



Australian Government

Services Australia

A2WS UPDATE

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Final monthly A2WS edition

With 13 March just around the corner, this will be our last edition of the monthly Adaptors to Web Services (A2WS) Newsletter.

We introduced this newsletter in late 2019 to keep you in the loop about all things A2WS in between the quarterly editions of the Software Developer Newsletter.

We know that a number of you have contacted us about your concerns with meeting the 13 March 2022 deadline. In recognition of the pressures that have been facing industry over the past few years, we have assessed each situation individually. In a number of instances, we have granted some additional time to transition your customers to web services and PRODA. We will continue to communicate directly with those developers and sites who have been granted some additional time to ensure they are on track.

If you have concerns about meeting the 13 March deadline and have not yet contacted us, you need to do so immediately by emailing

HELP.WEBSERVICES@servicesaustralia.gov.au.

For those who have already successfully transitioned their customers to web services and PRODA, we cannot thank you enough for your hard work in helping support this important change. Because of your efforts, patient and provider data will now be more secure now and into the future.

Please note that we will continue to deliver the quarterly Software Developer Newsletter, which will continue to provide updates about matters impacting the health and aged care software developer community.

Aged Care Web Services

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

We would like to thank those developers working towards certification. What you should ask your end users to do?

- Register their organisation in PRODA.
- Register the device in PRODA.
- Register the details of which services are using B2G software by completing the following form:

[Register or update for Aged Care web services form \(AC027\)](#)

Please note the AC027 forms cannot be processed until your NOI has been issued.

Aged Care users should register their organisation in PRODA **now**, while they wait for their web services software to become available.

For more information you can refer to 'How to register an organisation in PRODA' [PRODA \(Provider Digital Access\) - How to register an organisation - Services Australia](#).

Help your customers renew their Medicare and PBS PKI site certificates before 13 March 2022.

We acknowledge that recent events have placed additional pressures on industry, impacting their ability to transition to web services and PRODA by 13 March 2022.

To enable healthcare locations to remain on adaptor technology for additional time, locations will need to have their renewed Medicare or PBS PKI site certificates installed. If a healthcare location cannot access online claiming from the 13 March 2022 it is because their renewed certificate is not installed.

What you need to know

We've automatically renewed Medicare and PBS PKI site certificates expiring on 13 March 2022, where possible.

Certificates that are 15 years and older were sent their renewed certificate via a CD in the post. For those sites that have not yet installed them, and are on adaptors 6.11.4 to 6.12, these will be auto renewed and reissued via the adaptors (prior to 13th March).

For those sites on older adaptor versions, manual certificate installation is still required.

What you need to do

1. Contact us to find out which of your customers haven't installed their Medicare PKI site certificate and which ones need to manually install their certificate, email:

help.webservices@servicesaustralia.gov.au

2. Contact your customers that are on adaptor versions prior to 6.11.4 as they will have received a CD in the post. They **must** install their renewed PKI certificate before 13 March 2022. Sites that no longer have their CD will need to contact eBusiness to request a renewed certificate to ensure

they able to transact with us digitally from this date.

With only 2 weeks until 13 March 2022, we will be sending requests for certificates out via Medicare secure email (P12 file) rather than a CD. This will only be to those sites that cannot be auto renewed and will reduce the time to receive a certificate from weeks to within a week.

For support installing their Medicare/PBS PKI site certificate

Your customers may contact you to help them install their renewed Medicare/PBS PKI site certificate. If additional help is required, they can contact our eBusiness Service Centre on **1800 700 199**, select option 2.

PRODA business representation capability for PBS Online

There is capability now available to PBS Online developers to integrate into their products – PRODA business representation (previously referred to as the PRODA org to org model).

This optional capability facilitates a PRODA organisation (such as a pharmacy) to delegate another PRODA organisation they have a business relationship with (such as a software developer company) to submit PBS Online claims on their behalf.

Documentation to support development for this feature is now available in the **Health Systems Developer Portal**

Our communication activities with end-users

As we've mentioned in previous communications, we're committed to providing you with regular updates on our communications efforts with your customers. This includes our PKI renewal article, recently published in the News for Health Professionals:

[Updates to Medicare and PBS PKI site certificates \(servicesaustralia.gov.au\)](https://servicesaustralia.gov.au)

This article supports messaging previously provided to you and your customers about installing their renewed PKI site certificate to ensure business continuity from 13 March 2022. In addition to the News for Health Professionals, we will shortly be sending a broadcast message to all users of HPOS.

We're also leveraging other external communication channels, such as Pulse IT and RACGP, to maximise our reach. This will ensure sites are aware of what they need to do to continue transmitting online from 13 March 2022. Please note the messaging will remain the same.

Reminder: NASH PKI certificates may be expiring in March 2022 for many organisations.

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 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.

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): Software Vendor Technical Support (SVTS) – provides support to developers with development 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

Online Technical Support (OTS): Product Integration Team (iTest) - 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