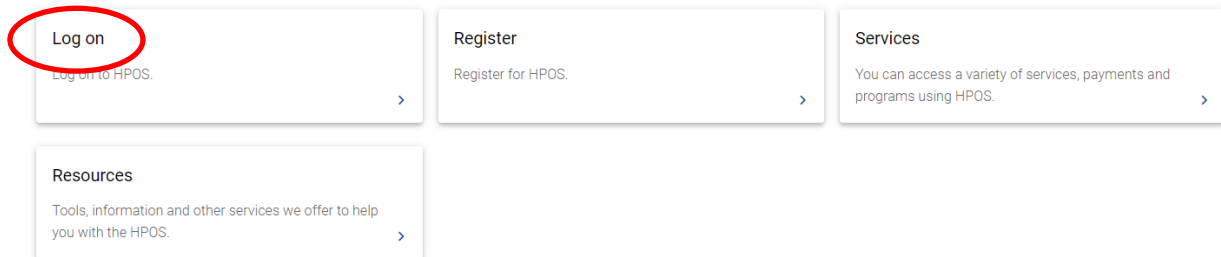


Accessing AIR using Provider Digital Access (PRODA)

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



STEP 2 - Scroll down the page and click on the **PRODA** tab.

Access HPOS and Digital Health Services with PRODA or PKI



PRODA is replacing individual Medicare Public Key Infrastructure (PKI) certificates.

PRODA is not yet a replacement for organisation PKI site certificates.

Don't have a PRODA account yet? Read more about [PRODA](#) and register with us.



Access other online services



STEP 3 - 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.

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

Username

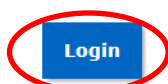
→

[Forgot your username?](#)

Password

→ [Show](#)

[Forgot your password?](#)



STEP 4 – A verification code will be sent to your nominated device (email/SMS). Check your nominated device and enter the code in the **Verification code** field 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

NOTE/ Each time you login, you will need to enter your username, password and generate a new verification code. This is to reduce the risk of someone else using the account to access your personal information.

STEP 5 – The Terms and Conditions page will be displayed. Scroll down and click the **I agree** button

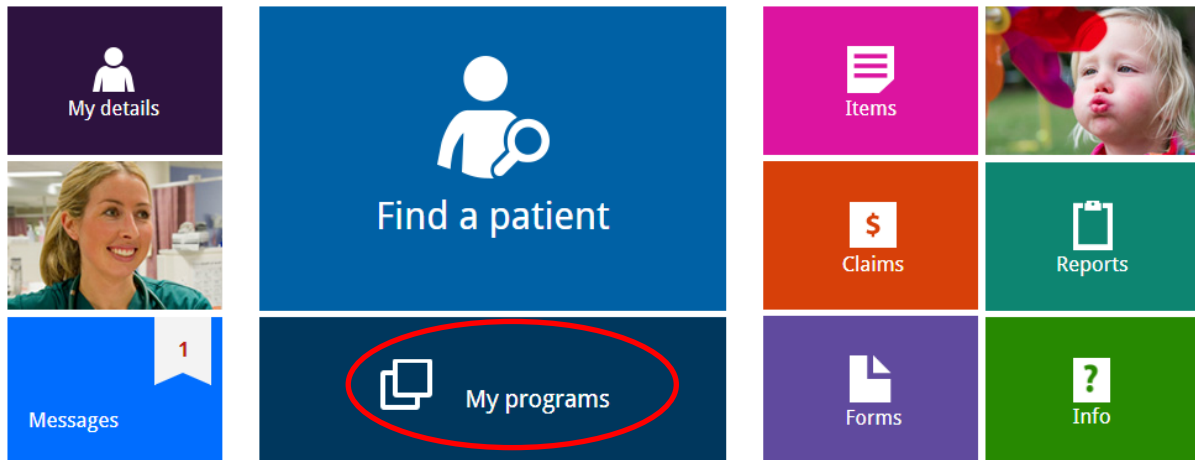
By clicking the "I Agree" button, you acknowledge that you have read and accept the above Terms and Conditions.

STEP 6 - The HPOS Main menu will be displayed.

