Australian Government

Services Australia

10 MONTHS — Time remaining for product certification

Happy New Year!

Yes, we survived 2020 - and what an incredible year it was. We hope you've had time off to rest, relax and enjoy time with family and friends.

2021 is going to be another busy year as we prepare to move to web services by 13 March 2022.

Congratulations…

Hunter New England

Sunix Computer Consultants

Epicor Software

who have received certification and are now web services ready. We look forward to seeing your customers' transition to web services.

Key timings

> **JANUARY 2021**
- Continue developing your software products
- Obtain product certification (allow up to 2 months)
- Start transitioning your customers to web services
- Commence testing

> **NOVEMBER 2021**
- No further bookings for product certification after 30 November
- You should finalise the transitioning of your customers

> **13 MARCH 2022**
- Adaptor transactions no longer available

Your New Year checklist

We're still concerned that some of you will run out of time.

To allow time for products to be rolled out to sites and for integration testing, all certification must be completed by **30 November 2021.**

Have you…

✓ **started developing for web services?**

Development documentation and technical artefacts for ALL channels are now available.

Many of you have delayed development and plan on obtaining certification in late 2021. If you haven't already started, you're at serious risk of not being ready.

✓ **booked in for product certification?**

There will be a bottleneck of requests for certification which means some of you may miss out. This will negatively impact your customers and their business.

✓ **contacted your customers?**

We've already accelerated our communication and will be ramping this up further throughout the year. If you haven't already contacted your customers you should contact them **now.**

✓ **developed a transition plan?**

You **must** think about how much time you'll need to transition your customers to web services.

Your customers must be operational and web services ready before 13 March 2022.

Make sure you have allowed enough time to troubleshoot any issues.

working as one

All functionality for ECLIPSE is available for development

All ECLIPSE functionality is now available for development. If you haven't started developing for ECLIPSE or Medicare Online, you should start now.

On 16 December 2020, ECLIPSE Groups 6 and 7 were released into the vendor environment and the technical documentation was made available in the Health Systems Developer Portal.

Group 6	▪ In-Patient Medical Claims – TW
	▪ Get Participants Request (GPRW)
Group 7	▪ Overseas Claiming (OVSW)
	▪ ECLIPSE Remittance Advice (ERA)
	▪ Retrieve Report (RTVW) for OVSW

All functions for ECLIPSE are now available:
- Online Eligibility Checks
- In-Patient Medical Claims
- In Hospital Claiming
- Pings
- Status Reports
- Retrieve Reports
- Overseas Claiming
- Get Participants Request
- Enterprise and Patient Verifications

More information is available in the Health Systems Developer Portal.

ECLIPSE webinars – 22 & 23 Feb 2021

We'll be holding ECLIPSE technical webinars on 22 and 23 February 2021.

These will provide technical assistance and information to assist developers.

The webinar will cover:
- An overview of the ECLIPSE development approach and technical documentation
- PRODA Outbound for private health insurers
- Explanation of Transformation and Transition arrangements for moving to web services
- Demonstration of end-to-end ECLIPSE transmissions using SOAPUI & Dummy private health insurer (PHI)
- The ECLIPSE Product Certification process explained

If you haven't already registered and would like to attend, contact Developer Support at DevSupport@servicesaustralia.gov.au

Access to previous webinars

In 2020, we held webinars for the Medicare Online, PRODA and Aged Care

If you weren't able to attend any of the previous webinars, we've made these available on the Health Systems Developer Portal.

Communication update

Communicating to health care providers and peak bodies is a priority for us. We've been sharing this update with peak bodies and will continue to share every issue with them until the project is completed.

December 2020
Customised content for the peak bodies listed below was developed and distributed to their members.
- Day Hospitals Australia, Rural Doctors Association of Australia, Dietitians Australia.

Planned activity - January 2021
We're also exploring opportunities and developing bespoke content for:
- Australian Medical Association (AMA)
- The Royal Australian College of General Practitioners (RACGP)
- Australian Health Practitioner Regulation Agency (AHPRA)
- Australian Healthcare Week

In late January, we'll also be sending a reminder to over 200,000 HPOS users, reminding them about the upgrades and the steps they can take now to prepare. We'll be directing them to download the factsheets available on our website – you should also share these with your customers.

servicesaustralia.gov.au/hpwebservices, then select "How to prepare for web services".

working as one

Developing AIR functionality in web services for COVID-19 vaccines

You can support the rollout of COVID-19 vaccines by ensuring that healthcare providers can record COVID-19 vaccines on the AIR using your product.

Information about new AIR functions have been published in the Health Systems Developer Portal.

Products will need to be developed quickly to support the COVID-19 vaccine rollout and there are a range of options available depending on the channel you use and your capability and resources.

Option 1 - Develop all available AIR web services now.

This option will ensure your clients have full AIR functionality and can meet their reporting obligations for COVID-19 vaccines

If you develop all available AIR web services at once we'll prioritise your testing and certification.

You'll only need to pass NOI testing once and can then make this functionality available to your clients.

Option 2 - Develop all available AIR web services in 2 phases.

You'll need to pass NOI testing twice and tell us your timeframes for Phase 2 when you book in for Phase 1 testing. You'll be given provisional certification after successful testing for Phase 1.

All elements of each phase need to be developed and tested together as grouped in the table below:

Phase 1 – develop now	Phase 2 – develop later
Identify individual	Record natural immunity
Record encounter	Get Immunisation History Statement
Get immunisation history	Get natural immunity history
Update encounter	Get vaccine trial history
Record medical contraindication	Get authorisation access list
Get medical contraindication history	Planned catch up date
Update Indigenous status	
Add Additional Vaccines Required indicator	
Remove Additional Vaccines Required indicator	

Option 3 - Develop new functionality for adaptor technology while transitioning to web services.

This option is only available to software developers upgrading existing AIR adaptor products already connected to the AIR.

Support for adaptor technology will end in March 2022 and you'll need to undertake testing with our systems.

If you want to develop a new product to connect to the AIR, it must be through web services

Draft technical documentation for adaptors is available in the portal.

The new AIR code will be deployed to the vendor environment and final versions of the technical documentation will be available in February 2021.

More information is available in the Health Systems Developer Portal.

For a quick and easy NOI process:

✓ **Book in your NOI as soon as you've developed**

✓ **Have your user manual ready when you book in**

✓ **Avoid requesting exemptions from requirements unless absolutely necessary**

✓ **Exemption requests can significantly delay your NOI process**

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