Communicare PRODA Quick Reference Guide

PRODA is the new method of authenticating with services provided by the Government (Services Australia). Medicare and the Australian Immunisation Register (AIR) are the two main services that you would use PRODA authentication to access from Communicare. Organisations and clinicians may use PRODA to access other services that aren't used in Communicare. It is expected that most organisations already exist in PRODA.

There are two important levels:

PRODA Individual – the user. You personally are a PRODA individual, and you may have access to one or more organisations. When you first register for PRODA as an individual, you will not be a member of any organisations, at this point you will have to join or register one. You will have an individual identifier known as a Registration Authority (RA).

PRODA Organisation – the service. Your organisation is a PRODA organisation, you may have access to your organisation, or you may not yet have been granted that access. When granted, you (the PRODA Individual) may interact with your PRODA organisation within the scope of your delegated roles within PRODA. Your organisation with have an organisational identifier known as a Registration Authority (RA).

First log in:

1. When you log into PRODA, in the Organisations tab, you should see whether you are a member of an organisation:
   a. If you are not a member you will see the screen as per the screenshot (Figure 1), you should join an organisation. It is recommended that a member of the organisation adds you to the organisation with your Individual PRODA RA and Surname.
   b. If your organisation does not have a PRODA organisation account, now is the time to create one (with the necessarily permissions).
      i. You will need your organisation's ABN to join an existing organisation.
      ii. The organisation is validated with the Government's Document Verification System (DVS) so you must get the details correct.
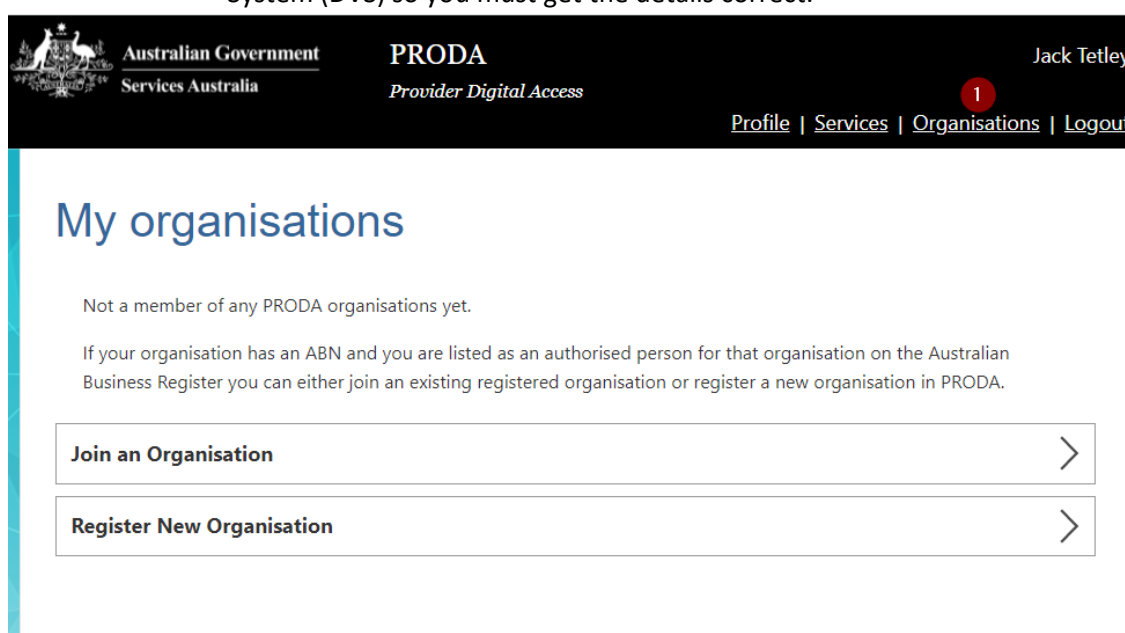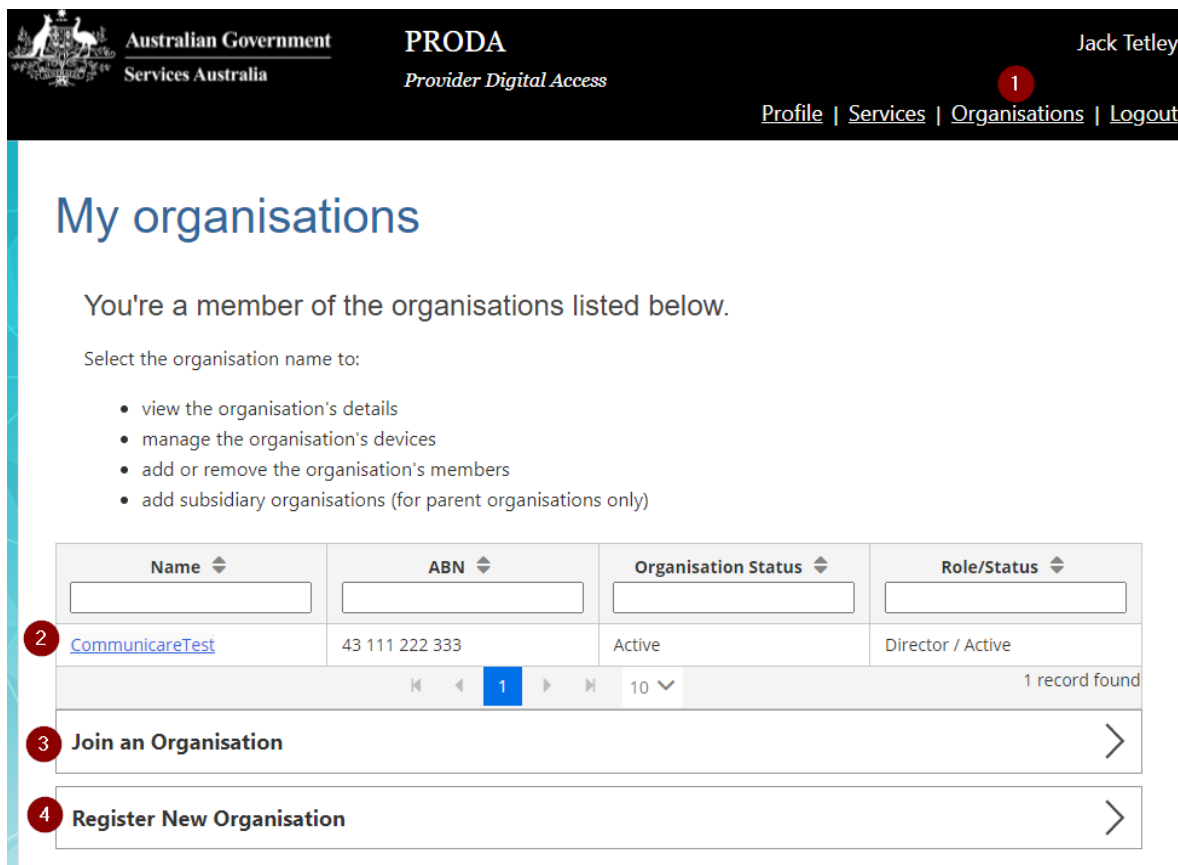

