



# How to Apply for PIP QI

**This is a guide for accredited General Practices on how to apply for the Practice Incentive Payment Quality Improvement (PIP QI) using Provider Digital Access (PRODA)**

## Register for a PRODA account (skip to page 9 if you have one)

PRODA is an online authentication system used to securely access government online services. Once you have a PRODA account, you can access HPOS with your username, password and access code. PRODA replaces Medicare PKI certificates, software CDs, and tokens.

A PRODA account can be created by clicking [here](#) and completing the following steps:

1. **Create your account** – you need to provide basic personal information, create a username and password, and provide contact information for the secure management of your account.
2. **Verify your identity** – you will need to verify your identity online using Government issued identity documents; which requires you to provide key information from your documents.
3. **Link existing records** – to gain access to your programs in HPOS you need to link your account with any existing registrations (provider numbers, etc).

### 1. Create your account

You will need the information from at least three identity documents to create an account. We recommend the following if available:

- An Australian driver's licence
- A Medicare card, and
- Passport – Australian or foreign with a visa

## Register now

There are three steps to create a new account.

<b>1 Create account</b>	<b>2 Verify documents</b>	<b>3 Match existing services</b>
		
Provide your details, create a username and password, and verify your email address.	Verify 3 different <a href="#">identity documents</a> .	Complete matching process for your existing services.

By beginning the process you confirm that you acknowledge the [Terms and Conditions](#) and that your document information will be checked with the issuer or official record holder.

Select 'Register now' to begin the process.

+ Your right to privacy

**Register now**

## 2. Provide your details

The screenshot shows the 'Your details' form in the PRODA system. At the top, there is a progress bar with three steps: '1 Create account', '2 Verify documents', and '3 Match existing services'. The '1 Create account' step is currently active. Below the progress bar, there is a 'Back' link and the title 'Your details'. The form contains several fields: 'Title (Optional)' with a dropdown menu set to 'Miss'; 'First name' with the text 'Mary'; 'Additional names' with a note '(Required if on any of your identity documents)' and an empty text box; 'Surname' with the text 'Smith'; 'Gender' with a dropdown menu set to 'Female'; and 'Date of birth' with a format of 'Date / Month / Year' and the values '10 / 01 / 1980'. A 'Next' button is located at the bottom of the form.

Ensure the personal details provided, such as first name, middle name and last name, gender and DOB are correct and consistent with the identity documents you will use to verify your identity.

## 3. Create a username, password and security questions

Set up a unique username and password and provide your personal contact information (this should not be shared)

The screenshot shows the 'Create your login details' form in the PRODA system. At the top, there is a progress bar with three steps: '1 Create account', '2 Verify documents', and '3 Match existing services'. The '1 Create account' step is currently active. Below the progress bar, there is a 'Back' link and the title 'Create your login details'. The form contains several fields: 'Username' with the text 'masmith'; 'Password' with a text box containing ten dots and a 'Show' link; and 'Confirm Password' with a text box containing ten dots and a 'Show' link. To the right of the password fields, there is a list of four password requirements, each with a green checkmark: 'At least 10 characters', 'At least 1 uppercase letter', 'At least 1 lowercase letter', and 'At least 1 number or special character'. A 'Next' button is located at the bottom of the form.

Set up security questions (these are not case sensitive)

Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

1 Create account  
[< Back](#)

2 Verify documents

3 Match existing services

## Your security questions

Security question 1  
Where did I go on my first holiday? -

Answer 1  
brisbane

Security question 2  
What are the last 5 digits of my sports/gym membership card? -

Answer 2  
25367

Security question 3  
What was my favourite subject at school? -

Answer 3  
sport

[Next](#)

#### 4. Provide and verify your email address

Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

1 Create account

2 Verify documents

3 Match existing services

[< Back](#)

## Your email address

You need to provide an email address for your account. We will need to verify that you own this email.

Email address  
marysmith@google.com.au

Confirm email address  
marysmith@google.com.au

[Next](#)

Note: Use a **personal** email address as the PRODA account belongs to you and is transferable to another workplace if required. Your access should not be shared.

