



A2WS UPDATE

ISSUE 7 - August 2021

3 MONTHS

Time remaining for product certification

If you haven't yet received certification

There are now only three months remaining for you to commence certification for your web services products.

All software developers must commence certification before 30 November 2021.

You should now be well advanced with your web services development and have told your customers when and how you intend to transition them.

If you don't upgrade your software by **13 March 2022**, your customers may need to use manual processes or alternative digital channels where possible. This may disrupt their business, and create administrative pressure and unnecessary costs.

If you have received certification

Start planning your transition strategy now. Don't wait until the deadline. Your customers can transact with us using web services now.

Talk to your customers about setting up their PRODA accounts (if required) for web services.

Key timings

> AUGUST 2021

- Test cases now available on the Health Systems Developer Portal
- Finalise your software product development
- Commence product certification (allow up to 2 months)

> NOVEMBER 2021

- book in for product certification before 30 November 2021
- Finalise transitioning your customers

> 13 MARCH 2022

- Adaptor transactions no longer available

We're here to help

We'll work with you to support you and your customers to be ready before the deadline.

Please keep in touch to inform us of your progress. Let us know if you would like to discuss any aspects of your development and transition via , email to:

SA.WEBSERVICES@ServicesAustralia.gov.au

If you need support with your development, testing and deployment, please contact the OTS Helpdesk on 1300 550 115 Monday to Friday, 8:30 am to 5:00 pm AEST.

If your customers have any specific questions or concerns, please direct them to our eBusiness Service Centre on 1800 700 199 (Option 2) Monday to Friday, 8am to 5pm (AEST).

Authentication Update!

SHA-1 Medicare & PBS PKI Site Certificates are being renewed

Whilst your customers are transitioning from PKI to PRODA, SHA-1 Medicare and PBS PKI site certificates are still being renewed. This is because many certificates expire on or before 13 March 2022, and they may still be required after 13 March 2022 for purposes other than digital claiming or transmitting data to us, including:

- Access to the Healthcare Identifiers Service
- Access to the Prescription Exchange Service
- Messaging between healthcare providers

Please contact your healthcare location(s) and let them know:

- Medicare and PBS PKI site certificates are being renewed even if their current certificate hasn't expired yet;
- certificates are being auto-renewed where possible;
- those that cannot be auto renewed will be mailed out on a CD;
 - the CD will be sent in plain packaging and may be addressed to the certificate manager or authoriser who originally applied for the certificate;
 - they must install the certificate **as soon as possible** to ensure business continuity, even if they are transitioning to PRODA for claims and data transmissions.

If you have any queries, please contact the OTS Helpdesk on 1300 550 115 Monday to Friday, 8:30 am to 5:00 pm AEST.

NASH PKI Site Certificate update

On 7 July 2021 the Australian Digital Health Agency hosted a [webinar](#) to inform software developers about the upcoming changes to the NASH PKI Site certificate.

Software developers whose products connect to the Healthcare Identifiers (HI) Service, My Health Record, Electronic Prescribing or Secure Messaging must:

- ensure that all sites have the necessary SHA1 and SHA2 Chains of Trust applied to their various certificate stores.
- complete a [NASH SHA-2 readiness assessment process](#) and notify the Australian Digital Health Agency of your software readiness for NASH SHA-2.

You can obtain the trust chains from [Certificates Australia](#). These are available as individual CA certificates or bundled as a 'Super Chain of Trust' (password = Pass-123).

For more information, please visit the [Australian Digital Health Agency Developer Centre](#) or email help@digitalhealth.gov.au.

Web services-ready list on Services Australia website

Once your web services-ready **Medicare Online**, **ECLIPSE** and **Aged Care Online** software is certified and available, we will list your organisation on the [Services Australia website](#).

This publically recognises the hard work that goes into getting your product/s web services-ready and certified.

We are encouraging customers who:

- may not have an established relationship with a software developer; or
- whose software developer is not developing for web services;

to check this page to find a provider for their web services-ready software.

PBS Online

Congratulations to **Fred** who has completed product certification for their 'FRED Dispense' PBS Online web services product. Fred joins **Simple Retail** as providers of web-services ready software available now for PBS Online users. More PBS Online developers are currently testing or commencing web services product development.



Congratulations!

A huge congratulations to all software developer companies who have received product certification since our last newsletter and are now web-services ready.

Is your web services transition plan in place?

Software developers all operate under unique circumstances. Web services transition plans can vary accordingly.

If you don't yet have a web services transition plan, put one in place now to ensure *all* of your functionality for your customers is web services-ready and in place by 13 March 2022.

Here's some examples of transition plans:

- Some developers are taking a staged implementation approach, progressively releasing web services-ready functionality bit-by-bit;
- Other developers are releasing all their web services-ready functionality simultaneously;
- Some developers trial test as pre-arranged with specific sites to identify & resolve any issues and verify that their deployment process (including PRODA) works.

However you do it, make sure you have a transition plan in place and follow it.

Test Cases in the Health Systems Developer Portal

You asked for it – and here it is!!

We are pleased to advise that the web services test cases have been released into the Health Systems Developer Portal to support the TECH.SIS documents.

