



Australian Government

Services Australia

Health and Aged Care Quarterly Software Developer Update

September 2021

1. Latest News

Does your customer need an Online Claiming Provider Agreement (HW027) form?

All individuals who will be using a **new Minor ID** to transmit online claims or immunisation information via the Australian Immunisation Register (AIR) for Services Australia and the Department of Veterans' Affairs must register using the **Online Claiming Provider Agreement (HW027)** form. The HW027 form is the only way to establish an online relationship between a site, health professionals and Services Australia.

Q: My customer has an existing Minor ID assigned to a site/location. Do they need a HW027 form to transition from adaptors to web services?

A: No. Nope. Nada. If your customer is already transmitting claims using adaptors software, the HW027 form is not required. Happy days! 😊

Q: I have a customer whose Minor ID is changing....

A: In these circumstances they **will need** a HW027 form.

Q: Are there any other circumstances where a HW027 form is needed?

A: You will need a HW027 form:

- For Minor IDs that have **never** been used for the purpose of transmitting online claims to the agency;
- If an incorrect set up of Minor IDs was implemented in your customer's adaptor product, they will need new Minor IDs. Therefore a HW027 form is required.

Q: My customers use PBS Online/Aged Care online. Do they need a HW027 form?

A: No. Users of these systems don't need to complete this form, however pharmacies who transmit for AIR do. The Pharmacy Guild of Australia have developed [this guide](#) to assist members.

Q: Why a paper form?

A: Services Australia requires a hand written signature to confirm the contract between the provider and Services Australia. If you authenticate on behalf of your customers it is particularly important that they understand and acknowledge that they are accountable for the accuracy of the data they transmit to Services Australia. This process makes that transparent.

Please note: Services Australia is currently reviewing the HW027 form and streamlining the process to make it easier for our customers to use.



Please refer to the Health Systems Developer Portal for more information about [how to use Minor IDs correctly](#).

AIR vaccine codes: you asked, we listened!

Following feedback from software developers (thanks for that!), the *Vaccine Code Formats* user guide now includes an embedded list of vaccines and antigens in Excel (.xlsx) format. We hope this helps you on your development journey.

The guide is available from the [Health Systems Developer Portal](#). To access it, select the *User Documentation* menu item and then the *AIR documentation* link. To access the embedded Excel file, double click on the paperclip icon located on the last page of the PDF document.

Thank you for your ongoing support, feedback and suggestions – please keep them coming.

AIR - updates and enhancements

On 30 September 2021, Services Australia implemented updates and enhancements to the AIR, AIR web services, and the supporting licensed materials.

The changes listed below may impact software developer organisations who have a current AIR product in use now, and may impact those who are currently developing for AIR web services.

AIR APIs	30 September Update
AIR Record Encounter API	New version (1.2.0) includes country code to enable providers to report the country (other than Australia) where the vaccination was administered. Batch number for COVID-19 vaccinations has changed from optional to mandatory.
AIR Identify Individual API	New version (1.1.0) will enable providers to identify an individual by including gender or middle initial in a search
AIR Individual Immunisation History Details API	New version (1.1.0) includes country code and overseas flag to enable providers to view the country (other than Australia) where the vaccination was administered.
AIR Update Encounter API	New version (1.1.0) will enable providers to update previously recorded encounters with country code and/or administered overseas details

What this means for you

- Developer organisations using previous versions of AIR web services will need to review the updated technical documentation in the developer portal. You should inform your end users that the COVID-19 batch number is now mandatory to report to the AIR. These encounters can't be submitted without including the batch number. This applies to all versions of the web services.
- Notice of Integration (NOI) testing can still occur for the web services versions available prior to the September 30 release, however the additional enhancements may be features your end users will welcome and you may wish to review your development plans.
- As of 01 January 2022, all developer organisations wishing to undertake NOI testing for AIR web services will be required to develop their product using only the September 30 APIs.

National Authentication Service for Health (NASH) SHA-1 to SHA-2 PKI certificate changes

The Australian Digital Health Agency are upgrading the NASH authentication system to strengthen security when accessing digital health services. The upgrades enhance the security of healthcare information and ensure healthcare professionals can access digital health services safely and securely.

The Australian Digital Health Agency has been working with software developers to establish their software readiness for NASH SHA-2 certificates.

