

## Access PIP Online in HPOS

**STEP 1** - Go to the Health Professionals Online Services (HPOS) home page <https://www.humanservices.gov.au/health-professionals/services/medicare/hpos> and select 'Log on using PRODA' button.

### Log on to HPOS using PRODA

The easiest way to access HPOS is with a [PRODA](#) account. If you don't have one, [register for a PRODA account](#). Then follow the steps to set up your HPOS access

Log on using PRODA

### Log on to HPOS using a PKI certificate

From 7 December 2020, you won't be able to log into HPOS using a [PKI certificate](#). Set up a [PRODA account](#) now so that you can continue to access HPOS.

Log on using a PKI Certificate

### Log on to AIR using authentication file

Log on to AIR only

**STEP 2** - You will then be prompted to the PRODA Login page. Enter the Username and Password you created in the registration process and click on the **Login** button on the left bottom corner of the page.

Username  
Enter username  
[Forgot your username?](#)

Password  
Enter password [Show](#)  
[Forgot your password?](#)

Login

If you enter the wrong password, the below message will appear asking you to check details and try again. If access is still denied after several attempts, you will need to call e-Business 1800 700 199 (option 1) to reactivate your account.

The login details entered are invalid or your account is suspended. Please check your details and try again. If access is still denied, NDIS providers please call 1800 800 110, other services please call 1800 700 199 (option 1) to reactivate your account.

**STEP 3** – Each time you log in, you will need to enter your **username, password** and generate a new **verification code**. This code is used to reduce the risk of someone else using the account to access your personal information. Verification codes can be received by email or SMS, which you will nominate during the registration process. Check your nominated device and enter the received code in the **‘Verification code’** box, then click **‘Submit’**.

## 2-step verification

We require 2-step verification due to the sensitive nature of the information our services hold. Enter a passcode from your SMS below. [Help ?](#)

If you cannot access your SMS at this time we can send a code to a backup channel instead.

Verification code

Resend code

Submit

**STEP 4** – Tick the box next to **‘I agree with the term and conditions’** to go to HPOS main menu.

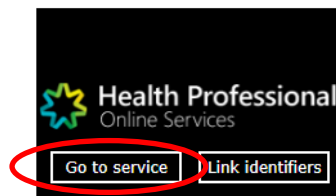
By clicking the "I Agree" button, you acknowledge that you have read and accept the above Terms and Conditions.

