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1. Latest News

Important PBS Medicines information

A pharmacist must seek approval from the Department of Health (the department) to supply PBS medicines at a pharmacy. Approval is granted under section 90 of the [National Health Act 1953 \(the Act\)](#) to supply PBS medicines at a specific community pharmacy location.

As a software developer, you play an important role in providing software to approved pharmacies so that they can claim PBS benefits online. **It is important that you inform a pharmacist of the risks** associated with setting up any form of technology that enables a connection between their approved pharmacy and another pharmacy.

What can go wrong?

Some software developers have set up systems that enable staff at an unapproved pharmacy to access the approved pharmacy's dispensing system to dispense and claim PBS medicines. This is a breach of the pharmacist's Conditions of Approval, which can result in the pharmacist being referred to the Pharmaceutical Services Federal Committee of Inquiry and ultimately, the cancellation of that approval. If you set up such systems, **you may be putting your client at risk** of committing serious offences, including breaching privacy laws.

What can I do?

- If you suspect that you may have established any form of connection between an approved and unapproved pharmacy, it is important that you **notify the department as soon as possible**.
- If you have concerns about a potential breach of the Conditions of Approval for approved pharmacists, you can **report your concerns** to the Provider Benefits Integrity Hotline by calling 1800 314 808 or submitting the details to the Department online by completing the [Tip-off form](#).



For more information about pharmacy compliance, please visit the [Department of Health](#) website.

Changes to NASH PKI organisation certificates

The PKI Certificate Chain of Trust (otherwise referred to as the new SHA-1 OCA) was successfully implemented on 15 May 2021. All National Authentication Service for Health (NASH) PKI certificates issued from 16 May 2021 will have the full two-year validity.

You must **ensure the new SHA-1 OCA and the SHA-2 OCA is installed** for any sites using NASH PKI certificates to participate in the health programs listed below. You should also install **the SHA-2 OCA prior to your products being ready to transition to SHA-2**. This will ensure business continuity.

- My Health Record
- HI Service
- Electronic Prescribing
- Secure Messaging.

There are now less than 9 months to transition from a SHA-1 NASH PKI organisation certificate to a SHA-2 NASH PKI organisation certificate. Users of the above channels must ensure their products are capable of supporting SHA-2 NASH PKI certificates.



For more information about the OCA renewal, email DevSupport@servicesaustralia.gov.au.



Please ensure you continue to work towards upgrading your software to achieve SHA-2 compatibility.

What you need to do:

- The new SHA-1 OCA is now available. Please ensure both SHA-1 and SHA-2 Root CA and OCA are installed simultaneously.
- Redevelop your product(s) as required. For more information, visit the [Australian Digital Health Agency's Developer Centre](#).
- Request a test SHA-2 NASH PKI organisation certificate to ensure all interactions with the HI Service and My Health Record are successful. Please contact DevSupport@servicesaustralia.gov.au for all test certificate requests.
- Deploy your product(s) to your customers **and when** the NASH SHA-2 certificate is available, communicate the need to request a NASH SHA-2 certificate.
- Communicate to your customers about upgrading to SHA-2 before the 13 March 2022 deadline.

If you are connected to the HI Service and upgrading your products to SHA-2 compatibility, you are not required to undergo retesting of HI Service Notice of Connection or HI Conformance.

If you experience any error messages or failures during transactions, please email hi.ots.helpdesk@servicesaustralia.gov.au or Myhealthrecord.otshelpdesk@servicesaustralia.gov.au

Register for PRODA

Your end-users may need to register their organisation in Provider Digital Access (PRODA) for an Organisation Account to use your new web services software product.

Your end-users don't need to wait for your product in order to register for PRODA, they can prepare ahead of time. You should **encourage your end users to register for PRODA as soon as possible**.

Users can request a new NASH PKI certificate via HPOS but will need to register an individual account in PRODA (if they don't already have one) in order to do this. Your end-users will need to check their organisation's details and confirm the Responsible Officer and Organisation's Maintenance Officer in HPOS to ensure the correct representative is requesting the NASH PKI certificate.

To support your end-users in requesting a NASH certificate and transition to PRODA, there are factsheets and help guides available on our Services Australia website:

- Factsheet: [How to prepare for web services](#)
- Help guide: [How to register an organisation](#)
- Help guide: [Request your NASH certificate](#)

Survey



Thank you to those that participated in the March 2021 "Tell us what you think" short survey. Your insights are being used to inform future work and improve our services.