Australian Government  
Department of Human Services

**PRODA**  
Provider Digital Access

1 Create account      2 Verify documents      3 Match existing services

If the contact details entered are not registered to an existing account, a code will be sent. Please enter the code here.

[Back](#)

## Verify your email address

We sent a code to your email address `tania.lewis@humanservices.gov.au` . Once you receive it, enter it below and select 'Next'.

Email code  
052018

[Didn't receive your code?](#)

**Next**

The 6 digit verification code is sent to your email address. Enter the code and select Next.

Once you have verified your email, you will receive a PRODA Account created email.

Australian Government  
Department of Human Services

**PRODA**  
Provider Digital Access

1 Create account      2 Verify documents      3 Match existing services

[Back](#)

## Your details

Title (Optional)  
Miss

First name  
Mary

Additional names  
(Required if on any of your identity documents)

Surname  
Smith

Gender  
Female

Date of birth  
For example, 20 03 1976  
Date    Month    Year  
10 / 01 / 1980

**Next**

Personal details provided should be correct and consistent with the identity documents you will use to verify your identity.

## 5. Verify your identity

The screenshot shows the PRODA (Provider Digital Access) interface. At the top, it displays the Australian Government logo, the Department of Home Affairs, and the PRODA logo. The user's name, Mary Smith, and a Logout button are in the top right. The main heading is 'Verifying your identity'. Below this, a message states: 'You have successfully completed Step 1 of the PRODA account creation process. You can now use the Logout button on the top of the screen to save your progress and restart the process at a later time.' The process is divided into three steps:

- 1 Create account**: Includes a form with fields for Title, Given name, and Family name, with a green checkmark indicating completion. Description: 'Provide your details, create a username and password, and supply your email address.' Instruction: 'You will now begin to verify your identity documentation online using the documents from the link in Step 2 above.' Note: 'If you cannot verify your documents online, you will need to submit a paper form with documents from this [extended list](#).'
- 2 Verify documents**: Shows icons for various identity documents. Description: 'Verify 3 different [identity documents](#)'.
- 3 Match existing services**: Shows icons for a lock, a person with a wheelchair, and a refresh button. Description: 'Complete matching process for your existing user services'.

A blue 'Next' button is located at the bottom left of the main content area. At the bottom of the page, there is a navigation bar with icons for home, phone, lock, and messages.

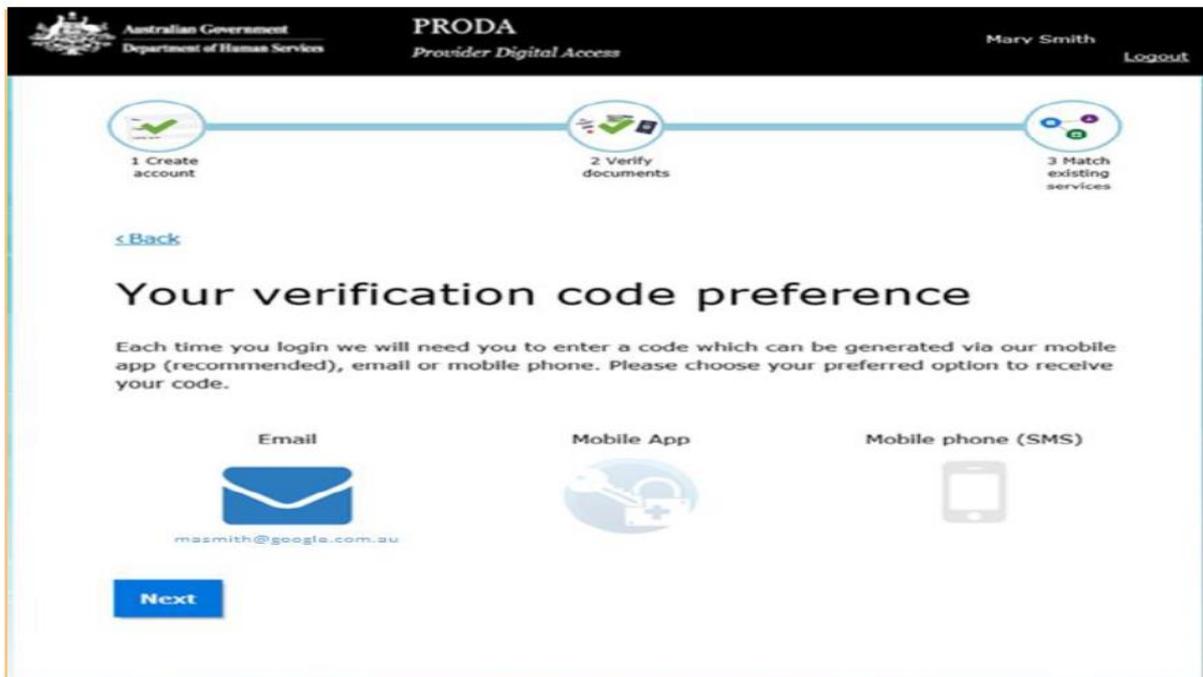
**If you do not complete the identity verification steps your account may be cancelled after 60 days and you will need to start the process again.**