Practice staff who had been delegated to do AIR can access AIR using their own PRODA account, but will need to click on **'My Providers'** button on the top right corner of the page and select the provider / the organisation they would like to act on behalf of.



STEP 7 - Click on **'My programs'** menu.

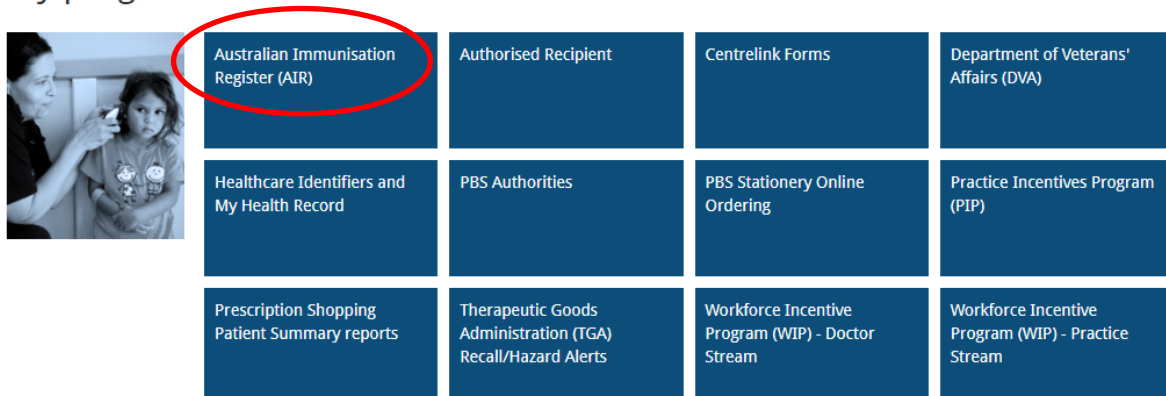


STEP 8 - Click on the 'Australian Immunisation Register (AIR)' menu in the top left-hand corner.

Home > My programs

My providers

My programs



STEP 9- When you successfully log in, the Main menu page will appear (see below). From here you can access and check the immunisation history of a child, request immunisation reports, record and submit immunisation encounters, view your claims summary and most recent statement of payment, update your contact details and contact AIR using the secure email function.

Main Menu	Welcome
Claims	<p>The AIR is a national register that records all vaccinations given to individuals of all ages, including National Immunisation Program (NIP) schedule vaccines, flu, shingles and travel vaccines. The AIR is administered under the <i>Australian Immunisation Register Act 2015</i> and AIR data is protected under the <i>Privacy Act 1988</i>.</p> <p>Please ensure you are aware of the Terms and Conditions of accessing this site.</p> <p>Click on a Main Menu link to:</p> <ul style="list-style-type: none"> • Claims - Upload claims or view details of claims submitted to the AIR • Identify Individual - Search an Individual to: <ul style="list-style-type: none"> ◦ View immunisation history information ◦ Record immunisation encounters ◦ View and/or print an immunisation history statement ◦ Submit an immunisation medical exemption (if you are an eligible vaccination provider*) ◦ Record a catch up schedule ◦ Edit an immunisation encounter where incorrect details were previously submitted (if you submitted the original record to the AIR) • Payment Statements - View your payment and financial statements • Provider Menu - Review location, email and address details • Reports - Generate and view immunisation reports. This includes a variety of statistical and detailed reports <p>* See the agency's website or the AIR education resources to learn more about immunisation medical exemptions.</p>
Identify Individual	
Payment Statements	
Provider Menu	
Reports	

GUIDE TO MAIN MENU:

Claims Menu Allows you to upload claims or view details of claims submitted to the AIR

Identify Individual Allows you to view an individual's immunisation history information; record immunisation encounters; view and/or print an immunisation history statement; submit an immunisation medical exemption (if you are an eligible vaccination provider); record a catch up schedule; edit an immunisation encounter where incorrect details were previously submitted (if you submitted the original record to the AIR)

Payment Statement Menu Allows you to view your immunisation encounter payment and financial statement for the month selected

Provider Menu Allows you to review and update your location, email and address details

Reports Menu Allows you to generate and view immunisation reports. This includes a variety of statistical and detailed reports

Recording Immunisation Encounter

STEP 1 - In the Main menu, click on '**Identify Individual**' and select '**Record Encounter**' in the drop-down menu.

