Medicare Web Services and PRODA BeInTheKnow FAQs

This article presents the questions asked by Bp Premier users during the Bp Premier Medicare Web Services and PRODA BeInTheKnow webinars delivered by Best Practice Software on 13, 14, and 15 July 2021.

Question	Answer
Will all of my staff, including receptionists and Administration, need a PRODA account?	No. As Medicare Web Services is an organisation-based PRODA implementation, only some staff will need access to register and extend B2B Devices.
I need help in PRODA, do I call Best Practice Support?	At this stage no. Our support team are not able to assist you with PRODA enquiries. Please download the resources hand out which has the PRODA support team's contact details.
Do we still need a Medicare site PKI Certificate for Medicare Claiming?	You will no longer need site PKI certificates for Medicare Claiming after you upgrade to Saffron Service Pack 2 and set up Medicare Web Services in Bp Premier. The certificates will expire and Medicare will not be issuing new PKI certificates before the Medicare Web Services cutoff date in March 2022.
My Medicare site PKI certificate is due to expire before the deadline. Do I need a new one?	No, Services Australia have confirmed they will be extending any certificates expiring soon until 13th March 2022.
Does everyone have a Medicare Location PKI certificate currently?	Yes, whether you are aware of them or not, and they have all been originally issued to expire on the 13th of March 2022.
Will there be any changes to workflows in Bp Premier?	No, practice staff workflows will remain the same. The only changes are in configuration.
Is the HPOS you refer to the same platform we use to look up Medicare Numbers for Patients?	Yes.
Is Best Practice going to be authenticating on behalf of the clinic, or does the clinic need to apply for an Organisation PRODA account?	The clinic will need to apply for an Organisation PRODA account.
Is an Individual PRODA account for a Practice or Person?	The Individual account is for a person
You say 'Only Members with the Device Management Attribute' What are they actually members of?	They are members of the Organisation PRODA account and linked to the organisation when configuring. The permission Device-Management allows the user to configure devices for that PRODA account
Who do you suggest manages the device?	This is up to each Practice.
Is this being recorded?	It sure is! We will be sending out the recording along with our FAQ documents.

Question	Answer
Where do we get a B2B Device?	A B2B device is not a physical device in this instance. Your device is your Bp Premier database/s. If you have multiple minor IDs or Locations, you may need to register a B2B device for each location in Bp Premier.
Can you extend the device sooner?	Yes, we will prompt for the device to be extended 30 days prior to the expiry date. A prompt will display in Bp Premier, and an internal message will be sent to the PM and Principal Doctor.
Can we set up the B2B device now?	Not just yet! As soon as the Bp Premier Saffron SP2 update is available you can.
Does your Knowledge Base already have the steps 1-4 documented?	Yes! And our step-by-step videos are available in our Vimeo channel.
Do we need to register the GPs for PRODA?	Only if they are your nominated representative and will be registering and extending the B2B device. Otherwise, there are no changes for your GPs or any other staff.
How long before the renewal takes place?	Within 60 minutes of the device being renewed.
Does the device expire every 6 months?	Yes. It will need to be renewed through the PRODA web portal. You will be reminded through prompts within Bp Premier before this occurs.
Does every user get the expiry popup?	Yes, until your B2B registration is updated.
Do we have to register our Doctors for PRODA so that we can complete their billings?	You only have to register staff in PRODA if they are going to be involved in registering or extending the B2B device for your Practice. Otherwise, there are no changes for your GPs or any other staff.
Will this affect usual online claiming functions?	It won't change your current workflows, but if your Practice does not upgrade by March 2022 your current Medicare Online functions will stop working.
Will staff completing Medicare billing functions need a PRODA account?	No, only the person or people within your organisation who are going to be responsible for registering or extending the B2B device.
If we add new members to the Organisation in PRODA, will they have access to everything in the organisation PRODA account?	No. Each user you allocate to your Organisational PRODA will need to have permissions set to give them access to other services, just like a user will need to be given Device Management permissions to register a B2B Device.
Do we need to complete the process for registering a B2B device on the server only, or on each workstation?	A B2B device is primarily registered once for the entire database, and this can be done on any workstation. This process does change slightly if you operate out of multiple locations or have an organisational structure that requires each location to have their own ABN.
Will Doctors need to log on to PRODA daily once this is set up?	No. As Medicare Web Services is Organisation based, the B2B device constantly communicates with PRODA. The only interaction with PRODA required after the initial set up will be the 6 month extension.