This involves providing key information from **3** selected government issued identity documents.

Your identity is verified online in real-time using the government's Document Verification Service (DVS).

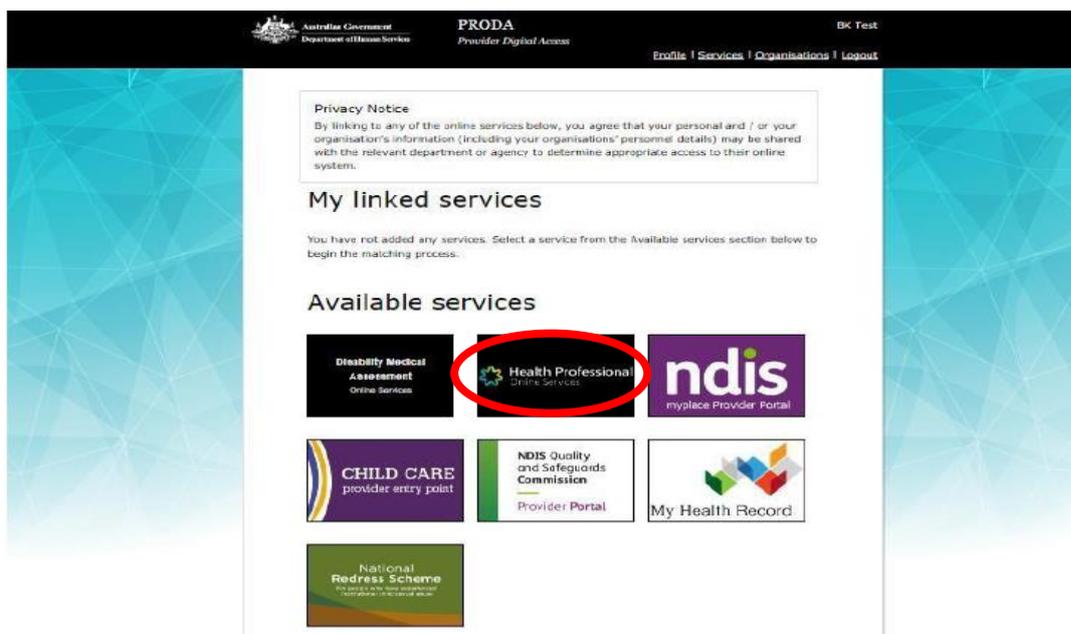
You have 3 attempts to verify each document before which you will have an option to complete a manual form and send to DHS to verify documents on your behalf.

## 6. Setup your 2-step verification code preference



You will be asked to enter a unique verification code each time you log into PRODA. This can be sent via SMS, email or generated on the mobile IOS or Android app you set up after downloading from the App store or Google Play. Select your preferred method of receiving this verification code and click Next.

## 7. First time access – Health Professional Online Service (via PRODA)



Select the Health Professional Online Service (HPOS) tile and click on the **Link your services** button on the HPOS tile.

## 8. Link your Healthcare Identifiers to HPOS

### Healthcare providers and administrators

We need to establish your existing relationship with us and your role in the healthcare sector. If you are a provider, you will have a variety of numbers issued in your name, such as a provider number. We need to link these number(s) to this account so that you can access the appropriate services in the system.

