

Linking your PRODA organisation to Medicare Online (Including ECLIPSE, DVA and AIR)

What is this user guide for?

This guide shows how healthcare locations can link a PRODA organisation to the following Australian Government agency Services Australia online channels:

- Medicare Online claiming, including Department of Veterans' Affairs (DVA) claiming and Australian Immunisation Register (AIR) notifications, using a web services enabled software product.
- Electronic Claim Lodgement and Information Processing Service Environment (ECLIPSE) for in-patient and in-hospital claiming, using a web services enabled software product.

This guide also serves as a reference point for software developers to understand the process to be followed by healthcare locations using their products.

Why is this necessary?

We are upgrading our authentication technology, improving security and data integrity. We are replacing the Public Key Infrastructure (PKI) authentication system that was used to access Medicare Online and ECLIPSE channels, with Provider Digital Access (PRODA).

Which organisations will need to link to the Medicare Online/ECLIPSE/DVA/AIR service provider?

Any organisation that will be transmitting Medicare Online (including ECLIPSE, DVA and AIR) claims and data to the agency via a web services enabled software product will need to register as a PRODA organisation and establish a relationship (link) to the Medicare Online/ECLIPSE/DVA/AIR service provider channel in PRODA.

This may be a healthcare location or a third-party transmitting to the agency on behalf of a healthcare location. For example, it may be a software developer transmitting claims and data on behalf of a medical practice/s. (Software developers should contact Services Australia for advice if they are considering this option)

You should talk to your software developer first about the most appropriate action to link your organisation with the Medicare Online/ECLIPSE/DVA/AIR service provider for your circumstances.

- **Note to developers** - to progress web services software products for Medicare Online/ECLIPSE/DVA/AIR you will need to create a PRODA Organisation account in the vendor environment and perform this linking process as part of developing a PRODA authentication solution.

Who in the organisation will need this user guide?

The director of the organisation in PRODA or a member of the organisation with the appropriate delegation attributes may link the organisation to the Medicare Online/ECLIPSE/DVA/AIR service provider in PRODA. Each of these users will need their own individual PRODA account.

Prerequisites

Before you can link to the Medicare Online/ECLIPSE/DVA/AIR service provider in PRODA, your organisation must be successfully verified and have an active status in PRODA. You must be the director, or a member of the organisation in PRODA with one of the following delegation attributes:

- Director
- Owner Access
- Personnel – Service Provider management

If you want to perform linking and you are not a member of the organisation in PRODA, the current director or an existing member with appropriate delegation will need to add you and give you an appropriate delegation attribute. You will also need your own individual PRODA account.

You will also need your organisation's Minor ID number/s. A Minor ID can also be known as a Software ID or a Location ID. It is issued by your software developer and is unique to a location. An organisation may have more than one Minor IDs. If you are unsure of your Minor ID, please contact your software developer.

In addition, if your organisation has transmitted online previously using a PKI site certificate, you will also need your organisation's PKI site certificate RA number. This guide contains instructions on how to locate and what to do with this number.

The above numbers will be used to match you to existing information in our system (if applicable) and to link your specific software to the Medicare Online/ECLIPSE/DVA/AIR service provider channel.

Support

To skip to a step in this user guide, you can click on the hyperlinks within selected sections.

You should talk to your software developer about your software product and the most appropriate action to link your PRODA organisation with the Medicare Online/ECLIPSE/DVA/AIR service provider for your circumstances.

For assistance and further information about this process, contact the PRODA Helpdesk on **1800 700 199** Monday to Friday 8am to 5pm local time, or email proda@servicesaustralia.gov.au.

Software developers who require technical support with this process during the development stage in the vendor environment can contact Online Technical Support (OTS) on **1300 550 115** Monday to Friday 8:30 am to 5:00 pm AEST, or email onlineclaiming@servicesaustralia.gov.au.

Software developers who are considering an alternative option for authentication and transmission to Services Australia in production should also contact OTS for advice.

You can also access the help  icon on selected screens in PRODA throughout the process.

