Australian Government

Services Australia

In this edition

Happy New Year: the year of web services!

2022, the year we have all been working towards since 2018, is finally upon us. We are ready for another busy but exciting time, as we leave the adaptors behind and move to web services.

Important: all Medicare and PBS PKI site certificates must be renewed before March 2022

We are aware that as 13 March 2022 is fast approaching there is a high level of nervousness. We would like to work with you to ensure you and your customers are supported. To enable business continuity for digital claiming and access to secondary PKI functions, we are renewing all Medicare and PBS PKI site certificates. **If a site cannot transmit claims online from midday on 13 March 2022 this will be because they have not installed their renewed PKI certificate**.

Developers can contact us at HELP.WEBSERVICES@servicesaustralia.gov.au to

- request a report of their Minor IDs progress for renewed certificate installation, or
- advise us if you have any concerns about your end-users' ability to transition to web services and PRODA. We are here to help.

If you or your site have not been granted additional time by the agency, access will be gradually removed from the adaptors in the weeks after 13 March 2022.

We urge you to transition away from adaptors as soon as possible and reach out to us if you are concerned with meeting the 13 March 2022 timeframe.

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Medicare and PBS PKI renewal: the details

Medicare and PBS Public Key Infrastructure (PKI) site certificates can be used for purposes other than digital claiming or transmitting data to us. Some of these secondary functions include:

- *Access to the Healthcare Identifiers (HI) Service*
- *Prescription Exchange*
- *Secure Messaging*

To ensure continued access to **all** functions, all SHA-1 Medicare and PBS PKI site certificates are being renewed.

Where possible, Medicare and PBS PKI site certificates will be automatically renewed. Locations will not receive any correspondence notifying them of the renewal. Locations that are actively using their PKI site certificate for digital claiming on a daily basis are eligible for automatic renewal. Locations not actively using adaptor technology for digital claiming will require installation support.

Where the site certificate cannot be automatically renewed, a CD with the renewed certificate has been mailed to the last known contact at the healthcare location. Locations not actively using Medicare and PBS PKI site certificates for digital claiming have received **a letter with instructions on how to manually renew if they still need a PKI certificate**.

Software developers can request a report identifying their automatically renewed and manually renewed PKI site certificates by contacting us at **HELP.WEBSERVICES@servicesaustralia.gov.au.**

What this means

SHA-1 Medicare and PBS PKI site certificates will still work for all purposes listed above* after 13 March 2022 but they can't be used in combination with adaptor technology to access Medicare Online (including AIR and DVA), ECLIPSE, PBS Online or Aged Care. The only exceptions are locations that have been granted limited additional time by Services Australia.

*Once locations have NASH SHA-2 ready software installed, they should transition to using NASH SHA-2 certificates for accessing the Healthcare Identifiers Service. Prescription Exchange and Secure Messaging developers may also advise locations of plans to migrate to NASH SHA-2 certificates for these services. To find out more visit digitalhealth.gov.au/nash.

Next steps

It is imperative that you tell your end-users to install their new PKI site certificate before they transition to web services, even if their current certificate is yet to expire.

Locations that have already transitioned to web services software and PRODA will still need to install their renewed certificate to ensure access to the secondary functions listed above. If their software is NASH SHA-2 ready, they should use this to access the Healthcare Identifiers Service.

If locations are experiencing issues, they are advised to contact their software developer for assistance. They can also contact us directly through the *eBusiness Service Centre 1800 700 199 (Option 3)* if they need more help.

> ⚠️ Software developers are **still required to develop and deploy web services** compatible software to end-users **before 13 March 2022.** We need to know immediately if you have any concerns about your end-users' ability to transition to web services and PRODA. You can email **HELP.WEBSERVICES@servicesaustralia.gov.au** for support.

Note: Aged Care Online users should use the Aged Care Provider Portal (ACPP) if their software is not ready by 13 March 2022.

ACT NOW! NASH PKI certificates may be expiring in March 2022 for many organisations

To maintain access to important digital health tools such as electronic prescribing and My Health Record, your organisation needs to ensure that your NASH PKI certificate is renewed.

What you need to do

- **Join a webinar**
  The Australian Digital Health Agency will step you through the process to ensure you can continue to use these digital health tools. Register here
- **Request or renew your NASH PKI certificate**
  If you're an Organisation Maintenance Officer (OMO) follow the instructions here to request or renew your NASH PKI certificate.
- **Contact your software provider**
  For all enquiries relating to installing your NASH certificate, please contact your software provider.

Visit digitalhealth.gov.au/nash for additional information and resources.

Aged Care web services reminder

Aged Care software developers are required to upgrade their software products and roll out to their end users before 13 March 2022.

If your software is not upgraded by 13 March 2022, your end users will need to revert to the Aged Care Provider Portal channel (ACPP) for claiming.

In preparation for Aged Care web services, please refer your end users to How to register an organisation in PRODA on the Services Australia website.

Once your NOI is issued for Aged Care web services, your end users will need to complete the AC027 Register or update for Aged Care web services form.

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NOI testing: clearing the AIR from Medicare Online

If you are a Medicare Online and AIR developer, there are some important changes to Notice of Integration (NOI) testing.

Effective immediately, you will now be able to conduct NOI testing and seek product certification on your Medicare Online and AIR application in a phased approach – testing for Medicare Online functions in one step, and coming back later for AIR functions.

This means that if you have developed the Medicare Online part of your web services application, you are ready to book in for integration testing! If your application also supports AIR, but your development has not finished yet, that's ok - you can come back and NOI test for AIR later.

These changes have been made to support you to move through the NOI and product certification process smoothly and without delay. We also want to enable you to transition your customers to web services as soon as possible, particularly in light of the recently reported Log4j vulnerability.