Question	Answer
Will individual GPs have to have their RA number added to the organisational PRODA account?	There is currently no need to register individual doctor RA numbers to your organisation's PRODA for the purpose of Medicare Online Claiming. Other services linked to your Organisation's PRODA may require your GP's RA numbers.
We have a NASH PKI and Medicare PKIs - will these both become obsolete?	Just the Medicare Site PKI certificate will expire, PKI certificates for HI access and My Health Record (NASH) will continue to work into the foreseeable future.
Will this affect usual online claiming processes via Bp Premier?	No. After Medicare Web Services has been configured, online claiming will be processed exactly the same way as it is now in Bp Premier.
Can you have more than one authorised user?	You can assign the device management permission to as many members of your organisation in PRODA as you would like.
Is logging into PRODA done through Bp Premier configuration, logging into the organisation PRODA or the individual users PRODA account?	The Login button in Bp Premier just goes to the main PRODA login screen. Whenever you log into PRODA, you will log into your individual account, which is linked to an organisation.
Will there be any issues for practices that use Bp clinical and another appointment system (e.g. Pracsoft) together?	PRODA and B2B devices will need to be configured in your practice management system. The process for claiming will remain the same.
Will this effect the link to NCSR or My Health Record within Bp Premier?	No, the transition to Medicare Web Services will only affect Medicare.
I have registered the organisation in PRODA - how do I link services?	Under available services in PRODA you should have the ability to create a link to Services Australia. This is documented on the Services Australia Website. The process includes entering your existing RA number and Minor ID (BPS******) number.
we have 1 Bp Premier licence and site ID, over 2 sites. Different sites do individual claiming - will B2B devices need to be set up per site or under the 1 licence?	This will depend on your organisational structure. If each site has their own ABN they must have their own B2B device registered. If the sites belong to 1 single ABN it is possible to link 2 Minor ID's to 1 Organisation and only require 1 B2B Device to be registered.
Will we need to link the PRODA account to any other specific services apart form Medicare Australia?	For the purpose of accessing Medicare Web Services no, there is no need to link additional services to the PRODA Organisational account.
Will PRODA keep timing out, requiring us to have to log in multiple times during the day?	You only need to log into the web portal to register and renew the device which is only required every 6 months. Bp Premier auto renews access tokens in the background so Medicare functionality will always work while the device is active.
Is there any cost involved in registering a B2B Device?	No, there is no cost involved.

Question	Answer
If staff members do not have an individual account how do they access PRODA?	There is no way for an individual to access PRODA unless they create their own Individual PRODA account.
Does this affect IHI look ups?	No, the HI service will continue to use certificates.
What is the difference between registering an individual PRODA account vs add members to your organisation in PRODA?	Users will need to create individual PRODA accounts first before they can be added as a member to the organisation.
Do I have to use Saffron SP2 for this change to be available?	Yes. Medicare Web Services functionality is only available in Saffron SP2.
Why can't the software automatically upload the required information from PRODA and Bp Premier instead of the backward and forward copying and pasting. It seems like it a fiddly registration process.	This is a requirement from Services Australia as part of the Medicare Web Services functionality. Software Vendors must follow all published technical requirements from Services Australia to ensure we are accredited to deliver Medicare Web Services functionality.
I already have a PRODA account and I am managing B2B. Do I still need to register our organisation for a PRODA account?	Yes you will still need to register your organisation in PRODA.
Is there a cost involved in live Masterclass training, and is this delivered via webinar?	There is no cost involved - we provide Bp Masterclass training free of charge for all of our customers. If you check our website, you can view the free training services we have available. And yes, the Masterclass training is delivered via webinar.
What other functions will be available in Bp Premier if we link the B2B Device to Medicare via PRODA?	At this stage, Medicare Online is the only item that will work with Bp Premier once you set up your B2B device. Future updates to Bp Premier may include additional functions via PRODA.
6 months is a short period - can we extend the B2B device for longer than that?	The 6 month period is set by Services Australia, so the B2B device registration will need to be renewed through the PRODA portal every 6 months.
Some of our staff don't have PRODA accounts, can they just be added as a member to organisational PRODA account?	Staff members requiring access to PRODA will need to create an individual PRODA account first before they can be added to the Organisation's PRODA account. The only staff that will need to register and extend the B2B device need to be members of the organisation's PRODA account.
Are we able to use PRODA functionality within BP?	At this stage, Bp Premier is just integrating with PRODA for the Medicare Web Services project. So for other services you will still need to access PRODA outside of Bp Premier. There are some new features being introduced with Medicare Web Services though, like some enhancements to the AIR module to support the look up of a Patients Immunisation History through Bp Premier.

Question	Answer
Are there any plans in the future for Best Practice Software to implement the 'find a patient' feature in HPOS?	Currently PRODA does not offer HPOS access via B2B devices. The team at the Department of Health are working on including this in the future.
What is the difference between PRODA, Medicare Web Services and HPOS?	In short, PRODA is used for authentication, Medicare Web Services is the technology used to perform Medicare functions, and HPOS is used to do business with Services Australia.
If the person who manages the account resigns, do we need to re-register?	In a situation like this, you will need to ensure someone else is also registered to manage the device so that when it needs to be extended that person can do so. This is why we recommend that at least 2 people have access.
To register the organisation, does the registered authorised person (with MyGov/ ABR- typically a Director) need to have a PRODA account, or can others do it instead?	Your current registered, authorised person can delegate responsibilities to others in the organisation once they have a PRODA account. As per our presentation, we recommend a few people in the Practice have access to register and extend the B2B device.
Do members get added to the organisation or to the subsidiary organisation?	A member needs to be added as a delegate to a subsidiary Organisation and/or the parent Organisation, depending on how your practice is set up in PRODA.
Do we need to apply for a B2B number as per PKI. or does registering actually create the device?	The device is generated in the portal after entering a device name that will be copied over from Bp Premier.