Contents

Select Organisation	4
My Organisations	5
Organisation Details.....	6
Service Provider	7
Add a Service Provider	8
Pending Service Provider	9
Terms and Conditions	10
Identifying your organisation.....	11
Providing your organisation's Minor ID	12
Verification of relationship	13
Verification of relationship – Assistance required	14
Next Steps	15
Next Steps – Assistance requested	16
Manage Relationships.....	17
Manage Relationships – Summary tab	18
Manage Relationships – Identifiers tab	19
Manage Relationships – Request for assistance tab.....	20
Need Help?.....	21

Select Organisation

Log in to your individual PRODA account.

Select the **Organisations** tab from the **menu** at the top right of the services page.

(Selecting **Exit** on selected screens throughout the process will return you to this page).

The screenshot shows the PRODA Provider Digital Access interface. At the top, there is a navigation bar with the Australian Government Department of Human Services logo, the PRODA Provider Digital Access title, and a 'Test One' indicator. The 'Organisations' tab is highlighted with a yellow border. Below the navigation bar, there is a 'Privacy Notice' section containing text about sharing personal information. The main content area is titled 'My linked services' and displays a message indicating no services have been added. Below this, a section titled 'Available services' lists several service providers with their logos and names: Aged Care Provider Portal, Disability Medical Assessment Online Services, Health Professional Online Services, My Health Record, NDIS myplace Provider Portal, National Redress Scheme, Australian Government Department of Veterans' Affairs, and PBS Online.

Australian Government
Department of Human Services

PRODA
Provider Digital Access

Test One

Profile | Services **Organisations** Logout

Privacy Notice

By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services

You have not added any services. Select a service from the Available services section below to begin the matching process.

Available services

Aged Care Provider Portal

Disability Medical Assessment
Online Services

Health Professional
Online Services

My Health Record

ndis
myplace Provider Portal

NDIS Quality
and Safeguards
Commission
Provider Portal

National Redress Scheme
For people who have experienced institutional child sexual abuse

Australian Government
Department of Veterans' Affairs

PBS
Online

My Organisations

The **My Organisations** screen will list the organisation/s you are a member of.

Select the **organisation name** from the list. This will take you to the Organisation Details screen.

The screenshot shows the 'My Organisations' page. At the top, there is a header with the Australian Government logo, 'Australian Government Department of Human Services', the PRODA logo ('Provider Digital Access'), and a user session indicator 'Test One'. Below the header, the main title 'My Organisations' is displayed. A sub-instruction 'You're a member of the organisations listed below.' follows. A callout 'Click on the organisation to:' leads to a list of organisations. The list includes two entries:

Name	ABN/ACN	Organisation Status	Role/ Status
Medical Clinic 1	ABN 68 621 145 644	Active	Director / Active
Medical Clinic 2	ABN 47 794 564 455	Active	Director / Active

Below the table, a message indicates '2 organisations found.' There are two buttons at the bottom: 'Join an Organisation' and 'Register New Organisation', each with a right-pointing arrow.

Organisation Details

On the **Organisational Details** screen, only if required, expand the **Subsidiary Organisations** section to access any subsidiary organisations of the organisation you selected. **Note:** You will not need to do this if your PRODA organisation does not have subsidiary organisations set up in PRODA.

The screenshot shows the PRODA Provider Digital Access interface. At the top, there is a logo for the Australian Government Department of Human Services, the PRODA logo, and a user identifier "Test One". Below the header, the page title is "Medical Clinic 1".

Organisation Details

PRODA RA (Organisation)	7457782013
Status	Active
ABN	68 621 145 644
Contact Email Address	
Contact Phone Number	Not supplied.

A blue callout box points to the "Status" field, stating: "This means that the organisation is active in PRODA. It does not indicate that the organisation is linked to the Medicare Online/ECLIPSE/DVA/AIR channel."

Member Role

PRODA RA (Individual)	4132941825	Name	Test One
Role	Director	Status	Active
Start Date	12/09/2019	End Date	-

[Remove Organisation](#)

Subsidiary Organisations

Name	PRODA RA	Organisation Status	Role/ Status
Sub Org 1	5841826728	Active	Director / Active
Sub Org 2	9422984922	Active	Director / Active

[Register New Subsidiary Organisation](#)

Other sections visible include "Service Provider" and "B2B Devices", each with a dropdown menu.

Service Provider

There are several service providers that you can link to, depending on your type of organisation and its role in industry. You may need to link to one or several service providers in PRODA. Each one may have a different linking process.

Medicare Online (including ECLIPSE, DVA and AIR) is a service provider. It's also known as a 'channel'.

