A2WS UPDATE

ISSUE 9 - November 2021

In this edition

Spreading the web services message to healthcare locations

The Adaptors to Web Services Project Team attended the Australian Practice Management Association (AAPM) conference in Queensland on 5 November 2021.

The conference was a great opportunity for us to engage face to face with practice managers and owners from across the state, making sure everyone was informed about the web services and PRODA changes and supporting their transition.

As always, our message to healthcare locations is to:

- update to a web services certified product when it is available,
- contact their software developer (if they haven't already heard from their developer)
- set up a PRODA organisation (if needed).

We were thrilled to hear how proactive developers have been, and are confident that the combined impact of your engagement and our communication efforts have meant that most healthcare locations understand how to prepare for the change.

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Bespoke content for developers

We have been working extensively with peak bodies and software developers to distribute bespoke content to their members and customers about the upgrade to web services and PRODA.

We're also happy to work with you to develop content that you can share with your customers to support them in their transition to your web services compatible software.

We are happy to share examples of content that we have developed for other peaks and developers and work with you to tailor this information to suit your customers' needs.

Contact our A2WS Communications Team at servicesaustralia.A2WS@servicesaustralia.gov.au.

! Important information about exemptions

Requests for exemptions are assessed on a case-by-case basis as all applications are unique.

To prevent delays in testing, please review your customised test plan to ensure you apply for all exemptions in a single exemption request.

Medicare Easyclaim and web services

Updates to both stand alone and integrated Easyclaim need to occur for the transition to web services technology. Easyclaim end-users will not be affected, but software developers and financial institutions will be. You will be responsible for upgrading and deploying the new system to your end-users.

If Easyclaim is integrated into your practice management software, the updates to web services compatible software will need to occur:

- You will need to develop Bulk Bill Integrated Reporting (BIRW) as part of your Medicare Online development. This technical documentation is available in the portal.

If end-users use a stand-alone Easyclaim device, their financial institution will be solely responsible for facilitating any changes for web services.

Will end-users need to install the Chain of Trust certificates?

No. Stand-alone Easyclaim devices don't use SHA-1 (Chain of Trust certificates) or PRODA for authentication. Financial institutions use their own network to authenticate claims and data transmissions. However, integrated Easyclaim solutions using web services will require PRODA authentication for the practice management software (they currently use SHA-1 for this).

End-users who use an Easyclaim device may be contacted by you (for integrated Easyclaim) or their financial institution (for both stand alone and integrated) when more information is available.

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Registering your organisation in PRODA

In recent communications, we encouraged Medicare Online and ECLIPSE users to contact their software developer and confirm if they need to register their organisation in PRODA. Customers can do this now while they wait for software to become available.

Software developers who have chosen to manage the authentication on behalf of their end-users must notify them **now**. This will alleviate some of the additional administrative pressures and unnecessary work that sites may experience should they register their organisation in PRODA where not required.

Developers who will need their customers to authenticate should **encourage their customers to register their PRODA organisation now**. They don't need to wait for your product to be ready.

We have developed some bespoke content that you can share with your customers and are happy to share this with you if requested. Contact our A2WS Communications Team by email at servicesaustralia. A2WS@servicesaustralia.gov.au.

Please note that software developers cannot manage the authentication on behalf of their Aged Care and PBS Online users. This means that these end-users must manage their own authentication to web services by registering their organisation in PRODA.

Resources about PRODA can be found on our Services Australia website here.

(i)   For technical support to build your web services product, or information about product certification, please refer to our previous webinar videos in the portal or contact the **OTS Helpdesk on 1300 550 115.**

Ensuring business continuity for complex healthcare locations

We expect web services software will be available to all locations before the 13 March 2022 deadline, however we acknowledge that some complex sites including hospitals, hospital pharmacies and rural and remote locations, may require some additional time to transition.

We would like to work with you to support these locations to move to web services and PRODA. To allow additional time to transition, we will need to understand the circumstance of each location, including their transition plan and expected implementation date.