I agree

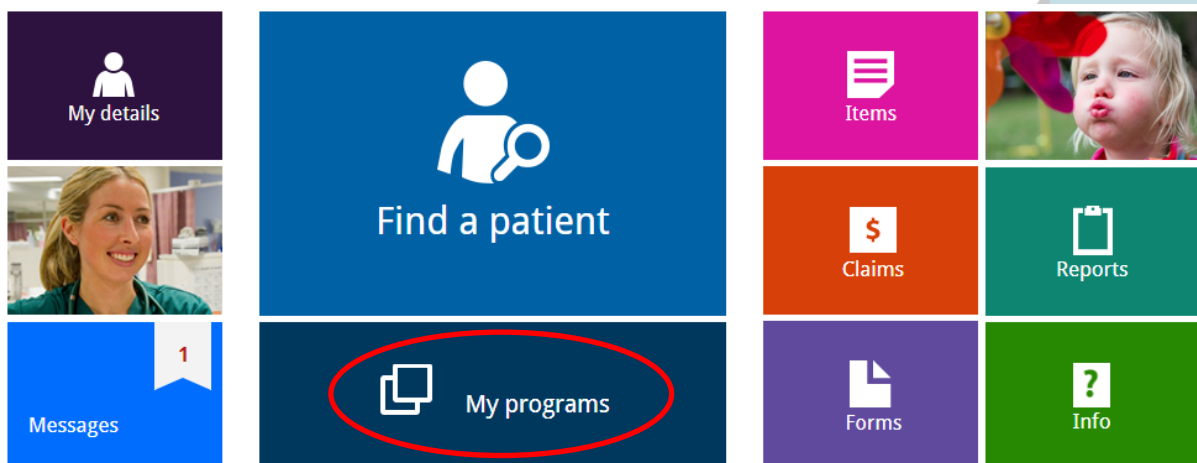
I decline

**STEP 5** – Select **‘Go to service’** on My linked service page.

## My linked services



**STEP 6** – In the HPOS main page, scroll down the page and click on the **‘My program’** menu.



**STEP 7 -** Click on the **'Practice Incentives Program (PIP)'** menu.



**STEP 8 -** Click on the **'Update'** link under **'Action'** column.

**Current PIP Practices**

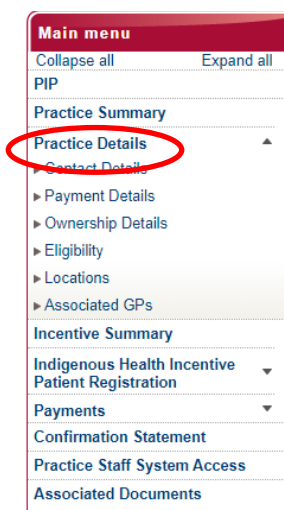
| Practice ID | Practice Name | Action        |
|-------------|---------------|---------------|
| [Redacted]  | [Redacted]    | <b>Update</b> |

**Important Note/** If you don't see the **'Update'** link next to Practice ID & Name, please contact PIP Helpline **1800 222 032 (option 1)** asking them to link the update to your PRODA RA Number so that you can access PIP online (You need to have your practice PIP ID and your RA number ready). They will grant you the access permission straight away.

## Update Practice Details

**STEP 1 – STEP 8:** as above.

**STEP 9 -** Click on the drop-down arrow next to the **'Practice Details'** link under the **'Main menu'** column.

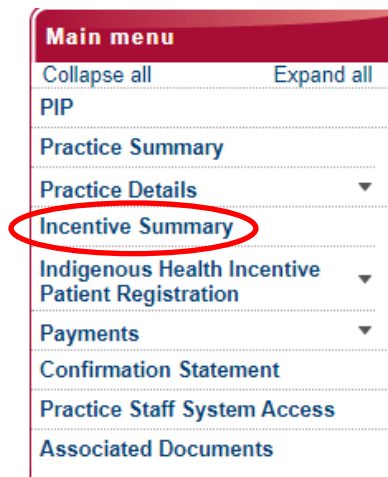


- Click on **'Contact Details'** to view practice authorised contact person(s), update practice address, phone, fax, email and online subscriptions (access online or receive printed copy via mail).
- Click on **'Payment Details'** to update bank account details.
- Click on **'Ownership Details'** to update ownership details.
- Click on **'Eligibility'** to update accreditation details and view accreditation history.
- Click on **'Locations'** to view current, non-current location or add practice location.
- Click on **'Associated GPs'** to add/remove GP(s).

## Update Practice Incentives

**STEP 1 – STEP 8:** as above.

**STEP 9 -** Click on the '**Incentive Summary**' link under Main menu column to view practice incentive status, apply, withdraw or update an incentive.



## View PIP Statement History

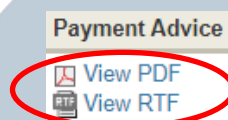
**STEP 1 – STEP 8:** as above.

**STEP 9 -** In Main menu click on '**Payments**' > '**Payment history**' and select the year of the payment report

The screenshot shows the 'Main menu' with 'Payments' > 'Payment History' circled in red. To the right, there is a 'Select Year:' dropdown menu with '2016' selected (circled in red) and a 'Get Details' button. Below this is a table titled 'PIP Payments'.

| Run Number | Calculation Quarter | Payment Status | Payment Date |
|------------|---------------------|----------------|--------------|
| P119       | November 2015       | Paid           | 27/11/2015   |
| P118       | August 2015         | Paid           | 27/08/2015   |
| F086       | November 2014       | Paid           | 04/12/2014   |