On the **Organisation details** or **Subsidiary Organisation details** screen, expand the **Service Provider** section and select **Add Service Provider**.

Name	Status
PRODA	Active

Add Service Provider

Add a Service Provider

Select the **Medicare Online/ECLIPSE/DVA/AIR** radio button from the list and click on **Add Service Provider** at the bottom of the list to continue.

The screenshot shows a user interface for managing service providers. At the top, there are three dropdown menus: 'Members', 'Subsidiary Organisations', and 'Service Provider'. The 'Service Provider' menu is currently selected, indicated by a blue background. Below it is a table with two columns: 'Name' and 'Status'. A single row is visible, showing 'PRODA' in the Name column and 'Active' in the Status column. Below the table is a navigation bar with buttons for page navigation (left, right, first, last) and a page number indicator '1' over '10'. A large blue button labeled 'Add Service Provider' is located below the table. A modal window titled 'Add Service Provider' is displayed, containing instructions: 'To add a Service Provider to your Organisation, select the provider from the list below and click the add service provider below.' Below these instructions is a list of service provider options, each with a radio button. The radio button for 'Medicare Online/ECLIPSE/DVA/AIR' is checked and highlighted with a yellow box. Other options listed include 'Child Care Subsidy system', 'Health Professional Online Services (HPOS)', 'National Redress Scheme', 'Transforming the Collection of Student Information', 'Centrelink Business Online Services', 'Veterans Centric Reform', 'PRS Online', 'NDIS Partner Portal', and 'OTS Software Vendor Portal'. At the bottom of the modal is another blue 'Add Service Provider' button, also highlighted with a yellow box. At the very bottom of the interface, there is a 'B2B Devices' section with a 'Back' button. A callout bubble from the 'Back' button contains the text: 'Clicking the back button will take you back to the 'My Organisations' screen'.

The Add Service Provider button will be enabled only after making a selection from the list.

Note: You can only select one service provider at a time. If you need to link your organisation to more than one service provider you will need to complete the linking process for each one separately.

Pending Service Provider

If your organisation has started but not completed the process to add the Medicare Online/ECLIPSE/DVA/AIR service provider channel, it will have a status of Pending on the Organisational Details screen.

In this case, select **Medicare Online/ECLIPSE/DVA/AIR** from the **Service Provider** list. This will take you to the Service Provider Details screen.

The screenshot shows a list of service providers. A specific row is highlighted with a yellow box. The 'Name' column contains 'Medicare Online/ECLIPSE/DVA/AIR' and 'PRODA'. The 'Status' column shows 'Pending' in the first row and 'Active' in the second row. A blue callout bubble points to the 'Pending' status with the text: 'The status will change to 'Active' once you have completed the linking process.'

Name	Status
Medicare Online/ECLIPSE/DVA/AIR PRODA	Pending
	Active

Add Service Provider

On the Service Provider Details screen, you have the option to remove the service provider or continue the process to activate (add) the service provider.

If you want to continue the process of linking your organisation to Medicare Online/ECLIPSE/DVA/AIR, select **Activate this Service Provider**.

The screenshot shows the 'Service Provider Details' screen. It includes fields for Code (CMCOL), Name (Medicare Online/ECLIPSE/DVA/AIR), Description (Medicare Online Services), and Status (Pending). Below these are two buttons: 'Remove this Service Provider' and 'Activate this Service Provider', with the latter being highlighted by a yellow box. The 'Activate this Service Provider' button is also annotated with a blue callout bubble stating: 'The status will change to 'Active' once you have completed the linking process.' Further down, there's a section for 'Delegable Attributes' with a table. A blue callout bubble points to the 'Back' button at the bottom left with the text: 'Selecting back will return you to the organisation details screen'.

Name	Description
MCOL-Link	Attribute to authorise MCOL linking capability. Automatically assigned when PRODA:Service-Link-Management is assigned.

Back

Once the **Activate this Service Provider** has been clicked, you will be returned to the linking system screens to complete the process, as detailed in the rest of this user guide.

Terms and Conditions

The Terms and Conditions screen will be shown the first time that you begin the linking process.

Read the **Linking Terms and Conditions**.