If you are not a provider you may not have an existing relationship with us, and may not have numbers or identifiers issued to you. If this is the case, you will be identified as an administrator (not a provider).

Have you been issued with any numbers or identifiers as part of your role?

No

Yes

Are you a Responsible Officer or Organisation Maintenance Officer for an eHealth organisation?

No

Yes

#### Search for your existing records

We'd like to link up all your numbers and records currently held by the Department of Human Services. If you are a provider, the easiest way to do this is to enter your AHPRA medical registration number, and we will search our database for you. If you don't have an AHPRA medical registration number you can pick another number you have (such as a provider number).

AHPRA medical registration number

OR

Identifier type

HPI-O Number

Identifier

Search

Save and complete later

Under Identifier Type, click on the drop down arrow and select **Medicare Provider Number** and click Search. Once the number is found and displayed, agree to the terms and conditions on the next page and click on 'I agree'.

## 9. Setup HPOS Mail Centre Notifications

### HPOS Mail Centre notification

You are not currently receiving email notifications when you have new correspondence sent to your Health Professional Online Services 'Mail Centre' account.

Would you like to receive email notifications when you have new correspondence in your 'Mail Centre'?

Yes, I would like to receive email notifications when I have new correspondence in 'Mail Centre'.

Not now, ask me again later

No, I do not want email notifications when I have new correspondence in 'Mail Centre'

[Terms and Conditions](#)

You can update your email address, frequency of notifications or opt out of receiving notifications at any time, within the Health Professional Online Services 'Mail centre/Settings'

Email Address \*

Confirm Email Address \*

How often do you want to receive email notification ?

Frequency of notifications \*

One notification daily for all new correspondence

Submit

First time users will be asked if they want to be notified to a personal email account when DHS sends an email to a user in HPOS.

**You have now completed your PRODA account setup.**

## Applying for the PIP QI Incentive

### 1. Login to your PRODA account

# Login

If you have already created your PRODA account, login below.

Username

[Forgot your username?](#)

Password

 [Show](#)

[Forgot your password?](#)

**Login**

Type in the **username** and **password** that you have set up.

### 2. Complete the two-step verification

As part of the **two-step verification**, you will have nominated to receive a **Provider Digital Access verification code** by email or SMS text. Enter the passcode and click **NEXT**.

## 2-step verification

Enter the passcode from your SMS below.

If you cannot access your mail at this time we can [send a code to a backup channel](#) instead

Verification code

 [Show](#)

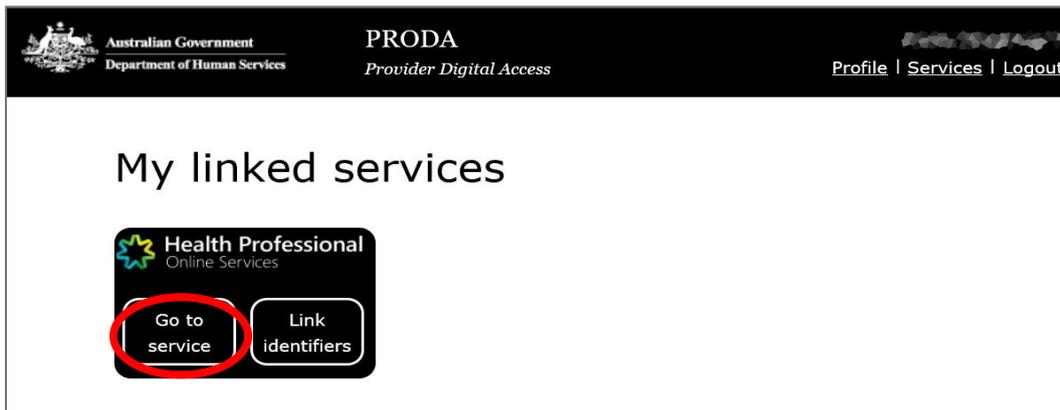
[Didn't receive your code?](#)