Organisations should upgrade their software to support NASH SHA-2 PKI certificates by 13 March 2022 to continue to connect to access:

- My Health Record
- Healthcare Identifiers (HI) Service
- Electronic Prescribing
- Secure Messaging

What you need to do

When your products are NASH SHA-2 ready:

- Complete a [NASH SHA-2 readiness assessment process](#)
- Notify the Australian Digital Health Agency of your software readiness for NASH SHA-2. Once assessed, your software product and version may be listed in the [NASH SHA-2 readiness register](#). Healthcare Provider Organisations can request NASH SHA-2 certificates once your product is ready and on the register. Email help@digitalhealth.gov.au for more information.

Next steps

Instruct your sites to:

- Upgrade their NASH software to the SHA-2 ready version;
- Follow [these instructions](#) to request a NASH SHA-2 certificate in HPOS.
- Install the SHA-2 chain of trust in their key store. Depending on your product's design, this may install automatically during the installation of the site's NASH SHA-2 certificate. If your product requires the site to manually install the chain of trust files, please advise your customers accordingly. Chain of trust files are available from the [Certificates Australia website](#).

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

Improved Payment Arrangements (IPA) for Home Care are here!

The legislation for Improved Payments Arrangements (IPA) commenced on 1 September 2021. Starting with the September 2021 claim (finalised in October), Home Care package providers will need to claim differently.

From the September claim onwards, providers will need to claim for the actual cost of services delivered, with an aggregated total for each care recipient in each claim. Any Commonwealth unspent subsidy will accrue in a care recipient's home care account, which is held by Services Australia. Services are also able to report any Commonwealth unspent amount they currently hold for each care recipient, and may opt in to return this unspent amount. Read more about changes to the September claim [here](#).

Sample files for bulk import, reporting Commonwealth unspent and opting in

To support the claiming changes, Services Australia has built sample files for bulk import. You can download sample files for bulk invoice amounts and bulk reported Commonwealth unspent amounts (including opt in) as part of the 2021 IPA changes EKIT listed below.

Sample files for the payment statement

These changes will affect the payment statement and reconciliation of payments from the September claim.

The new payment statement will incorporate the IPA changes by adding a new section *Care recipient itemised payments*, which displays the new payment data fields. We've also made some updates to the existing *Care recipient itemised entitlements* (renamed) and *Payment summary* sections.

To help you transition your software to the new arrangements, we developed the following sample files:

- Sample payment statement in pdf, CSV and XML (with explanations of the file elements)
- Sample bulk file import CSV files



Download the **2021 IPA changes EKIT** [here](#) to access these files.

Without updates, existing software may not be able to interpret the new data fields contained in the payment statement, or reconcile for the new payment calculations.

Technical documentation (Aged Care Web Services)

IPA technical documentation and updated APIs for Aged Care Web Services will be available within the Services Australia Health Systems Developer Portal in early October. Developers who are registered in the Portal will receive notification when these are available.

Additional sector support

To help home care providers submit claims under the new arrangements, infographics and educational resources are available on the [Health Professional Education Resources Gateway](#).



For more information about IPA, please visit the [Department of Health](#) website.

2. A2WS update

How can we help you across the line?

Time is fast running out for you to book in to commence your web services product certification. Booking in as soon as your product is ready gives you enough time to transition your customers in time for 13 March 2022.

We understand you're working hard to meet this timeframe. If you're concerned you're not going to make it, **don't wait** - talk to us now at WEBSERVICES.MEDICARE@servicesaustralia.gov.au

Are your ducks in a row?

