Web services: July 2020 update

The latest information and update about the upgrades to our digital health and aged care channels.

Services Australia is upgrading its digital health and aged care channels including, Medicare Online, Department of Veterans' Affairs, Australian Immunisation Register, ECLIPSE, PBS Online and Aged Care Web Services.

More information about the upgrades is available at **servicesaustralia.gov.au/hpwebservices**

By **March 2022**, health and aged care professionals will need to use web services compatible software to access our digital channels.

Engaging with software developers

We're committed to supporting our developer community with the transition from adaptor technology to web services technology, and have been engaging with them since September 2018.

Our engagement with software developer companies is an ongoing activity. We'll continue to meet with them throughout the project to ensure they receive the support they require.

Below is a summary of our engagement to date.

2018

SEPTEMBER

Medicare software developers were first engaged about the upgrades via an online survey to raise awareness and inform our strategy for engaging with them.

A workshop was held with Aged Care software developers to raise awareness about the upgrades and seek their initial input.

NOVEMBER–DECEMBER

National workshops were held with Medicare and Aged Care software developers.

We launched our quarterly newsletter 'Health and Aged Care Software Developer Update'.

2019

FEBRUARY

A follow-up workshop was held with Aged Care software developers to address some of the items and queries previously raised.

THROUGHOUT 2019

Regular updates, forums and communication were sent to software developers.

We consulted with industry seeking input for ECLIPSE web services development. As a result, a collaborative design working group was established with private health insurers, hospitals and key developers for their input.

SEPTEMBER

The Health Systems Developer Portal for software developers was launched. The portal provides software developers a secure gateway to access our licenced development material and technical documentation.

Our developer community was invited to register for the portal to access our programs' technical information as it becomes available.

OCTOBER

The technical documentation and licensed material for Medicare Online web services (including DVA and AIR) were made available via the portal.

Software developers were invited to commence development of their Medicare Online software product.

NOVEMBER 19–APRIL 20

Face-to-face and phone meetings were held with Medicare Online and ECLIPSE software developer companies.

2020

MARCH

A series of technical workshops and webinars for Medicare Online web services were held with software developers.

MAY

The new Aged Care Web Services technical documentation and licensed material were made available to software developer companies via the portal to integrate and build into their software products.

Digital Health and Aged Care Channels

Medicare Online (including DVA and AIR)

Medicare Online is the digital claiming channel used to submit claims and data to us. It is typically integrated within practice management software and is used for submitting:

- Medicare bulk bill and patient claims
- DVA claims
- patient (including veteran) eligibility checks
- patient immunisation details to the Australian Immunisation Register.

LATEST NEWS

In March 2020, the new Medicare Online (including DVA and AIR) web services went live and can be used by health professionals once developed by their software developer.

Software developer companies have all the information they need to commence developing and building their software products.

ECLIPSE

Electronic Claim Lodgement and Information Processing Service Environment (ECLIPSE) is an extension of Medicare Online claiming. It offers a secure connection for communication and In-patient claim lodgement between:

- health professionals
- public and private hospitals
- billing agents
- private health insurers
- the Department of Veterans' Affairs
- Services Australia.

LATEST NEWS

The new ECLIPSE web services are being released to software developers in groups of functionality between June and December 2020.

This staged release will allow software developers to access functions sooner, which will allow them to develop their software products sooner.

PBS Online

Pharmaceutical Benefits Scheme (PBS) Online is the digital claiming channel used submit PBS claims and data to us. It is integrated within pharmacy dispensing software and is used for submitting:

- PBS claims
- PBS under co-payment data
- PBS cancel claims and cancel under co-payment
- PBS close claim
- PBS statement and under co-payment statement.

LATEST NEWS

We are working with software developer companies to support them through the transition to the new PBS Online web services.

Approved suppliers, such as pharmacies, dispensing doctors and hospitals, will be contacted by their software developer when further information is available.

Aged Care Web Services

Aged Care Web Services is a new digital channel used to submit claims and data to Services Australia across all aged care programs (Residential, Home and Flexible Care).

LATEST NEWS

From December 2019 to March 2020, we ran Beta testing with developers who had responded to our request for collaboration.

We tested the end to end process for developers. We held weekly meetings with these developers, allowing for greater engagement and providing an opportunity to test the support material and trial developing products. An end-to-end process map of the software development and integration process was completed. This will assist both developers and our staff to understand the steps.

In July 2020, we are holding an Aged Care Web Services technical webinar for developers.