

REGISTERING YOUR PRACTICE FOR MYMEDICARE

Registering your practice for MyMedicare involves coordination across several systems - **PRODA**, **HPOS**, the **Organisation Register** and the **Australian Business Register (ABR)**.

This guide, incorporating information on MyMedicare and PRODA, assists practices to break down the registration process into clear, actionable steps. For full details, refer to official links or support resources from PRODA, HPOS and MyMedicare.

REGISTERING

Step 1: Confirm eligibility	Your practice must: <ul style="list-style-type: none"> • provide Medicare-funded services • be registered in: <ul style="list-style-type: none"> ○ PRODA (Provider Digital Access) ○ HPOS (Health Professional Online Services) ○ Organisation Register • have at least one eligible GP (vocationally or non-vocationally registered, or registrar) linked to the practice • be accredited under the National General Practice Accreditation Scheme (or be working towards it)
Step 2: Link your organisation in PRODA	<ul style="list-style-type: none"> • Ensure your practice is correctly listed in the Australian Business Register (ABR) • Link your organisation in PRODA to HPOS • <u>Assign appropriate roles:</u> <ul style="list-style-type: none"> ○ Responsible Officer (RO) ○ Organisation Maintenance Officer (OMO)
Step 3: Access HPOS and register your practice	<ul style="list-style-type: none"> • Log into HPOS and access the Organisation Register • Under the Program Registration tab, add the MyMedicare program to your Organisation Site Record • Link eligible providers to your practice in the Organisation Register



Step 4: Enable patient registration	<p>Ensure GPs:</p> <ul style="list-style-type: none"> • have valid provider numbers • are eligible to deliver MBS or DVA services <p>Patients can register via:</p> <ul style="list-style-type: none"> • Medicare Online Account • Express Plus Medicare mobile app • Paper registration form (signed and returned to the practice) <p>If a practice has not enabled automatic acceptance of MyMedicare patient registrations in PRODA, they must manually accept or reject each registration.</p> <p>Optional: How to enable Auto-Accept to save time</p> <p>To avoid manual processing in the future:</p> <ul style="list-style-type: none"> • In the MyMedicare > Patient List, click Preferences. • Under Patient Initiated Pending Registrations, select Auto-Accept. • Click Confirm to save your settings.
Step 5 (optional): Register for incentives	<p>If your practice serves aged care residents:</p> <ul style="list-style-type: none"> • Register for the General Practice in Aged Care Incentive <ul style="list-style-type: none"> ○ Ensure providers and patients are appropriately linked and registered • Register for the Bulk Billing Practice Incentive Program (BBPIP). Registration opens 1 November 2025 and involves two key steps: <ul style="list-style-type: none"> ○ Register for MyMedicare (if not already registered) ○ Register for BBPIP via MyMedicare • Practices already registered with MyMedicare do not need to re-register for BBPIP separately - they can opt in through the existing system

REGISTRATION CHALLENGES

PRODA	
1: Identity verification and ABR matching	<ul style="list-style-type: none"> • The person registering the organisation must be listed as an Associate or Authorised contact on the Australian Business Register (ABR) • Their PRODA account name must match the ABR record exactly, or registration will fail
2: Identity verification, ABR and other matching issues	<p>Mismatch with ABR records</p> <ul style="list-style-type: none"> • Issue: Individual PRODA account name must match the ABR record exactly • The person registering must be listed as an Associate or Authorised contact on the ABR • Fix: Update ABR records to match PRODA account details <p>Proof of ownership questions</p> <ul style="list-style-type: none"> • Issue: PRODA asks three non-public ownership questions based on ABR data. Incorrect answers block progress • Fix: Contact ABR to resolve and ensure accurate responses
3: Email verification issues	<ul style="list-style-type: none"> • A verification code is sent to the organisation's email during registration • Fix: Missing or incorrect email addresses delay activation. Check that the organisation's email is correct

MYMEDICARE	
1: Organisation register setup	<ul style="list-style-type: none"> • Issue: Difficulty accessing the Organisation Register tile in HPOS • Fix: Check the organisation is properly linked in PRODA
2: Program linking errors	<ul style="list-style-type: none"> • Practices may forget to add the MyMedicare program under the Program Registration tab in HPOS • Without this, patients cannot find the practice when registering
3: Provider linking issues	<ul style="list-style-type: none"> • Providers must be linked to the practice in the Organisation Register and have a valid provider number • Mismatches with Services Australia records cause errors
4: Eligibility confusion	<ul style="list-style-type: none"> • Practices must be accredited or working toward accreditation and provide Medicare-funded services • Some practices are unaware of these requirements or assume prior accreditation is sufficient
5: Dual consent requirement	<ul style="list-style-type: none"> • Both the practice and the patient must consent to registration • This dual process can be confusing and lead to incomplete registrations

COMMON ISSUES FACED BY GENERAL PRACTICES WHEN REGISTERING FOR PRODA (ESPECIALLY FOR MYMEDICARE)

1: Organisation not properly set up in PRODA	<ul style="list-style-type: none"> • Issue: Organisation not registered or incorrectly linked to HPOS • Fix: Register the organisation in PRODA and link it to HPOS using the correct ABN. Use the Organisation tab in PRODA to verify setup
2: Missing or incorrect RA number	<ul style="list-style-type: none"> • Issue: Registration Authority Number (<u>RA number</u>) is required to link services in HPOS • Fix: Locate it under My Details in PRODA. If missing, call Human Services eBusiness Service Centre: 1800 700 199 • Issue: Decreased understanding of RA Number and Organisation ID and where to find them • Fix: <ul style="list-style-type: none"> ○ RA Number: Unique identifier assigned when your organisation registers in PRODA ○ Organisation ID: Used in HPOS to identify your organisation when linking services like MyMedicare ○ Note: Different from Organisation Site ID (refers to specific practice locations). Found in HPOS under Organisation Register > Associated Sites
3: Organisation register not active	<ul style="list-style-type: none"> • Issue: Incomplete fields or missing key individuals • Fix: <ul style="list-style-type: none"> ○ Add both an Associate (Owner/Director) and an Authorised Contact ○ Complete all mandatory fields

