



# A2WS UPDATE

ISSUE 8 - October 2021

## Can't start certification testing by 30 November? Don't panic!

Are you concerned you won't be able to start your product certification testing by 30 November?

For some time now, we have been advising software developers to start product certification testing by 30 November 2021. We understand this is causing concern and want to reassure you that we will support your testing beyond November.

A lot of unexpected changes have arisen in the past year, like COVID-19 and new legislated development priorities. We also acknowledge that there is high demand for testing spots - it's crunch time and many software developers are competing for limited testing spaces.

To help address these challenges, we are:

- Making the vendor environment available (unsupported) on weekends from 8:30 am to 11:00 pm, both days.
- Keeping the additional testing support resources to help with the current high volumes.
- Looking to support developers in their testing after hours to reduce the amount of time developers are in the testing phase.
- Looking at strategies to prioritise developers who support sites with complex circumstances – we will provide more details on this when they are available.

## So how can I arrange to start certification testing after 30 November?

**Apply as soon as your product is ready** via the Developer Testing Support System (DTSS) within the [Health Systems Developer Portal](#). To access the DTSS, select the 'View Certification' button.

We understand there are a large volume of developers wanting to test their products. If you are concerned about development or transition timeframes, contact us at [HELP.WEBSERVICES@servicesaustralia.gov.au](mailto:HELP.WEBSERVICES@servicesaustralia.gov.au)

### Please be patient – we want to get you there too!

We are currently experiencing a high volume of enquiries and booking requests. Please be assured we are doing our best to answer your queries and get you booked in as quickly as possible. Your customers are also *our* customers and it's equally important to us that they transition in time.

We thank you for your understanding and patience as we get through this busy time.

## A few thoughts on your transition plan...

What does your timeline look like? Have you scheduled sufficient time to transition your customers by the deadline?

It's important that your transition plan includes:

- product certification dates
- date for integration testing for end users (if applicable)
- planned dates for deployment to customers, and
- the date customers will be transmitting solely in web services.

If you have concerns about transitioning any of your customers by 13 March 2022, please contact us at [HELP.WEBSERVICES@servicesaustralia.gov.au](mailto:HELP.WEBSERVICES@servicesaustralia.gov.au). We will discuss your transition plan with you and ways that we can help.

## How ready are you?

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?
- ☐ Spoken to our team if you have concerns about your customers transitioning by 13 March 2022? (Email [HELP.WEBSERVICES@servicesaustralia.gov.au](mailto:HELP.WEBSERVICES@servicesaustralia.gov.au))
- ☐ 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)?

## Have you received web services product certification?

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



## To ensure success - the first thing your customer should do after installing your web services software:

When rolling out the updated software to your customers, please advise them to submit an **Online Patient Verification Web Services (OPVW\*)** request as their first web service call.

This may cause a failure but it will **ensure the site is successfully linked** for the purposes of claiming under web services. Your customer can then perform all other functions using their web services software.

For help, contact us by email: [onlineclaiming@servicesaustralia.gov.au](mailto:onlineclaiming@servicesaustralia.gov.au) or phone: 1300 550 115. Please quote the site Minor ID.

\*Some sites may not use the OPVW function, but requesting it will still activate their web services.

### Reminder – when to use a HW027 form:

Your customer **DOES NOT NEED** a new Online Claiming Provider Agreement (HW027) form to transition from adaptors to web services unless their minor ID is changing.

Your customer **DOES NEED** an Online Claiming Provider Agreement (HW027) if:

- they have **never** used the agency's online claiming channels
- their minor ID changes
- their minor ID has never been used to transmit online claims (using adaptors or web services software)

Visit the Health Systems Developer Portal to find out more about the [correct use of Minor IDs](#).

## Support your customers' transition with the eKit

Looking for a resource to help your customers understand web services and how to set up a PRODA organisation? Something that explains what's happening, when, why and what they need to do?

*The eKit is your friend in need and we've just made it even friendlier!*

The new and improved eKit now features:

- ✓ two PRODA infographics to simplify the registration process
- ✓ a web services readiness process flow chart to guide customers through the process, and
- ✓ an update for health professionals setting out the latest information about the upgrades

To access the eKit, direct your customers to [servicesaustralia.gov.au/hpwebservices](https://servicesaustralia.gov.au/hpwebservices) and ask them to select **How to prepare for web services**.



It's time to get ready for web services. Read more about [how to prepare for web services](#).



## Important information for Medicare Online and PBS Online software developers

- *Are you developing web services software for Medicare Online or PBS Online?*
- *Do you have customers who are eligible to administer vaccinations or required to submit vaccination information to the Australian Immunisation Register (AIR)?*

If the answer is 'yes', **you must integrate AIR functionality into your web services product** in order to obtain a Notice of Integration (NOI).

Changes to the *Australian Immunisation Register Act 2015* require mandatory reporting of the following vaccines by vaccination providers to the AIR:

- COVID-19 vaccines from 20 February 2021
- Influenza vaccines from 1 March 2021
- National Immunisation Program (NIP) vaccines from 1 July 2021

### ***New version of AIR Record Encounter***

A new version of AIR Record Encounter 1.2.0 and the latest TECH.SIS.AIR.02 user documentation is now in the Health Systems Developer Portal. This updated API includes a country code for reporting the country (other than Australia) where the vaccination was administered. Your system users will welcome this!

### ***Batch number now mandatory***

It is now mandatory to include batch number in order to successfully submit an encounter. We have aligned our AIR system to support this. This important change will affect all AIR users.

### ***Keep up to date with all the AIR changes***

To support mandatory reporting (and enhancements to the AIR in general), we're frequently updating and improving our software and documentation. Older versions of products may have missing fields, require different values, or contain insufficient data to complete claims. So to keep your products upgraded to the latest version, it's very important that you stay up-to-date with all the AIR changes and incorporate these into your software before you undertake testing.

To see all the AIR changes, go to the Health Systems Developer Portal, select 'News and Updates' from the menu and then the 'Communications' link. Select 'User Documentation' for the latest [Version Control policy](#) on deprecating web service versions by the Agency.

### ***Where can I access the most up-to-date specifications? I want to make sure I haven't missed anything!***

These are also available from the Health Systems Developer Portal. Go to 'AIR Documentation'.

## BDF supplement no blocker to Aged Care web services transition

We've had a number of enquiries from software developers regarding the Basic Daily Fee (BDF) supplement to eligible Residential Aged Care Services and how this impacts the development for web services. The supplement was launched in August 2021 as an additional \$10 per day, per resident, and available to an approved provider who formally agrees and submits quarterly reports

The good news is that this will have **no impact on software developers transitioning to Aged Care Web Services**. The supplement is an automatic payment and included in the total 'Adjustments' in the payment statement.

## A2WS Webinars

On 12 and 14 October 2021, we partnered with experts from across Services Australia and the Australian Digital Health Agency to present Q&A webinars for software developers and peak bodies.

Over 130 attendees from software developer companies, peak bodies and the MSIA joined the webinars across three sessions. Our expert panel responded to questions on many topics, including:

- communication with end users
- NASH certificates
- Pharmaceutical Benefits Scheme (PBS), Aged Care and PRODA
- Web services requirements for the Online Claiming Provider Agreement (HW027) form
- Minor IDs
- PKI changes and renewals

A big thank you to all who attended. If you missed the webinars, **the full list of questions and answers are now available** on the Health Systems Developer Portal under [User Documentation](#).



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**.

## 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 testing time, 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.

## 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:HELP.WEBSERVICES@servicesaustralia.gov.au) for support.