



A2WS UPDATE

ISSUE 6 - July 2021

4 MONTHS

Time remaining for product certification

If you haven't yet received certification

There are four 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 developing web services and communicating to your customers about when and how you intend to transition them.

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

If you have received certification

Start transitioning your customers now. Don't wait until the deadline.

Your customers can transact with us using web services now.

Key timings

> JULY 2021

- Adaptors documentation removed from the Health Systems Developer Portal
- Continue developing your software product/s
- Commence product certification (allow up to 2 months)
- Start transitioning your customers to web services

> NOVEMBER 2021

- No guaranteed bookings for product certification after 30 November 2021
- Finalise transitioning your customers

> 13 MARCH 2022

- Adaptors 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.

If you need support with your development, testing and deployment, please contact the OTS Helpdesk.

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

Important update: use of PKI certificates

To ensure business continuity, the renewed SHA-1 OCA was successfully implemented on 15 May 2021. All Medicare and PBS PKI site certificates issued before May 15 2021 will be renewed under the new SHA-1 OCA.

Where possible, PKI certificates are being auto-renewed. Those that cannot will be mailed out on a CD. Either way, all healthcare locations will receive a new PKI site certificate even when their current one is yet to expire or they've already transitioned to web services enabled software.

We are aware that Medicare and PBS PKI site certificates may still be required after March 2022 for purposes other than digital claiming or transmitting data to us. These uses include:

- Access to the HI Service
- Prescription exchange
- Point to point Messaging

Therefore it is important that the renewed PKI site certificates are installed **as soon as possible**.

Please contact your healthcare location(s) now to support them in the installation of their new Medicare or PBS PKI site certificate. If you need additional assistance, contact our **Development Support Team** at DevSupport@servicesaustralia.gov.au

It is still essential to develop web services compatible software, commence product certification before 30 November 2021 and deploy your software products to your customers by 13 March 2022 to enable digital claiming and data transmitting data beyond this date.

Can I test my product on weekends?



Yes you can! Services Australia's software vendor test environment is now available (unsupported) over weekends from **8:30am to 5pm AEST** for API web services testing, with the exception of scheduled maintenance. Weekend availability will continue **until mid-December** this year.

Please note: test results will not be reviewed by the iTest team until the following business day.



Congratulations!

A huge congratulations to all software developer companies who have received product certification since our last newsletter and are now web-services ready. We would also like to congratulate those companies who are currently undergoing the product certification process. For a list of companies who provide web services ready Medicare Online and ECLIPSE software, visit the [Services Australia website](#).

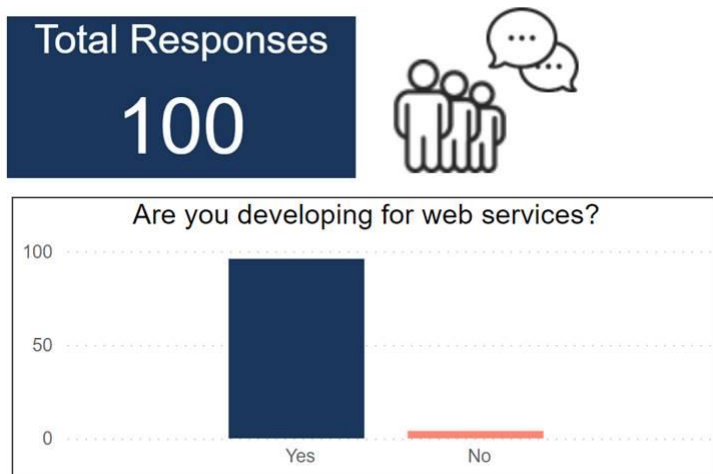
Web services survey: How ready are you?



Services Australia is committed to supporting the software developer industry to have web services software deployed to their customers before the 13 March 2022 deadline.

On 8 July 2021, we launched a survey to help us understand software developers' readiness for web services. Thank you to those who responded. Your responses will help us to identify who may need additional support and allow us to have discussions with you to ensure business continuity for your customers.