Organisation Linking - Create Relationships

Linking Terms and Conditions

Application

Effective on and from 29/06/2019

Set out below are the terms and conditions of my agreement with the Department of Human Services in respect of my interactions in relation to:

- Online claiming for Medicare through third party software (including Medicare Online, ECLIPSE, the Australian Immunisation Register (AIR) and Department of Veterans' Affairs (DVA) claiming)
- Online claiming for the Pharmaceutical Benefits Scheme (PBS) through third party software
- Immunisation Notifications to the AIR, through the AIR site (secure portal)
- Health Professional Online Services (HPOS)
- Any other systems owned or hosted by the Department of Human Services, as notified in writing to you (collectively referred to as "Departmental Online Systems").

Interpretation

A reference to a party denoted by "I", "me", "my", "you" includes that party, any persons under that first party's direction or control, another party acting on that first party's behalf or another party who the first party acts on behalf of. Any persons under the direction or control of that first party or acting on behalf of that first party shall be deemed to be authorised by that first party.

A reference to the "Department of Human Services" includes the Department of Human Services, and the Department of Veterans' Affairs or the Department of Health as relevant in relation to their corresponding respective Departmental Online Systems.

I declare that:

I am the person authorised to act on behalf of my organisation and/or any organisation I represent to accept all terms and conditions on behalf of my organisation or the one I represent.
• The information I have provided is complete and correct.

I agree with:
• The terms and conditions of this agreement.

I understand that:
• Giving false or misleading information is a serious offence.
• By accepting these terms, I agree to all of the above.

Accept **Decline**

Note: The **accept** button will be enabled only after all three declaration boxes have been checked.

If you accept the Terms and Conditions, you will progress to the next step – 'identifying your organisation'.

If you decline the Terms and Conditions, you cannot progress any further. You will be returned to the PRODA [My Organisations](#) page.

Identifying your organisation

To access the Medicare Online/ECLIPSE/DVA/AIR service provider, we will match your organisation to existing information in our system. You will be asked to provide specific identifier numbers that have been issued by the agency and your software developer.

Answer the question '**Has your organisation been issued with a PKI site certificate by us?**' by selecting either **Yes** or **No**.

(Tip: If you have transmitted Medicare/ECLIPSE/DVA/AIR claims online using software prior to using PRODA you will have been issued a PKI site certificate on a CD).

The screenshot shows a web-based application titled 'Organisation Linking - Create Relationships'. The main heading is 'Identifying your organisation'. Below it is a question: '*Has your organisation been issued with a PKI site certificate by us?'. A note says 'Please select one'. There are two radio buttons: 'Yes' (selected) and 'No'. The 'Yes' button is highlighted with a yellow box.

If you answer No, you will continue to the next step on the same screen **Providing your organisation's Minor ID**.

If you answer Yes, the question '**What is your PKI RA number?**' will appear. Enter your organisation's 10-digit PKI site certificate Registration Authority (RA) Number in the field provided.

Note: This is not your individual PRODA RA number, or the organisation's PRODA RA number. This is specifically your PKI site certificate RA number that you have used to transmit online previously.

If you are unsure of your organisation's PKI site certificate RA number, you can find it:

- printed on your organisation's PKI site certificate CD
- via the Certificates Australia website at <https://www.certificates-australia.com.au/>

The screenshot shows the same application interface. The 'Identifying your organisation' section includes the question '*Has your organisation been issued with a PKI site certificate by us?' with a 'Please select one' note. The 'Yes' radio button is selected. Below this, there is a new section: 'What is your PKI RA Number?' with a text input field containing 'Please enter organisation's PKI RA Number'. This input field is also highlighted with a yellow box.

Providing your organisation's Minor ID

To continue the linking process for your organisation to Medicare Online/ECLIPSE/DVA/AIR, enter your organisation's Minor ID that is associated with the PKI RA number you entered . A Minor ID can also be known as a Minor Customer ID, Software ID or a Location ID. It is issued by your software developer and is unique to a location. An organisation may have one or several Minor IDs.

The drop down list under **Identifier type** defaults to **Minor Customer Id**, as this is the only identifier currently available for the Medicare Online/ECLIPSE/DVA/AIR service provider.

Enter your organisation's **Minor ID number** in the **Identifier** field and select **Next**.