Keep your eye out for the next short survey coming your way in July 2021.

Your participation will provide valuable information that we will use to shape the engagement and support needed for the Adaptors to Web Services Project.

2. Aged Care Reforms

If you provide software to the aged care sector, there are reforms to the aged care system that will impact you. As outlined in the March newsletter, there are two aged care reforms due to commence over the next 18 months. Changes will be required to specific APIs to enable continued B2G integration after the reforms have commenced.

Improved Payments Arrangement (IPA) – September 2021

In September 2021, the Australian Government will change the way Home Care Package Program providers are paid. Providers will need to claim for the cost of actual services delivered to each care recipient (an aggregated total for the claim period). Any Commonwealth unspent subsidy for each care recipient will accrue with Services Australia.

We recommend you do the following to prepare:

- Encourage your aged care providers to get their claims up to date. This will make it easier to move to the new arrangements and for providers to meet all reporting and claiming requirements when they start.
- Read the [improved payment arrangements claiming change summary](#). This will help you understand the updates required in your software.
- Start working with your aged care customers on development, testing schedule and deployment of the changes.
- Access the recording of the [IPA webinar](#) (delivered by the department on 7 May 2021) to better understand the program.
- Download the sample files on the [Health Systems Developer Portal](#) in late June. The files will include the updated payment statement, and other new data fields related to the changes.

Both you and your Home Care customers will need to be ready for the September claiming period.

IPA technical documentation for Aged Care web services will be available in the Services Australia Health Software Developer Portal (the portal) in August.



For more information about IPA, please visit the [Department of Health](#) website.

Residential Aged Care Funding Reform Programme (RACFR) – Coming in 2022

The Australian Government announced funding to deliver reform to residential aged care for both 2020-21 and 2021-22 Budgets. The 2021-22 Budget also confirmed the Government's decision to move from the current Aged Care Funding Instrument (ACFI) to the Australian National Aged Care Classification (AN-ACC), and that the AN-ACC would commence in October 2022.

Introduction of the AN-ACC will require changes to residential aged care claiming information to enable Residential Aged Care services to continue transacting through Aged Care Web Services.

Technical documentation for the residential aged care APIs under Aged Care web services will be available within the portal in late 2021. A dedicated third party test environment will be available prior to the introduction of AN-ACC.

Services Australia is working through the changes to the Aged Care Provider Portal for both of these reforms. Those changes will be released in alignment to the commencement dates of the IPA in September 2021 and the AN-ACC in October 2022.



For more information on RACFR, please visit the [Department of Health](#) website.

3. A2WS Project Update

There are 5 months remaining for you to book in for testing and certification for your web services products.

If you don't upgrade your software and deploy your products to your customers by **13 March 2022**, your customers may need to revert to alternative digital channels or paper based channels where available.

This may create additional administrative pressure and costs for their business. Reach out to us if you need support by emailing webservices.medicare@servicesaustralia.gov.au.

If you've received certification

Start transitioning your customers now. Don't wait until the March 2022 deadline.

Your customers can start transacting with us using web services **now**.

If you don't have certification

Book in for product certification now.

You must commence product certification before **30 November 2021**.

Key timings

> JUNE 2021

- Continue developing your software products
- Commence product certification (allow up to 2 months)
- Start transitioning your customers to web services

> JULY 2021

- Adaptors documentation removed from the Health Systems Developer Portal

> NOVEMBER 2021

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

> 13 MARCH 2022

- Adaptors transactions no longer available



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](#).

Limiting API calls in vendor environment

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 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 help us to progress testing of your products as quickly as possible.

Authentication File is ending for AIR reporting – transition to PRODA

Services Australia is transitioning providers who access and report to the Australian Immunisation Register (AIR) to a modern form of authentication. 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, especially if:

- The Authentication File is used in your product, for example, integrated as the authentication method (the Authentication File is different to the Public Key Infrastructure certificate).
- Your product includes a link to the Authentication File log on portal for the [AIR - Health Professional Online Services](#)



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

Updated Medicare Online technical documentation available

A new function has been added to the suite of Medicare Online web services. Technical documentation is now available for software developers in the portal.

Developers can commence on developing for the Bulk Bill Integrated Report Web Service (BIRW).

The updated documents are available in the portal for software developers who have accepted the Interface Agreement.