Figure 1

2. If you are a member of an organisation, you will see it in the list (Indicator 2) on Figure 2:

   a. One individual may be a member of many organisations.

   b. If the organisation is not correct, you should join (Indicator 3) or register (Indicator 4) an organisation from this view.

   c. If the organisation is correct, you can proceed into the organisation, click (Indicator 2).

Figure 2

3. Once in your organisation you will see the organisation RA in Figure 3 (Indicator 1):
   a) Depending on your access you might be able to see Members (Indicator 2), Subsidiary Organisations (Indicator 3), Service Provider (Indicator 4) and B2B Devices (Indicator 5).
   b) You must have been delegated the Device-Management role within PRODA to manage B2B devices.
   c) Speak to your organisation's PRODA director to get the role added should you be lacking it, otherwise someone who has the Employee-Management PRODA delegation can assist you.

Figure 3

4. Before creating the B2B device for Communicare you should ensure that you have the correct links created in Service Provider (Figure 3, Indicator 4):
   a. Under Service Provider (Figure 4) you should ensure you have Medicare Online/ECLIPSE/DVA/AIR in the status 'Active'.
   b. Should you not, select 'Add Service Provider'.
      i. To register a Service Provider you must have the Service-Link Management attribute.
      ii. To link Medicare/AIR as a Service Provider in PRODA, follow the instructions here: https://www.servicesaustralia.gov.au/organisations/business/services/proda-provider-digital-access/how-manage-your-organisation/adding-and-linking-service-providers-organisations/linking-health-service-providers/adding-and-linking-medicare-online-proda
   c. If you have this Service Provider you can continue to registering a B2B device.
      i. To register a B2B Device you need to have the Device-Management attribute

Figure 4

Please note: B2B Device Activation Codes are only valid for 7 days – ensure you are ready to switch when generating, and supply to us without delay.

Once you are on V21.3 and are ready to switch to Web Services.

5. Under B2B Devices (Figure 5), you should select Register New B2B Device:
    a. Name devices appropriately so that they can be found later (Figure 6).
    b. If you have multiple software products interacting with different services, each will require its own device, with its own name.
    c. Ensure you are ready for the switch over before proceeding.

Figure 5

Register New B2B Device

Generate a Device Activation Code for a new device.

This process is in two parts.

1. Use the form below to enter a new, unique name for the device. Make sure this name is descriptive enough for you to recognise the location of the device easily.
2. Once submitted, copy the code and provide it to the software or application requesting it. **Misuse or loss of this code can have consequences.**

Please enter the name of the Business To Business Device that you wish to register for your organisation below.

The Device Name must be unique within this organisation.

Device Name:

| Communicare-Device ① |

Description: (Optional)

| Communicare device requires both Medicare and AIR service providers ② |

| Back | Register Device |

Figure 6

6. Once this has been validated (only takes a few seconds), you will be provided with:
   a. A device activation code (DAC)
   b. The device name (validated)
   c. PRODA RA (Organisation)
   d. Take note of all three of these identifiers and supply to Communicare Support as soon as possible, allow five business days for the process to be completed.

Once this has been completed, you should liaise with Communicare Support to book the day that the switch over will occur.

Prior to the switch over, for 24 hours before, you should start marking claims as 'Claim Later'. Once the switch to Web Services has occurred, you can submit all the claims that were marked as 'Claim Later'. In flight claims will update and pay normally.

There are no specific changes to user workflows for bulk billing.

Please refer to the knowledge centre regarding system functionality.