**STEP 10 -** Click '**View PDF**' or '**View RTF**' link under '**Payment Advice**' column to view practice payment history or PIP statement advices for the certain quarter



## Update Confirmation Statement Status

**STEP 1 – STEP 8:** as above.

**STEP 9 -** In Main menu click on '**Confirmation Statement**' to view/update confirmation statement status.

| Main menu  | Statement Year | Type                   | Creation Date | Status    | Statement            |
|--|----------------|------------------------|---------------|-----------|----------------------|
| Collapse all      Expand all                       | 2015           | Confirmation Statement | 01/05/2015    | Confirmed | View PDF<br>View RTF |
| <b>PIP</b>   |                |                        |               |           |                      |
| Practice Summary                                   | 2014           | Reminder Letter 1      | 02/08/2014    | Confirmed | View PDF<br>View RTF |
| Practice Details ▾                                 |                |                        |               |           |                      |
| Incentive Summary                                  | 2014           | Confirmation Statement | 01/05/2014    | Confirmed | View PDF<br>View RTF |
| Indigenous Health Incentive Patient Registration ▾ |                |                        |               |           |                      |
| Payments ▾   | 2013           | Reminder Letter 1      | 02/08/2013    | Confirmed | View PDF<br>View RTF |
| <b>Confirmation Statement</b>                      | 2013           | Confirmation Statement | 01/05/2013    | Confirmed | View PDF<br>View RTF |

**Important Note/** - General practices will receive their yearly confirmation statement via the PIP Online system. If a practice does not have access to PIP Online, Medicare Australia will mail the practice's confirmation statement.

- Practices are required to confirm their details are correct on the yearly confirmation statement before the payment can be released. If a practice does not complete and return the yearly confirmation statement by the 'point in time', the practice's payment will be withheld.

## Register / Update Aboriginal or Torres Strait Islander Patients

**STEP 1 – STEP 8:** as above.

**STEP 9 –** In Main menu click on '**Indigenous Health Incentive Patient Registration**'

| Main menu   |
|---|
| Collapse all      Expand all                              |
| <b>PIP</b>  |
| Practice Summary  |
| Practice Details ▾  |
| Incentive Summary   |
| <b>Indigenous Health Incentive Patient Registration</b> ▾ |
| Payments ▾  |
| Confirmation Statement                                    |
| Practice Staff System Access                              |
| Associated Documents                                      |

**STEP 10 –** Click on **Patient List > Previous > Get Details** to see if the patient has been registered yet. If so, then click on the **'Update'** button under **'Action'** column next to the patient's name to update or withdraw the patient. If the patient is not found then back to Step 11. If the patient is found then go to Step 13.

**STEP 11 –** Click on **'Patient Search/Register/Update'** link to search, register or update the ATSI patient.

**STEP 12 –** Fill out the patient details under **Search criteria 1 OR Search criteria 2**. Make sure the box **'I declare...'** is ticked. After all the details have been filled in click the **'Search'** button.

**STEP 13 –** Make sure you answer ‘Yes’ for all the questions, fill in the date the patient signed the Patient Consent Form (cannot be older than 1 year). After all the details have been filled in click the ‘Submit Registration’ button. The screen confirming the patient registration status will appear.

