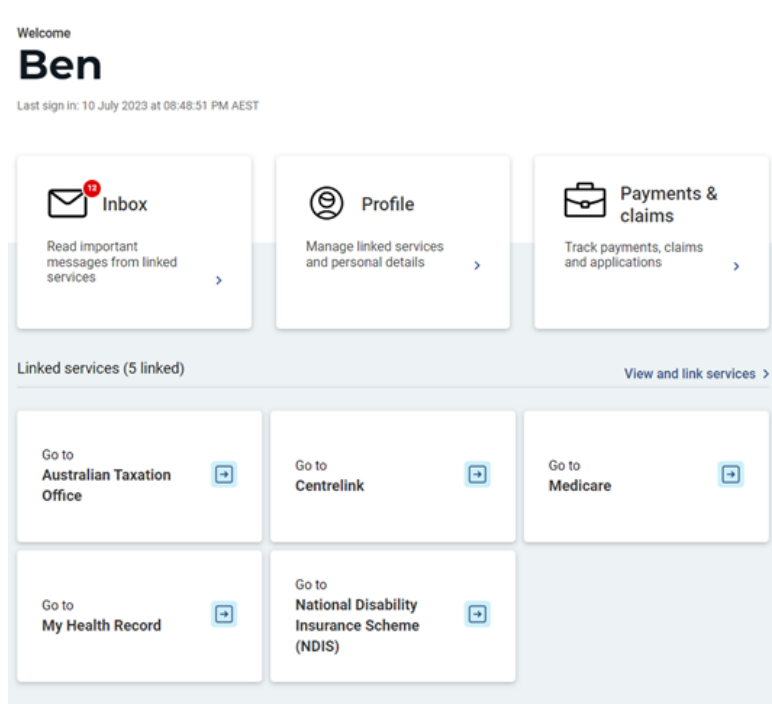
- To have linked your Medicare online account to myGov
- Your myGov account details (username and password)
- Your Medicare Card

To register online, follow the steps below:

**Step 1: Sign in to myGov.** <https://my.gov.au/>



**Step 2: Select Medicare.**



**Step 3:** Select **Register for MyMedicare**, then **Start**.

The screenshot shows a dashboard with four cards: 'Proof of vaccinations', 'Organ donation', 'Safety Net', and 'MyMedicare'. The 'MyMedicare' card has a 'Register for MyMedicare' button. To the right is a 'Register for MyMedicare' page with a 'Start' button and a 'Help' section with links.

**Step 4:** Enter the **Practice name and Suburb** (the post code may autogenerate). Press **search**.

**Note:** If you can't find your practice, you'll need to contact them to check if they're registered for MyMedicare.

The screenshot shows the 'Select your practice' form. It includes a progress bar with five steps: 1. Select your practice, 2. Select your preferred GP, 3. About you, 4. Review and submit, 5. Registration submitted. The form includes fields for 'Practice name', 'Suburb/Town', and 'Postcode', a 'Search' button, and 'Next' and 'Cancel' buttons.



**Step 5: Select your preferred GP.** Press **Next**

The screenshot shows a registration progress bar with five steps: 1. Select your practice (checked), 2. Select your preferred GP (active), 3. About you, 4. Review and submit, and 5. Registration submitted. Below the progress bar, a text box explains that users can still visit any GP at their practice after selecting a preferred one, and advises contacting the practice if a preferred GP is not found. The main section is titled 'Select your preferred GP' with a help icon. It contains four radio button options, all labeled 'DR', with the third option selected. At the bottom are 'Next' and 'Cancel' buttons.

**Step 6: Provide feedback** on your experience with registering. Press **Next**.

The screenshot shows the 'About you' registration step. The progress bar indicates that steps 1, 2, and 3 are completed, and step 4 is active. A text box explains that the provided information will help the practice and government improve health care services, and that providing this information is optional but may limit the ability to make improvements. Below this, a note states that additional information can be provided to help improve health care delivery, which will be shared with the MyMedicare practice. The section is titled 'Question 1 of 1' and asks 'How would you rate your experience registering?'. A dropdown menu is set to 'Excellent'. At the bottom are 'Next' and 'Cancel' buttons.

**Step 7: Review** and select **Submit** registration. Follow the prompts to complete your claim.

Review and submit

Progress: 1. Select your practice (✓) 2. Select your preferred GP (✓) 3. About you (✓) 4. Review and submit (1) 5. Registration submitted (5)

**Practice and GP**  
You can visit any GP at this practice.  
Practice name: S  
Preferred GP name:  
[Edit](#)

**About you**  
How would you rate your experience registering?  
**Excellent**  
[Edit](#)

**Declaration**  
By selecting 'Submit registration', I declare that:  
• I have read and agree to the [Terms and Conditions of MyMedicare program](#).  
• I have read and understand the [MyMedicare Privacy Notice](#) and consent to my personal information being collected, used and disclosed by the relevant agencies in accordance with the privacy notice.  
• I understand that any information provided in the 'About you' section is provided voluntarily and the information is not required to register for MyMedicare. Further information about how the additional information will be handled, including what happens if it is removed in the future, is available in the MyMedicare Privacy Notice.

[Submit registration](#) [Cancel](#)



## APPENDIX 2: REGISTERING PATIENTS THROUGH THEIR EXPRESS PLUS MEDICARE MOBILE APP

**Note:** This step will have required the patient to have downloaded and setup the app along with linking their Medicare to myGov.