STEP 2 - Enter the individual's Medicare Number and IRN (Individual Reference Number) if possible
OR enter individual's Surname, First Name & DOB (dd/mm/yyyy)
 - Click the '**Search**' button.

Main Menu

Claims

Identify Individual

Identify Individual

Individual Details

Record Encounter

Update Encounter

Medical Contraindication

Natural Immunity

Payment

An individual must be identified to use this option.

Identify Individual

Medicare Number

IRN

Surname

First Name

Date of Birth

Postcode

Search **Clear**

STEP 3 - If the individual's details are matched, the **'Individual details'** are displayed. You can update the individual's Indigenous status and notify AIR if a letter sent to parent/guardian has been returned from the sender by ticking the appropriate box, then click **'Save'** button.

Update Individual

Indigenous Status Indigenous
 Non-indigenous

Notification of an Indigenous status is voluntary. The existing status recorded on the AIR will not be updated if no selection is made.

Return Mail Indicator

Notify returned mail for this individual

Save **Cancel**

- On this page, you also can view Planned Catch up, Due Details and Immunisation Details by clicking on the drop-down arrow on the right end.

- To view more of the Immunisation History, CLICK to view the next page, OR

- Click to view the numbers of encounter displayed per page.

- You can now sort by Date/Vaccine/Brand/Status/Reason Code by clicking on the arrow next to its column.

- Click on **Immunisation History Statement** box to print the statement.

Planned Catch up

Catch up schedule expired on 04 January 2007

Due Details

Disease	Dose	Due Date
<p><i>i</i> There are no vaccinations due for this individual.</p>		

Immunisation Details

Immunisation History

[Immunisation History Statement](#)

Date	Vaccine/Brand [Batch Number]	Dose	School Name	Status	Reason Code
04 Jan 2002	H.B-Vax II	B		Accepted	
03 Mar 2002	Infanrix HepB	1		Accepted	
03 Mar 2002	Oral Polio	1		Accepted	
03 Mar 2002	PedvaxHIB	1		Accepted	
05 May 2002	Infanrix HepB	2		Accepted	
05 May 2002	Oral Polio	2		Accepted	
05 May 2002	PedvaxHIB	2		Accepted	
30 Jun 2002	Infanrix HepB	3		Accepted	
30 Jun 2002	Oral Polio	3		Accepted	
12 Jan 2003	MMR II	1		Accepted	

« 1 2 3 » 10 25 50 100

STEP 4 - To record encounter, click '**Record encounter**' on the left-side column and complete the relevant information in the '**New encounter details**' section.

- Click on the drop-down arrow in the box next to '**Who performed this Immunisation Encounter**': If the Doctor working in the practice performed the immunisation encounter, select '**I performed this encounter**'. If the encounter was performed by another vaccination provider in Australia, select '**Another provider performed this encounter in Australia**'. If the encounter was performed outside Australia then select '**The encounter was performed overseas**'.

- Click on the drop-down arrow in the box next to '**Schedule**' and select appropriate age tab, ie. '**Birth**', '**2 months**', '**4 months**', '**6 months**', '**12 months**', '**18 months**', '**4 years**', '**Adolescent**' or '**Other**'.
- Type vaccine or antigen in the '**Vaccine/Brand**' box to select the vaccine/brand performed. Enter Batch Number in the **Batch Number** box (optional). The vaccine dose is required for vaccination catch-up only. Click on the drop-down arrow in the box next to '**Dose**' and select the dose for the vaccine.
- To add another vaccine/brand for the same encounter, click on the **Plus (+) sign** at the end of the row.
- After all vaccines have been entered, click the '**Add**' button.

Record Encounter

New Encounter

Who performed this Immunisation Encounter *

Schedule *

Date of Service *

Episode Details

Vaccine/Brand * Batch Number Dose *

Antigens

STEP 5 - The following screen will appear. Check the details and if correct click '**Submit**' button.