Test cases are available under the 'User Documentation' section, under the relevant program.

It's important that you develop your web service product based on the technical documents (TECH.SIS) and not the test cases.

The test cases have been released in their entirety. A customised test plan will be provided to you when you book in to have your web services product certified for use in Production.

All test case packs have an upload date. Please make sure you are looking at the most recent version of the test cases. The test cases will be refined over time, taking into account your feedback.

We have made these test cases available to help developers meet the timeframes for testing in November 2021 and transition by 13 March 2022.



Questions about test cases prior to conducting formal testing?
email: WEB.SERVICES.TEST.CASE.ENQUIRIES@servicesaustralia.gov.au

Testing, Testing 1, 2...

1) Please functional test before you iTest

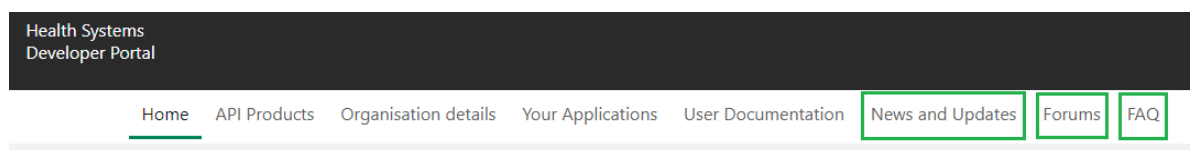
To help get your web services changes over the line and help other developers meet the 13 March 2022 deadline, please ensure you have **fully completed functional testing prior to your allocated test times.**

- Functional testing must happen **before** you submit your Application Details Form (ADF) in the Health Systems Developer Portal;
- Your 'User Manual' must be ready to go before you submit your ADF.

2) Please limit API vendor environment calls

Please limit the number of calls to the vendor environment to a **maximum of 100 calls per hour, per software developer company.** This will help ensure the stability of the vendor environment and progress testing of your products as quickly as possible.

Looking for help? Try the Health Systems Developer Portal



The [Health Systems Developer Portal](#) is your one stop shop for advice and support, including:

- ❖ **News and Updates** – latest advice, issues, requirements, upcoming workshops/webinars and more
- ❖ **Forums** – a collaborative space where developers can assist each other with their issues
- ❖ **FAQs** – the what, when, where, why and how of software development
- ❖ **Ask HAPI** – your little buddy in the bottom right corner is ready to help

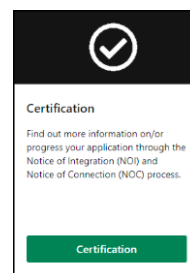


❖ **The Developer Testing Support System - your test best friend**

The Developer Testing Support System (DTSS), also accessible from the Health Systems Developer Portal, is your one-stop shop for getting your Notice of Integration.

In the DTSS you can:

- apply for testing for apps registered in the Portal
- apply for Healthcare Identifiers NOC Testing
- apply for PBS Authorities NOI Testing
- retrieve Preliminary and Integration Test Plans
- monitor your testing process
- communicate with the Integration Testing team



For more information, and to access the DTSS, sign into the [Portal](#) and select 'Certification'.

Reminder - Check the portal for TECH.SIS updates

Occasionally we add clarifications and make updates to the web services TECH.SIS development documentation on the Health Systems Developer Portal.

Whilst we endeavour to notify you by email when major updates occur, we encourage you to regularly check the Portal for updates and ensure that you are working off the latest versions of the documents.

All changes are included in the document change table at the beginning of each TECH.SIS, as well as in the Change Guide.

We welcome your feedback!

Many TECH.SIS updates come about due to your suggestions for improvement. Please email your feedback to devsupport@servicesaustralia.gov.au.

Thank you to those who have already provided feedback.

PRODA organisation registration simulation

Do you have customers who need help setting up their organisation in PRODA? The Health Professional Education Resources Gateway hosts a simulation demonstrating the process. Send them [this link](#), which they can view at their convenience to assist them through the set up process.

The [Health Professional Education Resources Gateway](#) is accessible from the [Services Australia website](#). It has a library of resources to assist health professionals navigate through Services Australia's Health and Aged Care programmes, including a range of resources on PRODA.



Key contacts – We're here to help!

Developer Support Team (Previously OTS Liaison) – assists with portal registrations, sending test data to begin development, and seeking production access for applications on completion of certification testing. They also send business communications relating to Services Australia programs and the availability of ICT systems:

Email: DevSupport@servicesaustralia.gov.au

Online Technical Support (OTS) - OTS Software Vendor Technical Support Help Desk - helps you diagnose and resolve technical issues during the development and production stages, including technical issues encountered in the vendor environment.

Phone: 1300 550 115 Monday to Friday, 8:30 am to 5:00 pm AEST.

Email: onlineclaiming@servicesaustralia.gov.au

iTest - OTS Product Integration Team - helps you test your software products to achieve a Notice of Integration (NOI) or Notice of Connection (NOC).

Email: itest@servicesaustralia.gov.au

If you have any questions about creating **PRODA** accounts, contact our eBusiness Service Centre on **1800 700 199 (Option 1)**.