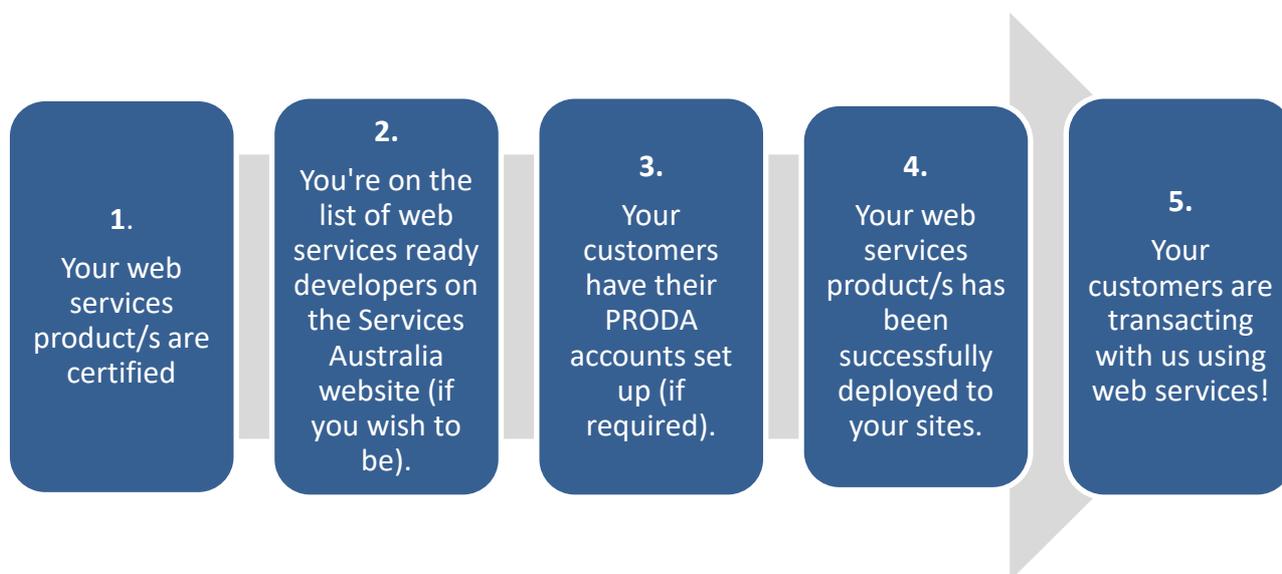
Here's a useful checklist to ensure you're doing everything you can to make the deadline:

Have you:

- Finalised your web services product development?
- Booked in for product certification?
- Developed your transition plan?
- Told your customers when and how you plan to transition them?
- Talked to your customers about setting up their PRODA accounts (if required)?
- Spoken to [our team](#) to let them know how your development is progressing?

Have you already received web services product certification?

Congratulations! But don't stop now – there are a few more steps you need to take:



Look who's talking to health and aged care professionals

As the 13 March 2022 deadline approaches, we're talking to health and aged care professionals to make sure they're prepared for the changes and know what to do.

It's great to see so many software developers getting on the front foot and reaching out to their customers to tell them when and how they will transition. Thank you!

We are helping you to spread the message by:

- Working closely with **industry peak bodies** such as the Australian Medical Association, Australian Association of Practice Managers and Pharmacy Guild of Australia to communicate information to their members.
- Holding **webinars** in the week of 12 October with peak bodies and software developers;
- Communicating directly with **health and aged care professionals** through conferences, newsletter articles. HPOS messaging and a recent email sent to MCOL and ECLIPSE users;
- Using **PHN** and **Business Development Officer networks** to engage with sites.

We will continue to engage with health professionals, and will keep you in the loop whenever we do.

Tips, hints, reminders...

1) Please functional test before you iTest

To help get your web services changes over the line and help other developers, please **fully complete 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;
- To reduce the time that you are completing product certification, have your test cases ready to submit as soon as you are in testing;
- 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.

3) Check the portal for news, TECH.SIS updates and more

Remember to regularly check the [Health Systems Developer Portal](#) for all your development needs. The portal houses the latest **TECH.SIS versions**, the **Developer Testing Support System**, where you can apply for testing, get test cases & test plans and monitor your testing process, **and more!**

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

Key contacts – We're here to help

Our teams are here to support you and your customers to transition to web services and PRODA:

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) – the OTS Software Vendor Technical Support Help Desk – will support you with your development, testing and deployment. They will help you diagnose and resolve technical issues during the development and production stages, including 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

eBusiness – resolves queries from customers about doing their electronic business with us. If your customers have any questions about creating **PRODA** accounts, please tell them to contact our eBusiness Service Centre.

Phone: 1800 700 199 (Option 1), Monday to Friday, 8:00am to 5:00pm local time.

Adaptors to Web Services Project Team – need to discuss your plan to transition your customers to web services?

Email: WEBSERVICES.MEDICARE@ServicesAustralia.gov.au