**Next**

### 3. Go to your linked service – Health Professional Online Services (HPOS)

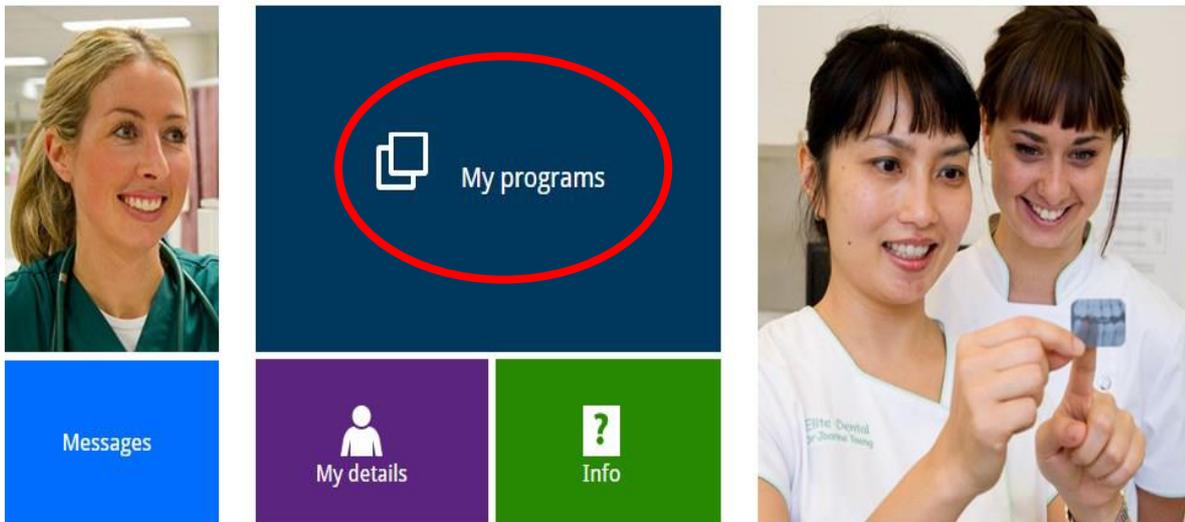
If your verification code is successful, you will be directed to the “Terms & Conditions” page where you ACCEPT and the following screen will appear.

If you do not see HPOS under “My linked services”, follow step 7 on page 7.



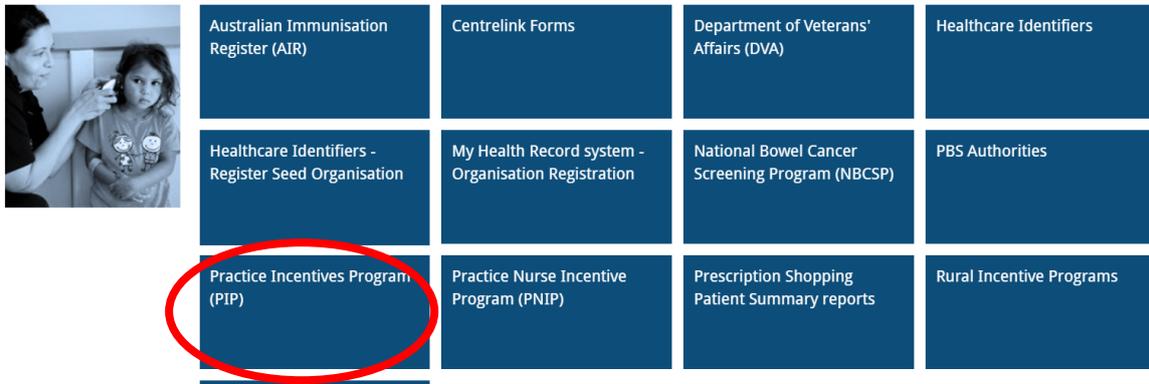
Click on “Go to service” and the following screen will appear.

### 4. Click on My Programs



## 5. Go to the PIP tile

My programs



## 6. Click the update button

### PIP Online

#### PIP News Update

The quarterly PIP News Update may be viewed using the View link. They will also continue to be included with the quarterly payment advices currently sent to practices.

- [View PIP News Update](#)

#### Apply for the Practice Incentives Program (PIP)

New applicants must fill out the application form and supply the required supporting documentation.