*Please provide an identifier that has been issued for the organisation

Identifier type	Identifier
Minor Customer Id	Please enter identifier

Next

Exit

Selecting Exit on these screens will return you to your PRODA individual 'Services' page

If you have more than one PKI RA number, you will need to complete this process for each one and enter one Minor ID that has been associated with it that has been used to transmit previously.

If you are unsure of where to find your Minor ID, please contact your software developer.

- If the Minor ID you have provided matches to the information recorded in our systems, you will proceed to the next step [Verification of relationship](#).
- If the Minor ID you have provided cannot be matched to the information recorded in our systems, you will proceed to [Verification of relationship – Assistance Required](#).

Verification of relationship

Once your organisation has been identified by the details you provided and its relationship to Medicare Online/ECLIPSE/DVA/AIR has been established, you will receive a confirmation on screen.

Select **Next** to proceed to the [Next Steps](#) screen.

Organisation Linking

Organisation Linking - Create Relationships

Verification of relationship

We have established your organisation's relationship with the following:

Medicare Online / ECLIPSE / DVA / AIR ✓

Next

Verification of relationship – Assistance required

If we are unable to verify your organisation's relationship to Medicare Online/ECLIPSE/DVA/AIR with the identifier numbers you have provided, you will receive a message on screen.

Select the **Assistance required** checkbox.

Organisation Linking - Create Relationships

Verification of relationship

We have been unable to verify your relationship for the following:
Medicare Online / ECLIPSE / DVA / AIR

Assistance required

Next

After selecting the **Assistance required** checkbox, a comments box will appear. Enter a **short explanation** in the comments box telling us the identifier details and any other relevant information about the help you need.

Select **Next** to proceed to the **Next Steps** screen, as shown here [Next Steps – Assistance Requested](#).

Organisation Linking - Create Relationships

Verification of relationship

We have been unable to verify your relationship for the following:
Medicare Online / ECLIPSE / DVA / AIR

I need assistance verifying my organisations software
Minor ID ABC12345 to be able to access the Medicare
Online system to transmit medicare claims|

Assistance required

Next

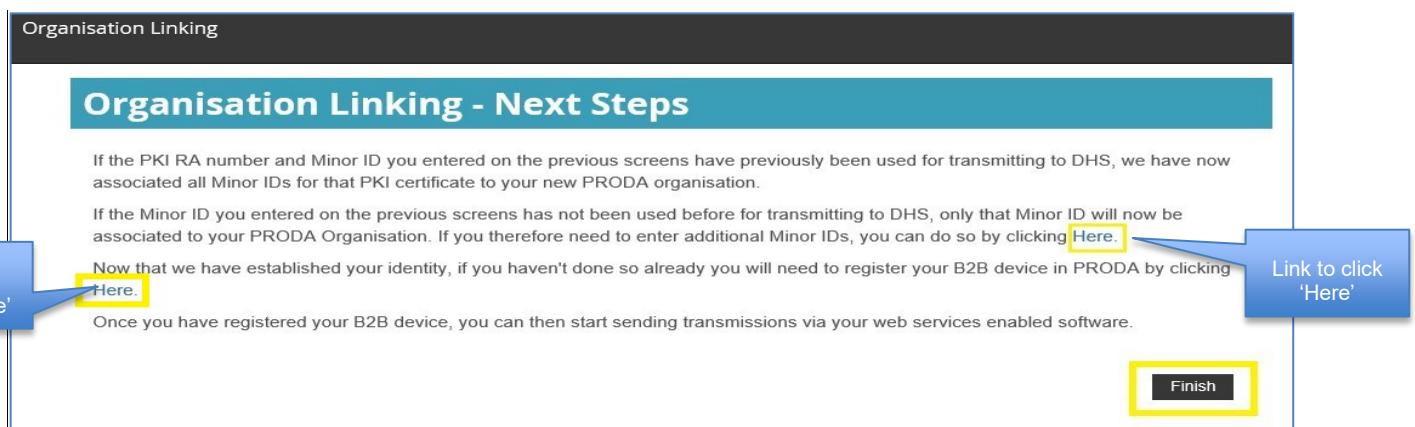
Next Steps

Once you have verified your organisation's relationship and established its identity to us, you can:

- Add additional Minor IDs to your organisation
- Register a B2B device to begin sending transmissions via your web services enabled software product by selecting the links within the **Organisation Linking – Next Steps** screen (as shown below)

Note: You don't need to add additional Minor IDs to the organisation if the initial PKI RA number and Minor ID you entered:

- has been used previously for transmitting online to the agency, and
- has been successfully verified on the previous screen.