4: Unable to add associated sites	<ul style="list-style-type: none"> • Issue: Organisation Register inactive or ABN mismatch • Fix: <ul style="list-style-type: none"> ○ Activate the Organisation Register first ○ Add sites with matching ABNs ○ Only after activation can you add Associated Sites (practice locations)
5: Provider linking errors	<ul style="list-style-type: none"> • Issue: Errors in provider information - GPs not correctly linked or provider numbers mismatched • Mismatched locations cause registration failures • Fix: <ul style="list-style-type: none"> ○ Providers must be added as members in PRODA with accurate details, including their RA number ○ Ensure provider details match Services Australia records ○ Save and submit the Organisation Site record before adding providers
6: MyMedicare program not added	<ul style="list-style-type: none"> • Issue: MyMedicare not added in HPOS • Fix: <ul style="list-style-type: none"> ○ Go to Program Registration tab in HPOS ○ Add MyMedicare to the Organisation Site Record ○ Submit and save to enable patient registration options
7: Timeouts and session expiry	<ul style="list-style-type: none"> • Issue: PRODA sessions expire quickly • Fix: <ul style="list-style-type: none"> ○ Get PRODA-ready early ○ Ensure all key staff have individual PRODA accounts ○ Register your organisation in PRODA and link it to HPOS ○ Keep your RA number and Organisation ID easily accessible ○ Prepare all details in advance ○ Use the Services Australia simulation video during registration
8: System errors and warnings	<p>A. GPACI Linking Error (0831 Warning)</p> <ul style="list-style-type: none"> ○ Issue: Warning appears if provider isn't eligible for full incentive period ○ Fix: Confirm and save twice to proceed <p>B. Missing Organisation Register tile in HPOS</p> <ul style="list-style-type: none"> ○ Issue: "Dark green Organisation Register" tile not visible ○ Fix: Ensure the organisation is properly registered and linked in PRODA
9: Knowledge gaps and complexity	<ul style="list-style-type: none"> • Issue: Unclear roles and permissions • Fix: <ul style="list-style-type: none"> ○ Ensure staff understand their roles (e.g. RO vs OMO) and have correct PRODA access ○ Always act on behalf of the organisation when using HPOS ○ Ensure healthcare identifiers are linked to individual HPOS accounts ○ Only users with Employee-Management attribute can add members
10: Practice appears ineligible	<ul style="list-style-type: none"> • Issue: Practice appears ineligible • Fix: Ensure your practice is listed and up to date in the National Health Services Directory (NHSD)

COMPARISON OF MYMEDICARE REGISTRATION: GENERAL PRACTICE VS ABORIGINAL MEDICAL SERVICES

This table outlines the specific differences in MyMedicare registration processes and requirements for Aboriginal Medical Services (AMS) and Aboriginal Community Controlled Health Services (ACCHSs) compared to mainstream general practices.

Category	AMS / ACCHOs	Mainstream general practices
Practice model	Can register under a <u>Hub and Spoke model</u> , allowing multiple service sites under one organisation.	Each practice registers individually.
Accreditation	Temporary exemption from RACGP accreditation until 30 June 2025.	Must be accredited or meet <u>RACGP</u> definition of general practice.
Registration system	Uses Organisation Register to reflect Hub and Spoke arrangements.	Uses Organisation Register for individual practice registration.
Patient registration	Patients register with the hub and can access services at spoke locations.	Patients register with a single practice and GP.
Clinical records	Held centrally at the hub and accessible across spoke sites.	Held at the individual practice site.
Support services	Services Australia provides tailored support for registration.	Standard registration support available.
Eligibility flexibility	Includes exemptions for hardship, remote access and cultural considerations.	Standard eligibility criteria apply.
Resources used	MyMedicare Program Guidelines (May 2025), Services Australia ORGREGINFO10, <u>First Nations Patient Fact Sheet</u> .	<u>MyMedicare Program Guidelines</u> (May 2025).

RESOURCES AND CONTACTS

PRODA

Contact the PRODA team at Services Australia on 1800 700 199 between 8am to 5pm, Monday to Friday or proda@servicesaustralia.gov.au.

- [Understanding PRODA and access to online services](#)
- [Registering an individual PRODA account](#)
- [Registering an organisation in PRODA](#)
- [Health Professional Education Resources](#)
- Troubleshooting common issues – [Healthcare Provider Portal Short Video](#)
- [Follow a step-by-step guide](#) to setting up and using the organisation register short video.

HPOS

For assistance navigating Health Professional Online Services (HPOS) contact [Services Australia](#) via phone, email or post.

MyMedicare

- [MyMedicare Program Guidelines](#)
- Department of Health, Disability and Ageing [MyMedicare webpage](#).

FIRST NATIONS

- [Getting ready for MyMedicare – ACCHS/AMS](#)
- [Medicare Patient Fact Sheet – First Nations](#)

MURRAY PHN

- Contact the [Digital Health Team](#)
- [Digital health resources for your practice](#)
- Contact your [Quality Improvement Consultant \(QIC\)](#)