Below are some early insights of software developers' participation to date. We will share more with you in the August edition.



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 now available in the portal.

Easyclaim devices do not use SHA-1 or PRODA for authentication. Financial institutions use their own network to authenticate claims and data transmissions.

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.

Avoiding errors during development

When developing and undertaking unit testing in the vendor environment, we know that developers sometimes get JSON YAML errors. These errors will occur if the rules, formats and structure of the YAML are not followed.

To avoid these errors, **please ensure you have developed your product in line with the TECH.SIS documents** accessible from the Health Systems Developer Portal.

A reminder: Please test before you iTest!

As we move closer to having all web services products NOI certified before the end of November deadline, the demand to book in and test product(s) is becoming high. Please ensure you have fully completed unit testing **prior** to your allocated test times. This will help your web services development and will assist other developers in obtaining product certification and meeting the 13 March 2022 deadline.

Please note that unit testing must happen **before** you submit your Application Details Form (ADF) in the Health Systems Developer Portal (the portal). Please make sure your 'User Manual' is ready to go before you submit your ADF.



If you're concerned that you may not be ready, please contact the iTest Integration Support Team at itest@servicesaustralia.gov.au.

Another reminder: Please limit API vendor environment calls

With the vast majority of software developers now developing and testing their web services products in the vendor environment, there is a risk that system capacity could be exceeded, leading to an unplanned outage of the vendor environment. It is in everyone's best interests to mitigate this risk by limiting the number of calls to the vendor environment.

We request that all developers continue to 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 to progress testing of your products as quickly as possible.



There have been zero unplanned outages since our request in last month's newsletter, so a big thank you for your efforts to date!

Updated technical documents for PBS Online to be available in the portal

The PBS Online web services TECH.SIS documents have been updated and will be available in the portal shortly.

The updates are based on queries and feedback from software developers. There are no changes to the web services themselves. The changes include descriptions of:

- requirements to build AIR web services
- ClosingTheGap element to include CMP
- actualContribution element to reflect legislative description
- pbsItemCode element to include string length = 6 (currently states 2-6) and need to pad with leading zeroes if less than 6 characters.

The changes will be marked in **green (new)** and **red (deleted)** text and identified in the Document Change Control section in each TECH.SIS document.



If you have any questions about these updates, please contact DevSupport@servicesaustralia.gov.au

A2WS Webinars

On 8 and 9 July 2021, the Adaptors to Web Services project team partnered with subject matter experts from across Services Australia to present Q&A webinars for software developers to support their customers transition to web services and PRODA.

Attendees from over 45 software developer companies joined the webinars across three sessions. Our panel of experts provided responses to questions on a range of topics including:

- product certification (NOI)
- Australian Immunisation Register (AIR)
- Pharmaceutical Benefits Scheme (PBS)
- Aged Care
- PRODA
- Minor IDs
- project deadlines.

A big thank you to all who attended.

If you missed the webinars, the full list of questions & answers are now available on the portal under [User Documentation](#).



If you're looking for technical support in building your web services product, or information about the product certification requirements and processes, please refer to our previous webinar videos available in the portal or contact the **OTS Helpdesk on 1300 550 115**.

Reminder: Authentication File is ending for AIR reporting – transition to PRODA

As flagged in last month's newsletter, this is a reminder that the Authentication File method of accessing the AIR Site will be progressively closed to AIR providers, depending on their provider type, between April and September 2021. AIR providers can continue accessing the AIR via [PRODA](#).

This may impact your product if it includes the Authentication File or has a link to the Authentication File logon portal for the [AIR - Health Professional Online Services](#)



For more information about this change, please contact AIR.SUPPORT@servicesaustralia.gov.au

Key contacts

? *Do you need help developing your product or getting it tested and released on time?*

? *Do you have questions about the Adaptors to Web Services transition?*

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)**.