If you are concerned about any of your customers' transition to web services for *all* functions by the deadline, please contact us as soon as possible.

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Reminder for AIR developers on user manuals

AIR developers must supply your user manual to iTest when booking into NOI testing. The user manual is provided to your clients for your software product. Your Services Australia testing contact and business teams will determine if your software manual meets the agency's requirements - please refer to page 25 of the AIR Developers Guide available in the portal to review the requirements.

Reminder: mandatory batch number

It is mandatory for users to provide the vaccine batch number when reporting a vaccination to the Australian Immunisation Register (AIR) for influenza and COVID-19 vaccinations from 1 March 2021; and for all other AIR vaccinations from 1 July 2021.

Software developers should make every effort to upgrade their products to the latest versions. Health professionals should be encouraged to upgrade their software to the latest version (where required) to ensure any updates are available.

Batch number is an extremely important piece of information and is intended to support the Department of Health if needed for traceability and is printed on the International COVID-19 Vaccination Certificate and may be required to enter some countries.

For more information on how to record an immunisation encounter on the AIR site, please visit the Services Australia webpage Australian Immunisation Register for health professionals - Record an encounter - Services Australia

PBS - Support for pharmacies to be PRODA ready

There are various resources available to help pharmacies with their PRODA set up to prepare for PBS Online web services claiming.

For pharmacies that:

- have already registered their pharmacy in PRODA and just need to add the PBS Online service provider, visit PRODA (Provider Digital Access) - Adding and linking to PBS Online in PRODA - Services Australia

- are yet to register their pharmacy in PRODA, follow the steps outlined in this infographics

- want to know more about web services, what's happening, when, why and what they need to do? Visit servicesaustralia.gov.au/hpwebservices and select *How to prepare for web services*

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National Authentication Service for Health (NASH) SHA-2 PKI certificates

Since 20 September 2021, sites requesting new or renewed NASH PKI certificate receive either a NASH SHA-1 PKI certificate or a NASH SHA-2 PKI certificate - depending on their software readiness.

NASH SHA-1 PKI certificates will no longer be issued after 13 March 2022.

Existing NASH SHA-1 certificates will continue to operate after this date, but the Australian Digital Health Agency encourages all sites to upgrade to NASH SHA-2 PKI certificates over the course of the 2022 calendar year.

You must ensure that your customers are using a NASH SHA-2 ready version of your software by 13 March 2022.

What you need to do now

➢ Complete a [NASH SHA-2 readiness assessment](#)

➢ Once assessed, your software product and version will be listed in the [NASH SHA-2 readiness register](#) (unless you ask for it to not be listed). Healthcare Provider Organisations can view your NASH SHA-2 ready version in the register. Please email help@digitalhealth.gov.au for more information.

Next steps

Instruct your sites to:

➢ upgrade their NASH software to your NASH SHA-2 ready version;

➢ follow these [instructions](#) to request a NASH SHA-2 certificate in HPOS.

➢ advise your customers to manually install the chain of trust files if applicable - chain of trust files are available from the [Certificates Australia website.](#)

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

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Key contacts – we're here to help

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

Health Systems Developer Portal – your one stop shop for development advice and support, including developer guides, the latest TECH.SIS versions, updates, forums and FAQs.

Includes the Developer Testing Support System, where you can apply for testing, retrieve test plans, monitor your testing progress and talk with the Integration Testing team.

Link: Health Systems Developer Portal

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) – provides support to developers with 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 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? Contact us at WEBSERVICES.MEDICARE@servicesaustralia.gov.au

Healthcare locations and software developers who are concerned they won't transition by 13 March 2022 can email us at HELP.WEBSERVICES@servicesaustralia.gov.au for support.

Software developers who are interested in the creation of bespoke content please contact our A2WS Communications Team at servicesaustralia.A2WS@servicesaustralia.gov.au

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