Log4j vulnerability: another reason to move to web services ASAP

We are committed to moving away from ageing adaptor technology for online claiming as soon as possible. This has become increasingly urgent in light of the emerging global Java (Log4j) vulnerability.

We recently emailed all developers to let you know how the agency is addressing the Log4j vulnerability. We have

- worked closely with the Australian Signals Directorate and the Australian Cyber Security Centre (ACSC), and
- implemented internal upgrades to the latest version of Log4j libraries that we use and continue to implement upgrades in line with recommendations by ACSC.

The agency's upgrade to web services technology for the Medicare Online (incl. DVA and AIR), ECLIPSE, PBS Online and Aged Care Online channels removes the vulnerability.

External Client and server adaptors are not in scope for upgrades. There are many versions of the adaptors and upgrading all versions and retesting products within the current resourcing and time constraints will add further pressures to developers and healthcare locations transitioning to web services.

If you have received web services product certification, please transition your customers to web services as soon as possible.

If you have not yet received certification for web services, we strongly encourage you to book in for Notice of Integration (NOI) testing as soon as your product is ready. We are here to support you by:
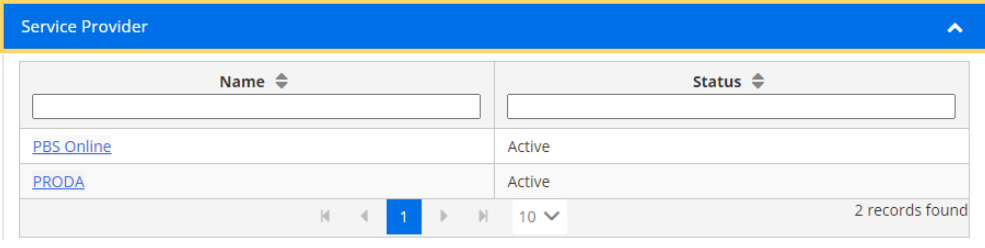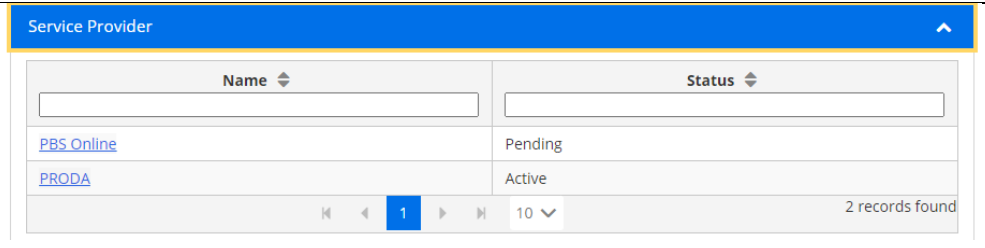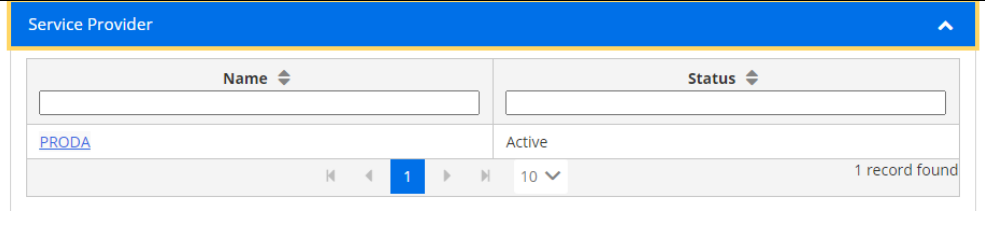
- maintaining the additional testing support resources and working extend hours,
- further streamlining the NOI and product certification process, and
- prioritising developers looking to move off adaptors onto web services.

PBS Online – common issues when transitioning to web services

As pharmacies start transitioning to PBS Online web services claiming, we are seeing some common issues.

PBS Online Service Provider in PRODA must be 'active'

Before moving to PBS Online web services, pharmacies need to check that they have added the PBS Online Service Provider in PRODA and successfully linked using their pharmacy approval number, in which case PBS online will show as active.

✔️	PBS Online service provider is **active**	**Service Provider** ▲ Name ⇅ | Status ⇅ PBS Online | Active PRODA | Active ⟸ ◁ **1** ▷ ⟹ 10 ⌄ 2 records found
❌	PBS Online service provider is **pending**	**Service Provider** ▲ Name ⇅ | Status ⇅ PBS Online | Pending PRODA | Active ⟸ ◁ **1** ▷ ⟹ 10 ⌄ 2 records found
	Resolution	Call PRODA Support at Services Australia on 1800 700 199
❌	PBS Online service provider not displayed	**Service Provider** ▲ Name ⇅ | Status ⇅ PRODA | Active ⟸ ◁ **1** ▷ ⟹ 10 ⌄ 1 record found
	Resolution	• Click on 'Add Service Provider' • select PBS Online, and • enter the pharmacy approval number (with leading zero if applicable eg 01234A)

B2B device registration for PRODA sub-organisations

In some cases, pharmacies are set up in PRODA as a sub-organisation (e.g. *Capital Pharmacy*) under a PRODA parent organisation (e.g. *AB Smith & CD Jones & The Trustee for the Smith Trust & The Trustee for the Jones Trust*). The PBS Online service provider is then added to the pharmacy sub-organisation (*Capital Pharmacy*) and linked using Capital Pharmacy's pharmacy approval number.

In this case, the pharmacy must register their B2B Device in PRODA for the sub-organisation (*Capital Pharmacy*) and not for the parent organisation.

The pharmacy must then enter the PRODA RA# for the sub-organisation (not the parent organisation) and the B2B Device details into their pharmacy dispensing software when transitioning to PBS Online web services.

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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/AEDT.

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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