****Note: On this stage, you can edit or delete an encounter before submitting by clicking on the appropriate icon as below.**

Record Encounter

Date	Vaccine/Brand [Batch Number]	Schedule	Dose	Performed by	Practice Location	Actions
17 May 2018	Infanrix Hexa [A70CD147C]	Other	2	Overseas	-	

STEP 6 - After submitting, the confirmation screen will appear saying that your vaccination details entered have been received successfully with the **Claim ID**.

****Note:** It may take a few hours for the newly recorded encounter to be displayed in the individual's Immunisation History and the Update Encounter page for editing.

Confirmation

✔ **Success!**

The vaccination details entered for [redacted] have been received successfully.

Claim ID - [redacted]

Updating an encounter

You can still modify immunisation encounters after they have been submitted. To do so, select **'Update encounter'** on the left-side column and click onto the **pen icon** under **'Action'** column belonging to the Vaccine/Brand you wish to edit.

Individual Details

Record Encounter

Update Encounter

Medical Contraindication

Natural Immunity

Payment Statements

Provider

Reports

Secure Email

Lockup

Update Encounter

Clear Filters

Date of Service	Vaccine/Brand [Batch Number]	Schedule	Dose	School Name	Status	Reason Code	Action
<input type="text"/>							
10 Nov 2014	Gardasil [J010758]	-	3	[2165/43488] Patrician Brothers' College Fairfield	Accepted		
24 Jun 2014	Gardasil [J004276]	-	2	[2165/43488] Patrician Brothers' College Fairfield	Accepted		
02 Apr 2014	Gardasil [J007808]	-	1	[2165/43488] Patrician Brothers' College Fairfield	Accepted		

The following screen will appear. You can modify the clear fields e.g. Date of Service, Schedule, Vaccine/Brand and Dose only. Then click **'Update'** button.

Edit Encounter

Submitted Date: 18 May 2017

Who performed this Immunisation Encounter *

Practice Location *

Date of Service *

Episode Details

Schedule * Vaccine/Brand * Dose *

Antigens:

Update
Cancel

Downloading 10A Due/Overdue Report in AIR

STEP 1 - Log on to AIR Main Menu (please refer to ‘**Accessing to AIR**’ steps above).

STEP 2 – To access the 10A report of overdue patients in your practice, click on the ‘**Reports**’ menu. Select the ‘**AIR010A-Due/Overdue Report - by Immunisation Practice**’ report.

The screenshot shows the 'Request a Report' interface. On the left is a navigation menu with items: Main Menu, Claims, Identify Individual, Payment Statements, Provider Menu, and Reports (circled in red). The main content area has a 'Reports' header and tabs for 'Request', 'Modify', and 'View'. Below the tabs, it says 'Request a Report' and 'Please select a report you require.' A section titled 'Required Report' lists several options:

- AIR001A-Number of Individuals Registered with AIR
- AIR002A-Number (or percentage) of individuals who have received valid vaccinations
- AIR010A-Due/Overdue Report - by Immunisation Practice (circled in red)
- AIR011B-Due/Overdue Report - by Vaccination Provider
- AIR021A-Due/Overdue Report - by Medicare GP

 Each option has a 'More info' link with a dropdown arrow. At the bottom of the list is a 'Next' button (circled in red).

STEP 3 – Click ‘**Next**’ button. The ‘**Request New Report**’ page will appear.

Request New Report

AIR010A - Due/Overdue Report - by Immunisation Practice

Report Criteria All fields marked with * are mandatory

Name of Report * **1**

Frequency of Report * **2** [Help](#)

Report End Date * Enter an end date to cease production of Monthly report, e.g. 20/08/2014
3

Output of Report * **4** [Help](#)

PIP Practice Id * **5**

MBS Service Period * Include Individuals seen for a MBS service within the practice in the past:
6 [Help](#)

Immunisation Status * Select the immunisation status of individuals to include in this report.
7

Due/Overdue by Disease * Include individuals overdue for:
8

Age Selection Range * **9**
The maximum Age Selection Range permitted is 10 years.
From To

Include individuals who have **10** Select all
 A Natural Immunity recorded.
 A Medical Contraindication recorded.
 Made a single visit to the practice during the MBS service period.
 Returned mail.