- [Apply Now](#)

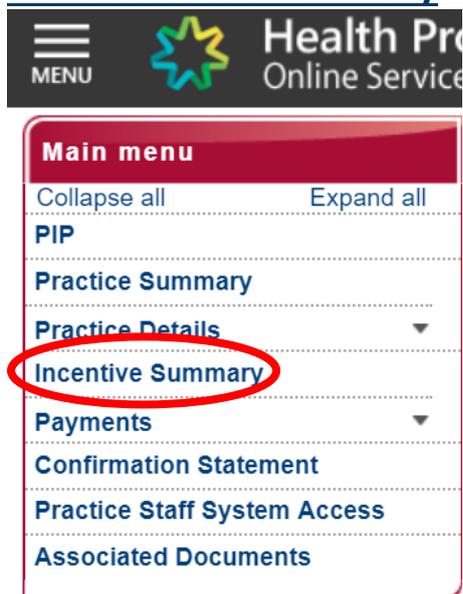
#### Current PIP Practices

Practice ID	Practice Name	Action
		<a href="#">Update</a>

The **Program** and **PIP** information screen will appear

Click the **Exit** button at the bottom of the information

## 7. Look for the Main menu (red header at top-left of screen) and click Incentive Summary



## 8. Apply for PIP QI Incentive

In the **Quality Stream** section > **Quality Improvement Incentive**, click the **Apply** link

The screenshot shows the 'Quality Stream' section with a table of incentives. A 'Main menu' overlay is visible on the left side of the screen, with 'Incentive Summary' highlighted. The table below shows the following data:

Incentive	Status	Date Approved	Actions	Details	Guidelines
Diabetes Incentive	Approved	Nil	Withdraw		<a href="#">View</a>
Cervical Screening Incentive	Approved	Nil	Withdraw		<a href="#">View</a>
Asthma Incentive	Approved	Nil	Withdraw		<a href="#">View</a>
Indigenous Health Incentive	Not Applied	Nil	Apply		<a href="#">View</a>

Incentive	Status	Date Approved	Actions	Details	Guidelines
eHealth Incentive	Approved	08/03/2013	Withdraw Update	Opted-In	<a href="#">View</a>
After Hours Incentive	Approved	16/07/2015	Withdraw Update	Level 1: Participation Payment	<a href="#">View</a>
Teaching Incentive	Eligible		Add Claim		<a href="#">View</a>

- > Read the terms
- > Tick the **Participation Payment** option
- > Click **Submit**

**You have now applied for the PIP QI Incentive.**

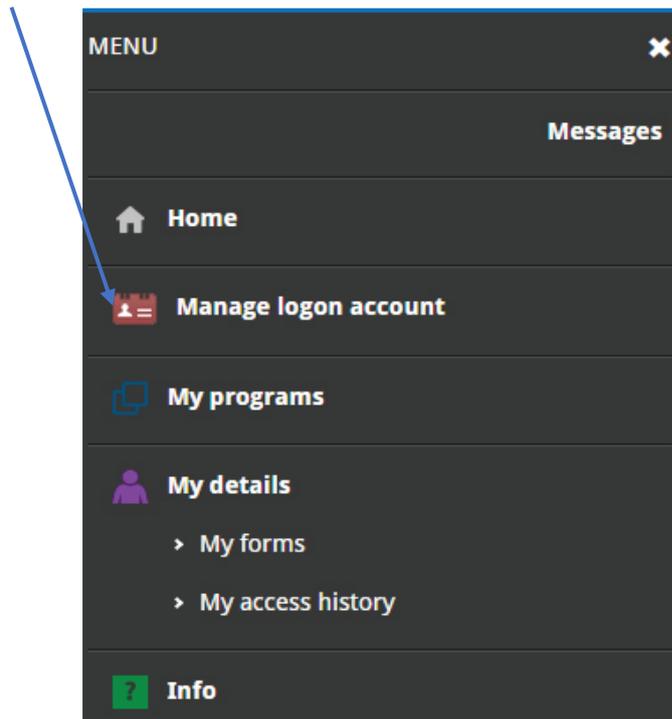
**Please contact CESPHN to notify us that you have applied, and we will take you through the next step.**