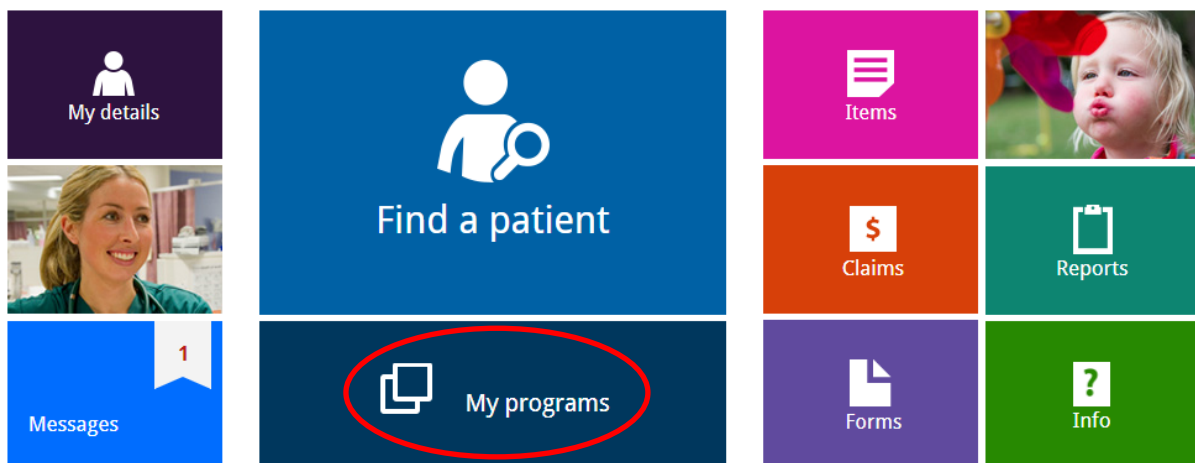
Answer the following questions

|   |  |
|---|--|
| 1. Does this patient have a chronic disease?  | <input checked="" type="radio"/> Yes <input type="radio"/> No  |
| 2. Has this patient had, or been offered, the appropriate health check for Aboriginal and Torres Strait Islander Australians?   | <input checked="" type="radio"/> Yes <input type="radio"/> No  |
| 3. Is the patient of Aboriginal and/or Torres Strait Islander origin?   | <input checked="" type="checkbox"/> Yes - Aboriginal <input type="checkbox"/> Yes - Torres Strait Islander <input type="checkbox"/> No |
| 4. Does the patient want the practice written on this form to be their usual care provider and look after their chronic disease and/or chronic disease risk factor?   | <input checked="" type="radio"/> Yes <input type="radio"/> No  |
| 5. Has the patient been told how participation in the PIP Indigenous Health Incentive will help their practice provide better care for their chronic disease. The patient has indicated they understood what they have been told, and want this practice to register them for this program. | <input checked="" type="radio"/> Yes <input type="radio"/> No  |
| 6. Has the patient been told how participation in the PBS Co-payment measure will make their PBS medicines cheaper. The patient has indicated they understood what they have been told, and want this practice to register them for this program.   | <input checked="" type="radio"/> Yes <input type="radio"/> No  |
| 7. When did the patient sign the Patient Consent Form?  | <input type="text" value="10/11/2020"/>  |

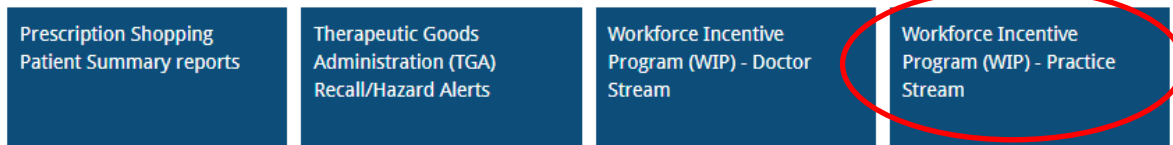
**Important Note/** - If you register your patient via PIP Online, you must ensure that the patient consent pages of the form have been completed and are retained at the practice for audit purposes. The patient’s registration period commences from the date they provide consent to the incentive, and will end on 31 December that year. Practices are required to obtain consent to re-register patients each year.