Output settings

A separate file will be produced for each section identified below only when options have been selected from that section. Only one file will be produced with each individual's personal details when all options of each section are not selected.

Details to include [Help](#)

Individual details	0/9 selected ▼
Overdue details	0/1 selected ▼
Vaccine details	0/1 selected ▼
Exemptions	0/2 selected ▼

11

STEP 4 – Complete the **Report Requirements** form:

1. **Name of Report** - Give a name for the report e.g. Overdue Immunisation <<Drs Name>>
2. **Frequency of Report** - How often you would like to receive the report. We recommend **monthly**, this will mean that you only need to request the report once and AIR will automatically send you a report every month.
3. **Report End Date** - End report date is when you want AIR to stop sending you the report. E.g. if you complete this form on the 12th January 2016 and select the monthly frequency option, you will receive the report on the 12th of every month up until the report end date you select (Date ranges not required when using the *once only* frequency)
4. **Output of report** - select **Comma Separated (single files) or Comma Separated (multiple files)** so that the report will be produced in a CSV file that can be opened in Excel.
5. **PIP Practice ID** - Enter your Practice Incentive Payment (PIP) Number.
6. **MBS Service Period** – Includes patients seen for MBS service at your practice e.g. in the last 24 months.
7. **Immunisation Status** - We recommend **Not Fully Immunised Individuals**.
8. **Date/Overdue by Disease** - We recommend **All diseases**.
9. **Age Selection Range** - Select the age range for the individuals you wish to include. The default age range is from **Birth to 10 years**. Please be noted that the Age Breakdown Range for the 10A Report is from Birth to 80+ years.
10. **Include individuals who have** - If you wish, you could select to include individuals of the ranges of conditions e.g. Natural immunity recorded, a Medical contraindication recorded, a single visit to the practice during the MBS service period and/or an Individual has returned mail to be included in the report.
11. Click **'Request Report'** button at the bottom of the window to complete the request.

STEP 5 – If your report has gone through to AIR successfully the below message will appear. It will take half an hour for AIR to produce the report and make it available on the secure site.



Any messages relating to the Request Report process will appear below

Your request for the report has been successful. This report will be displayed on the View Reports page once it has been produced.

NOTE/

- If you have more than one GP at your practice you will need to log on to AIR using Organisation PRODA when requesting the 10A Report

- Refer to [Accessing AIR Using PRODA For Organisation User Guide](#) for more information on How to register organisation, How to add and link AIR to your organisation and How to access the AIR on behalf of your organization

- Also refer to [Managing Nominee Delegation](#) for how to nominate a member of your organisation to interact with the service provider on your behalf

Modifying reports

In the **Reports** menu, select '**Modify**' tab.

A list of the reports you have previously requested will appear. Select the report you would like to modify, then select the **Modify** link from the **Options** menu to modify a report. You may delete a report by selecting the **Remove** link from the **Options** menu

Reports

Request **Modify** View

Modify Reports

Listed below are the reports you have previously requested. Select the Modify link from the Options menu to modify a report. You may delete a report by selecting the Remove link from the Options menu.

Report number	Title	Frequency	Requested	Produced	Options
All	All	All	dd/MM/	dd/MM/	Clear filters
AIR010A	Due/Overdue Report - by Immunisation Practice	Quarterly	03/07/2017	01/04/2018	Options

Viewing reports

In the **Reports** menu, select '**View**' tab.

A list of the reports you have previously requested will appear. Select the report you would like to modify, then select the **Recall** link from the **Options** menu to download a report. You may delete a report by selecting the **Remove** link from the **Options** menu

Reports

Request Modify **View**



View Reports

Listed below are the reports you have previously requested. You may download a report by selecting the Download/Recall link from the Options menu. You may delete a report by selecting the Remove link from the Options menu.