**Call us on 1300 986 991 and press 2 or email us: [pipqi@cesphn.com.au](mailto:pipqi@cesphn.com.au)**

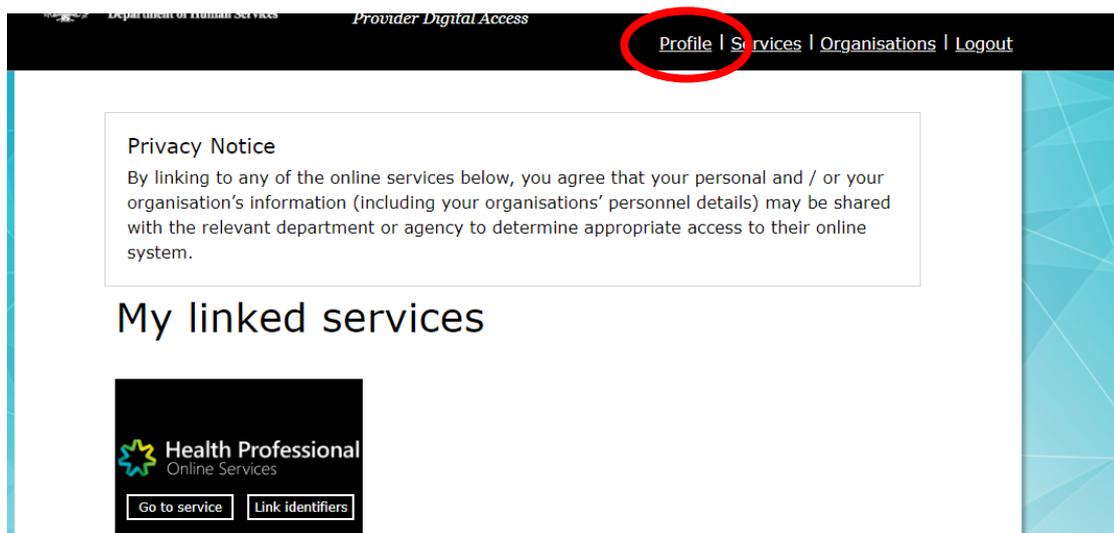
## Appendix 1

### Locating your Registration Authority (RA) Number for PIP access via PRODA

You may have previously provided your Individual HPOS PKI RA number to the PIP team to permit you to update the Practice PIP details. As you have a separate PRODA RA number, you will need to ensure this number is linked to PIP. To find your PRODA RA number, you will need to CLICK on Menu on the top left hand corner > **Manage logon account**



You will be taken to the following screen: click on The Profile link on the top right hand corner



## My details

Profile details		
Name	Mrs Wendy MacDougall	<a href="#">Update</a>
Email	wendy.macdougall@hposplus.org.au	<a href="#">Update</a>
Mobile phone number	082534 5202	<a href="#">Update</a>
Username	wmacdougall	
Date of birth	14/07/1960	
Gender	Female	
RA number This number is required for HPOS delegation	2789771479	

The RA number displayed is your unique **PRODA RA number**.

If you are currently an 'Additional Authorised Contact Person' for your Practice in relation to the Practice Incentives Programme (PIP) and/or the Practice Nurse Incentive Programme (PNIP) and permitted to make claims and update your practice details through HPOS, **you will need to provide the DHS Medicare PIP team with your PRODA RA number**. You can do this by contacting the PIP team on **1800 222 032**.

## Appendix 2

### How to nominate a new delegate in HPOS

If you wish to check patient eligibility for certain MBS item numbers, you will need to be set up as a **Delegate** of a GP. The following steps require to be taken:

The GP must **log on** to HPOS using their individual PKI certificate or PRODA account,

- select **My delegates** from the HPOS main menu,
- select **Add a New Delegate**
- enter the **RA number** for the nominated delegate, then select **Search**.

N.B. The delegate's RA number can be found in their PRODA account creation email or on their PKI individual certificate.