### Update Weekly Contracted Hours for Health Professional

**STEP 1 –** In the HPOS main page, scroll down the page and click on the ‘My program’ menu.



**STEP 2 -** Click on the ‘Workforce Incentive Program (WIP) – Practice Stream’ menu.



**STEP 3 -** Click on the **'Update'** link under **'Action'** column.

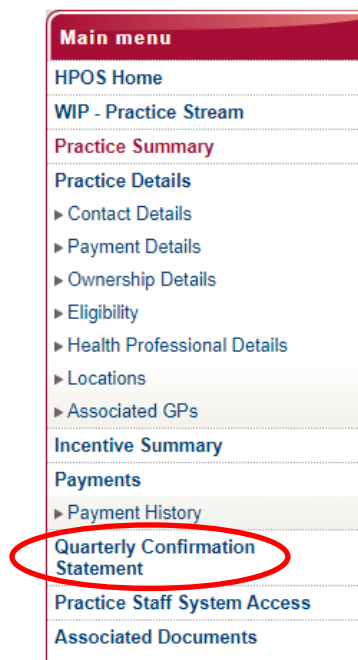
**Current Practices**

| Practice ID | Practice Name | Action                 |
|-------------|---------------|------------------------|
| [Redacted]  | [Redacted]    | <a href="#">Update</a> |

**Important Note/**

- Practice needs to apply for WIP before can access WIP online. Please refer to [WIP – Practice Stream](#) for WIP information including guidelines, applying, forms and incentive updates.
- If you don't see the **'Update'** link next to Practice ID & Name, please contact PIP Helpline **1800 222 032 (option 2)** asking them to link the update to your PRODA RA Number so that you can access WIP online (You need to have your practice PIP ID and your RA number ready).

**STEP 4 -** Click on the **'Quarterly Confirmation Statement'** link under **'Main menu'** column



**STEP 5 -** The 'Health Professional Weekly Contracted Hours' will be displayed.

- Review the weekly contracted hours for each health professionals, if nothing changed since the last quarter, tick one of the two declarations and click on **'Confirm'**, otherwise click on **'Update hours for Quarter'** and go to Step 6.



| Health Professional Type              | Last Name | First Name | Identifier   | Weekly Contracted Hours |
|---------------------------------------|-----------|------------|--------------|-------------------------|
| Nurse Practitioner                    |           |            |              | 00:00                   |
|                                       |           |            | Not Reported | 00:00                   |
| Registered Nurse                      |           |            |              | 12:45                   |
| Registered Nurse                      |           |            |              | 12:45                   |
| Enrolled Nurse                        |           |            |              | 00:00                   |
|                                       |           |            | Not Reported | 00:00                   |
| Aboriginal Health Worker/Practitioner |           |            |              | 00:00                   |
|                                       |           |            | Not Reported | 00:00                   |
| Allied Health Professional            |           |            |              | 00:00                   |
|                                       |           |            | Not Reported | 00:00                   |

**Update Hours for Quarter**

Declaration

\* Select one from the two declarations below

I declare that

- the information contained on this Quarterly Confirmation Statement is correct.
- I have read and understood the Workforce Incentive Program Guidelines and confirm the practice is eligible for the incentive as indicated in the QCS.
- I understand that giving false or misleading information is a serious offence.

I declare that

- where there is a variation, these details have been updated on the practice profile through HPOS, or the relevant form/s have been submitted to Services Australia.
- I have read and understood the Workforce Incentive Program Guidelines and confirm the practice is eligible for the incentive as indicated in the QCS.
- I understand that giving false or misleading information is a serious offence.

**Confirm**

**STEP 6 – To update the hours for one or more health professionals,**

- Click on **'Update hours for Quarter'**
- You should enter the details of each individual HP or AHP including their name and Australian Health Practitioner Regulation Agency (AHPRA) or Healthcare Provider Identifier - Individual (HPI-I), **Weekly Contracted Hours** or average Weekly Contracted Hours for the quarter.
- The Weekly Contracted Hours are the standard agreed weekly hours (e.g. as set out in the employment contract).
- The average Weekly Contracted Hours are the sum of weekly hours worked by the HP or AHP for the payment quarter divided by thirteen (e.g. 1 February 2020 to 30 April 2020 = 369.5 hours divided by 13 = an average of 30.5 hours per week).
- The standard Weekly Contracted Hours input format is defined as "HHH:MM" where:
  - o HHH is for hours.
  - o MM is for minutes.
- Decimals, e.g. 30.5 must be converted to hours and minutes being 30:30.
- Click on **'Reset'** to display original hours.
- Select one from the two declaration under **'Declarations'**, then click **'Confirm'** button.
- The screen now shows **'Confirmed'** status.