Report Number	Title	Frequency	Requested	Produced	Options
All	All	All	dd/MM/	dd/MM/	Clear filters
AIR010A	Due/Overdue Report - by Immunisation Practice	Quarterly	03/07/2017	01/04/2018	Options

If you chose 'Comma Separated (multiple files)' as Output of the Report when requesting the report:

- i. Once the report is downloaded, click 'Open' to see all files in a new window.
- ii. The zip file contains the following files:

Name	Size	Packe...	Modified
 BP200925.txt	8 610	2 003	2020-09-...
 IH200925.csv	103	94	2020-09-...

BP file: An explanatory document of the report;

IH file: Details of individuals;

- iii. Open the **IH file** and select '**File**' > '**Save As**' and save in a folder on your pc (We suggest creating a new folder titled 'AIR Overdue Lists')
- iv. Rename the file: e.g. **File name:** the current year, month, **Save as type:** select Excel Workbook (*.xlsx) e.g. "2017January.xlsx"
- v. Open the saved copy, and right click on the first date in the column titled '**Date due**', select '**Sort by Newest to Oldest**'
- vi. Your overdue list is now sorted by the most recently overdue at your practice
- vii. Work through your list, comparing it with your practice software patient information:
 - If the patient has had the immunisation/s they are listed as overdue for, notify AIR via regular means
 - If the patient has not had the immunisation/s they are listed as overdue for, use the recall/reminder system

Providers registered at Practice location/s

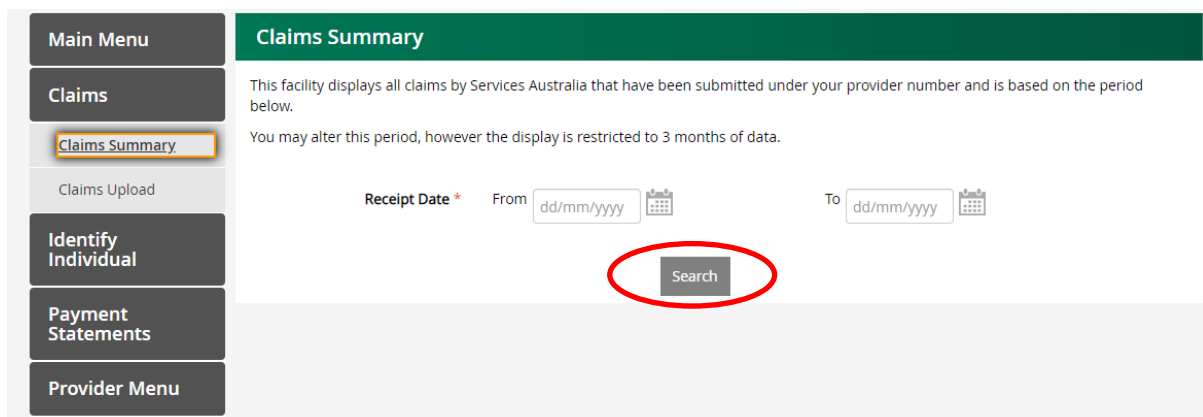
The 10A report lists the vaccination providers who were registered within your practice during MBS services period. If you have any enquiries regarding the providers' information, please contact the **Practice Incentives Program (PIP) 1800 222 032**.

Further support:

If you are having difficulty with AIR online access or these reports, please call the **AIR online helpdesk 1300 650 039**.

Viewing Claims Summary

STEP 1 – Select '**Claims Menu**' then '**Claims Summary**'. Type the '**Receipt date**' range within the last 3 months. Click on '**Search**' and the summary of claims you've submitted online through the AIR will display.





Main Menu

Claims Summary

This facility displays all claims by Services Australia that have been submitted under your provider number and is based on the period below.

You may alter this period, however the display is restricted to 3 months of data.

Receipt Date * From  To 

Search

STEP 2 – Click on the **View** link next to the **Receipt Date** you want to view the claim.

