PRODA AND AGED CARE PROVIDER PORTAL: WHAT DOES THE CHANGE MEAN, AND HOW DO I TRANSITION WITHOUT INTERRUPTING MY SERVICES?

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Welcome to our article series on transitioning to PRODA and the Aged Care Provider Portal! In this series we have gathered the most important details to help you transition to Service Australia's (Medicare) new digital identity verification system (PRODA) and the new online claiming portal (Aged Care Provider Portal).

You can jump to any article at any time, depending on the information you need. If you need any extra assistance, you can get in touch with Provider Assist at team@providerassist.com.au or 1300 419 119.

- What is PRODA & the Aged Care Provider Portal?
- Four steps to accessing the Aged Care Provider Portal (ACPP)
- What does the transition to PRODA mean, and what do I need to know to keep my services running?
- Backing up your Aged Care Online Claiming Data before November 2020

OUR AGED CARE ORGANISATION USES MYVITALS OR PROVIDER ASSIST SERVICES – DOES THE TRANSITION TO PRODA AND THE AGED CARE PROVIDER PORTAL AFFECT THESE SERVICES?

Provider Assist services rely on your Organisation's data.

While the transition to PRODA and the Aged Care Provider Portal will not automatically disrupt these services, revoking access to Provider Assist Aged Care User IDs will have an impact.

SO DO PROVIDER ASSIST TEAM MEMBERS NEED ACCESS TO THE AGED CARE PROVIDER PORTAL?

Yes! This access enables and supports your Provider Assist services. It also means that if there ever there is a suspected issue with your data, we can advise on what has occurred and allow you to continue to focus on your business.

If you have not already done so, you can grant Provider Assist users 'read only' access, using this form:
https://www.servicesaustralia.gov.au/organisations/health-professionals/forms/ac004.

For any Provider Assist user, only **View** and **Financial** access need to be selected. Provider Assist can assist you with completing this form and ensure access to your services are not disrupted. Reach out to us on 1300 419 119 or team@providerassist.com.au.

PROVIDER ASSIST HAS ACCESS TO MY ORGANISATION'S DATA – AND I AM HAPPY WITH THAT – DO I NEED TO DO ANYTHING?

No! Just make sure you register for PRODA!

IF I REVOKE ALL USERS' AGED CARE USER ID'S ACCESS TO MY DATA – WHAT HAPPENS?

Revoking all Aged Care User IDs means you will be unable to utilise the services of third parties that provide services to you based on your facility's data. It also means you will be reliant on submitting and reviewing all data through your Resident Management System. Whilst you most likely trust this system, it is important to be able to login to the Aged Care Provider Portal to review your data.

If you do revoke all Aged Care User ID's, third parties that support your Organisation may be hindered in the support they offer you – which can ultimately impact the care you can offer to Older Australians.

SO WHAT DO I NEED TO DO?

All Providers will need to:

- Have their team members that need access to the Aged Care Provider Portal (formerly the Aged Care Online Claiming Portal) register for PRODA (we can help! team@providerassist.com.au or **1300 419 119**)
- Start using the Aged Care Provider Portal via PRODA (we can help! team@providerassist.com.au or **1300 419 119**)
- Be mindful if you are revoking Aged Care User IDs, to ensure you are clear on who needs continued access to enable your services. Not sure which users are Provider Assist? Reach out to us on **1300 419 119** or team@providerassist.com.au.

CHANGE IS HARD!

We understand you want to focus on providing the best possible care to Older Australians. We are here to guide you through the process. If you need assistance, feel free to reach out to Provider Assist and we will schedule a session where we can walk you through setting up PRODA, accessing the new Provider Portal and have a quick chat about your MyVitals data.

This is a big change! There is no such thing as a silly question – ask us anything as we have probably been asked it before, or have asked it of Services Australia!

WHAT NEXT?
Check out these helpful Services Australia Resources to help you make the transition!

PRODA Registration
https://PRODA.humanservices.gov.au/pia/pages/public/registration/account/createAccount.jsf

Accessing the Aged Care Provider Portal
https://www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/aged-care-provider-portal/how-access-portal

Registering for PRODA and Accessing the Aged Care Provider Portal (video)
http://medicareaust.com/MODULES/ACPP/ACPPM02_1/index.html

For more information on what PRODA and the new Aged Care Provider Portal, read our Frequently Asked Questions article here, If you are ready to set up your PRODA account and make the transition, click here to find out how.

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Author

About the Author
Aaron Tabone is the Chief Information Officer of Provider Assist. He describes himself as the 'hands on' CIO – writing functional and technical scopes, analysing data and designing new systems – if it is digital, Aaron will give it a go! Aaron has lead the digital transformation strategy which included digitising MyVitals, creating ACFI Assessment Hero and Revenue Hero, integrating Provider Assist to Medicare's API channel and migrating the business to Salesforce. Aaron has a passion for Aged Care data and has been a key stakeholder to Services Australia for their new Aged Care Provider Portal and Web Services data channel. Aaron's work has been recognised by Salesforce through a number of case studies and speaking appearances at World Tour and Connections events.

Outside Provider Assist, Aaron recently acted as the Digital Architect on a telehealth project integrating into the Salesforce eco system, Medicare electronic claiming and electronic prescribing.

Aaron lives on the Great Ocean Road in Anglesea with his wife Victoria, son Harvey and two pugs Winston and Phoebe. When he is not working, you will find him mountain biking or running through the nearby forest, attempting to surf, cooking, gardening or enjoying a glass of wine (or two!)

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