- Select **Nominate** to confirm the delegate to act on your behalf.
- The new delegate will appear in the My Delegates list and we will confirm the nomination with an on-screen message

## Appendix 3

### Services available in HPOS

HPOS gives providers and their delegates access to information relevant to their patients and organisations.

All services available in HPOS show as tiles on the HPOS home page. Use this overview to find the service you need.

These services, payments and programs are available in HPOS:

- Australian Immunisation Register (AIR)
- Centrelink Forms
- Child Dental Benefits Schedule
- Department of Veterans' Affairs
- My Health Record System
- Healthcare Identifiers Service
- Health Care Homes (HCH)
- Midwife Professional Indemnity Scheme (MPIS)
- National Bowel Cancer Screening Program (NBSCR)
- Pathology Registration
- PBS Authorities
- Practice Incentives Program (PIP)
- Practice Nurse Incentive Program (PNIP)
- Prescription Shopping Information Program
- Rural Incentive Program
- TGA recall and hazard alerts

### Other things you can do using HPOS

Access online claiming:

- Medicare Patient Claim Webclaim
- Medicare Bulk Bill Webclaim
- DVA Webclaim

View reports:

- Medicare Bulk Bill reports
- DVA Webclaim reports
- DVA Patient Treatment reports
- Prescription Shopping Patient Summary reports

Manage your details, including:

- administer delegates
- update or add your banking and personal details
- view details about your provider number and create a new provider location
- access track and scale information

Access patient information:

- find a patient and check Medicare numbers
- concessional entitlement verification
- view patient care plan history

Communicate with HPOS:

- message us
- view statements and subscriptions
- upload documents
- upload selected forms

Access useful MBS and PBS functions:

- MBS items online checker
- MBS partial payment calculator
- MBS Online
- PBS Schedule

Request PKI certificates:

- Request and manage **NASH PKI** certificates for Healthcare Identifiers Service network organisations
- Request and manage **PKI** certificates for the Healthcare Identifiers Service

## Definitions

Acronym / Word	Definition
<b>PRODA</b> Provider Digital Access	Provider Digital Access is an online authentication system used to securely access government online services. Using a two-step verification process, you only need a username and password to access multiple online services.
<b>HPOS</b> Health Professionals Online Services	Health Professionals Online Services is a web-based service provided by Medicare that allows providers to send and retrieve various types of information to/from Medicare.
<b>RO</b> Responsible Officer	Responsible Officer (RO): the officer of an organisation who is registered with the HI Service and has authority to act on behalf of the Seed Organisation and relevant Network Organisations (if any) in its dealings with the System Operator of the My Health Record system. For large organisations, the RO may be the chief executive officer or chief operations officer. For small organisations (such as a general practice), the RO may be a practice manager or business owner.
<b>OMO</b> Organisation Maintenance Officer	Organisation Maintenance Officer (OMO): the officer of an organisation who is registered with the HI Service and acts on behalf of a Seed Organisation and/or Network Organisations (if any) in its day-to-day administrative dealings with the HI Service and the My Health Record system. Healthcare organisations can have more than one OMO if they wish. In general practice, this role may be assigned to the practice manager, if you have one, and/or other senior staff who are familiar with the practice's clinical and administrative systems. Alternatively, the RO may take on the OMO role as well.
<b>EOI</b> Evidence of Identity	Evidence of Identity is needed as part of the registration for a PRODA account.
<b>DHS</b> Department of Human Services	Department of Human Services is a department of the Government of Australia charged with responsibility for delivering a range of welfare, health, child support payments and other services to the people of Australia.
<b>Seed Organisation</b>	Healthcare provider organisations participate in the My Health Record system either as a Seed Organisation only or as a Network Organisation that is part of a wider "network hierarchy" (under the responsibility of a Seed Organisation). A Seed Organisation is a legal entity that provides or controls the delivery of healthcare services. A Seed Organisation could be, for example, a local general practice, pharmacy or private medical specialist.
<b>Network Organisation</b>	Network organisations stem from the Seed Organisation. They commonly represent different departments or divisions within a larger complex organisation (e.g. a Hospital or Multi-Disciplinary Healthcare Practice). They can be separate legal entities from the Seed Organisation, but do not need to be legal entities.