Search Results		
Receipt Date	Number of Claims	Details
24/09/2020	1	View
19/09/2020	1	View
14/09/2020	2	View
13/09/2020	1	View
11/09/2020	2	View
07/09/2020	1	View
05/09/2020	3	View
31/08/2020	1	View
29/08/2020	1	View
24/08/2020	1	View

« 1 2 » 10 25 50 100

Uploading Internet Data Interchange (IDI) Claims

STEP 1 – Select ‘**Claims Menu**’ then ‘**Claims Upload**’

STEP 2 – Click on the ‘**Browse...**’ button to locate and attach a file. Once the file name has been entered, click on the ‘**Upload**’ button and your immunisation data will be uploaded to the Immunisation Register.

Claims will be available for viewing via the Claims Summary facility the following day.

Main Menu

Claims Upload

Claims

Claims Summary

Claims Upload

Identify Individual

Payment Statements

Provider Menu

Reports

This facility allows you to upload immunisation data to the Immunisation register. IDI (Immunisation Data Interchange) files uploaded using this facility must be formatted using the approved [IDI format](#).

Only one file can be uploaded at a time.

Drop a file to attach

Browse...

Attached File

Please attach a file by dragging and dropping from your computer or using the browse function on this page.

Upload

IMPORTANT NOTE/ An IDI claim file must follow a specific format and consists of the following four sections:

1. **Transmission Header:** There can be only one Transmission Header record. It contains details of number of claims, date of transmission and Customer Id. This sections start is identified by: *T.
2. **Claim Header:** There should be at least one or more Claim Header records. It contains the details of the Claim Id, Receipt Date, Information provider and Servicing provider. This sections start is identified by: *C.
3. **Encounter Voucher:** Encounter Voucher record may occur multiple times. It contains individual details such as Medicare number, name, date of birth and date of service. This sections start is identified by: *V.
4. **Episode:** Episode record may also occur multiple times. It contains the details of the immunisation, vaccine and dose. This sections start is identified by: *E.

Viewing Recent Statement of Payment

To view the Immunisation Payment Statement for the month selected, select **Immunisation Payment Statement** under **Payment Statements**, choose the **provider location** for the statement you want to view and **'Statement Date'** then click on **'View PDF'** or **'View CSV'** link.

The immunisation payment statement contains information about your Australian Immunisation Register (AIR) immunisation encounter payments for the month selected.

Clear filters

Provider Number	Statement Date	Immunisation payment statement	Immunisation notifications reconciliation report
	22 Jun 2017	View PDF	View CSV
	20 Apr 2017	View PDF	View CSV

10 25 50 100

To request Immunisation Financial Statement for a financial year, select **'Immunisation Financial Statement'** tab under **'Payment Statements'**, select **Provider Number** and **Financial Year** then click on **'Request Statement'** button.

You can also choose to receive your payment statements 'Online' or 'Paper' at any time. Select **Statement Preferences** on the left column, tick the preferred option then click the **'Confirm'** button.

Updating Provider Details

To stay informed, please ensure that your contact details are up to date. From this screen you can elect to alter your mailing address by selecting those for another location. You can also change your email settings. Your information will not be released to any other parties.

STEP 1 – In the Main Menu, select **'Provider Menu'**

STEP 2 – Click on '**Update**' button next to '**Current Mailing Address**' or '**Email Address**' to update your mailing address or email address. If '**Email notifications**' set to '**Yes**' you will be notified when your reports are available.

NOTE/ Updating your contact details in AIR will not update your details in HPOS. If you cannot find your provider location in AIR or you would like to add a new location, you should update your provider location details in HPOS.

Contacting AIR using the secure email function

You can correct or modify immunisation details, for example, a vaccination date of service or vaccine brand name already in AIR using the HPOS Messages function in HPOS to access your mailbox or your organisations(s) mailbox.

Refer to the [Using the HPOS Messages](#) to find more information.

NOTE/ Do **NOT** use the secure email function to submit new or confirm existing immunisation details. Submit new immunisation details through the **Record Encounter** function and confirm details using the **Identity** function or by requesting an AIR report.

REFERENCES

Department of Human Services. 2018. Health Professionals Online Services. [ONLINE] Available at: <https://www.humanservices.gov.au/organisations/health-professionals/services/medicare/hpos>. [Accessed 25 September 2020].