To register for MyMedicare using the Express Plus Medicare mobile app, you'll need:

- to link your Medicare online account to myGov
- download the most up to date version of Express Plus Medicare mobile app
- Your myGov account details (username and password)
- your Medicare card.

To register using the app, follow the steps below:

**Step 1:** Sign into the Medicare Express Medicare mobile app.



Express Plus

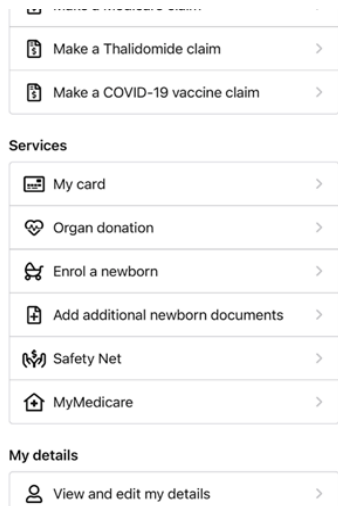
Welcome back  
Ben

Sign in as Ben

Sign in as someone else

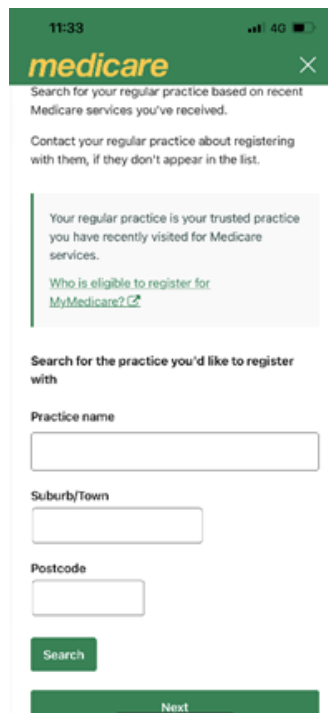


**Step 2:** Select **MyMedicare**, then **Start**.



**Step 3:** Enter the **Practice name and Suburb** (the post code may autogenerate). Press **search**.

**Note:** If you can't find your practice, you'll need to contact them to check if they're registered for MyMedicare.



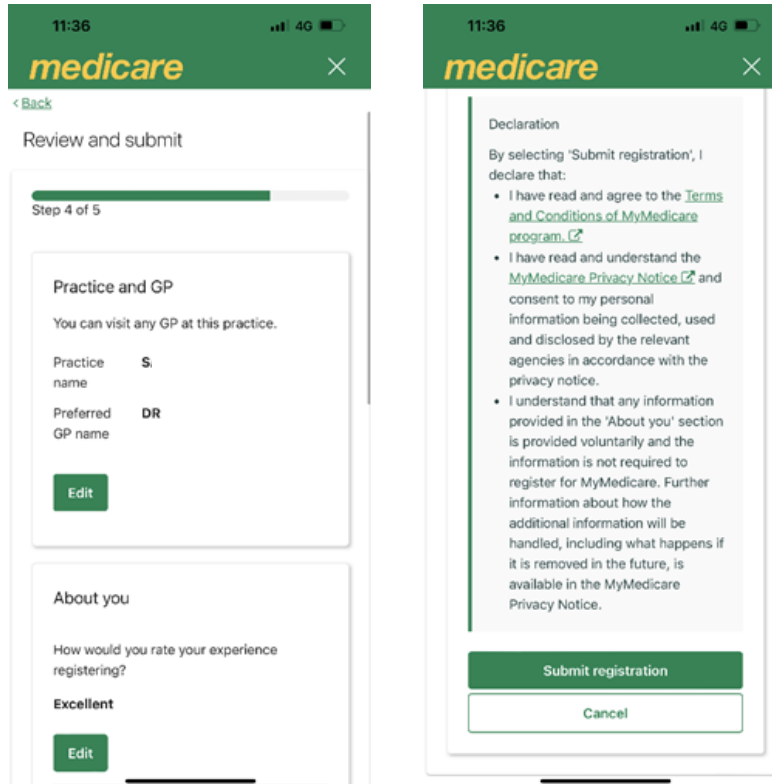
**Step 4: Select your practice.** Press **Next**.

The screenshot shows the Medicare app interface. At the top, the time is 11:35 and the signal strength is 4G. The app title is "medicare" with a close button. Below the title, there is a message: "Your regular practice is your trusted practice you have recently visited for Medicare services." followed by a link: "Who is eligible to register for MyMedicare? [?]". The main section is titled "Search for the practice you'd like to register with". It contains three input fields: "Practice name" (with a dollar sign icon), "Suburb/Town", and "Postcode". Below these fields is a green "Search" button. At the bottom, there is a radio button, a green "Next" button, and a white "Cancel" button.

**Step 5: Select Your preferred GP,** then **Next**.

The screenshot shows the Medicare app interface. At the top, the time is 11:35 and the signal strength is 4G. The app title is "medicare" with a close button. Below the title, there is a "< Back" link. The main section is titled "Select your preferred GP". Below this title is a progress bar showing "Step 2 of 5". There is a message: "You can still visit any GP at your practice after selecting a preferred GP. If you're unable to find your preferred GP on the list - contact the practice." Below the message is the heading "Select your preferred GP [?]" followed by four radio buttons, each labeled "DR". At the bottom, there is a green "Next" button and a white "Cancel" button.

**Step 6: Review, scroll down and select Submit registration.**



**Step 7: Finalise your registration by selecting Yes. Follow the prompts to complete your claim.**