| * Health Professional Type | Last Name | First Name | * Identifier | * Weekly Contracted Hours (HHH:MM) | Remove |
|----------------------------|-----------|------------|--------------|------------------------------------|--------|
| Registered Nurse           |           |            |              | 12:45                              | Remove |

**Add Health Professional**

No Data available for Allied Health Professional table

**Add Allied Health Professional**

**Reset**

Declaration

\* Select one from the two declarations below

I declare that

- the information contained on this Quarterly Confirmation Statement is correct.
- I have read and understood the Workforce Incentive Program Guidelines and confirm the practice is eligible for the incentive as indicated in the QCS.
- I understand that giving false or misleading information is a serious offence.

I declare that

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- I have read and understood the Workforce Incentive Program Guidelines and confirm the practice is eligible for the incentive as indicated in the QCS.
- I understand that giving false or misleading information is a serious offence.

**Confirm**

- You can search statements available for a certain year by entering the year and click on **'Search'** button on the bottom of the page.

**Available Statements**

Calculation Month Search

Select year: 2020

Search

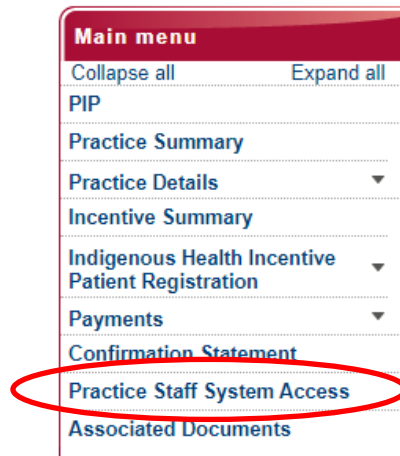
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**Link PRODA account Registration Authority (RA) numbers**

An authorised contact can link or remove their staff's RA number to their practice's PRODA profile. This gives them the staff access to your practice's PIP Online profile.

**STEP 1 –** Select the 'Practice Staff System Access' option from the main menu



**STEP 2 –** To link or remove a staff member, enter their RA number in the RA number field.

**STEP 3 –** select 'Grant access' or 'Remove access' in the Action column

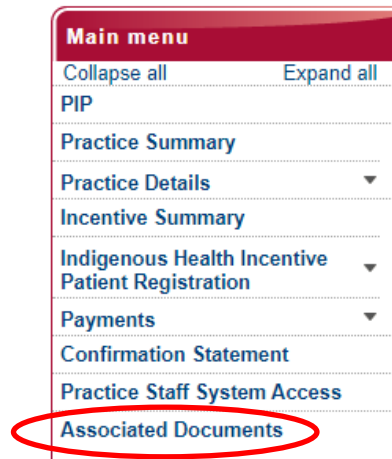
| Name       | Practice system access | Date last updated | RA Number  | Action        |
|------------|------------------------|-------------------|------------|---------------|
| [Redacted] | Yes                    | 22/11/2017        | [Redacted] | Remove access |

If you are a new practice or have not previously had access to PIP or WIP Online before, you can link your PRODA account number to your practice by calling the Practice Incentives Program on 1800 222 032

## Associated documents

This menu allows user to view documents that have been submitted to Medicare through HPOS

**STEP 1** – Select the ‘Associated Documents’ option from the main menu



**STEP 2** – The listing of all documents you have been submitted to Medicare through HPOS such as Accreditation certificate, change to authorised contact person, ownership, GP declaration, teaching claim form, etc. will be displayed.

Available Documents

Filter Criteria:

Type:

| Reference Number | Date Added | Document Name | Description | Type | File size | Added By |
|------------------|------------|---------------|-------------|------|-----------|----------|
|                  |            |               |             |      |           |          |

## REFERENCES

Department of Human Services. 2020. Health Professionals Online Services. [ONLINE] Available at: <https://www.humanservices.gov.au/organisations/health-professionals/services/medicare/hpos>. [Accessed 21 October 2020].