If you want to exit and complete the **Next Steps** later, select **Finish** to return to your individual PRODA Services page. You will now have the Medicare Online/ECLIPSE/DVA/AIR tile as a linked service provider channel under **My linked Services**.

The screenshot shows the PRODA Provider Digital Access interface. At the top, there is a navigation bar with the Australian Government logo, 'PRODA Provider Digital Access', 'Test One', and links for 'Profile | Services | Organisations | Logout'. Below this is a 'Privacy Notice' box containing text about linking services and sharing information. The main area is titled 'My linked services' and contains a green box with the 'medicare online' logo and the text 'ECLIPSE | DVA | AIR'. The entire 'My linked services' section is highlighted with a yellow box.

Select the **Medicare Online/ECLIPSE/DVA/AIR** tile to go to the **Organisation Linking – Manage Relationships** screen to add additional Minor IDs or manage any open requests for assistance, as shown here - [Manage Relationships](#).

Next Steps – Assistance requested

If you requested assistance on the Verification of Relationship screen, the request will be reviewed by an agency Service Officer. You will be notified when your request has been processed.

Select **Finish** to return to your individual PRODA services page. The Medicare Online/ECLIPSE/DVA/AIR tile will appear on this page under My linked services only when a Minor ID for your organisation has been successfully verified.

Organisation Linking - Next Steps

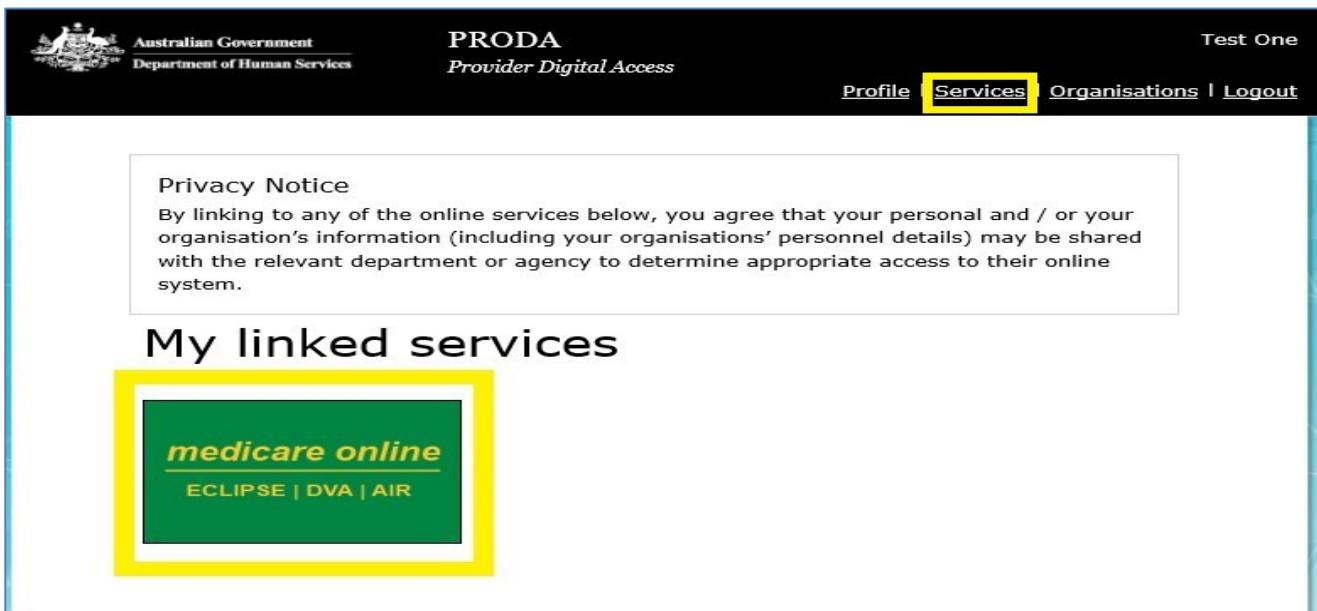
If you have requested for Assistance for any failed Identifier/s, we will notify you once we have processed your Request for Assistance.

Finish

Manage Relationships

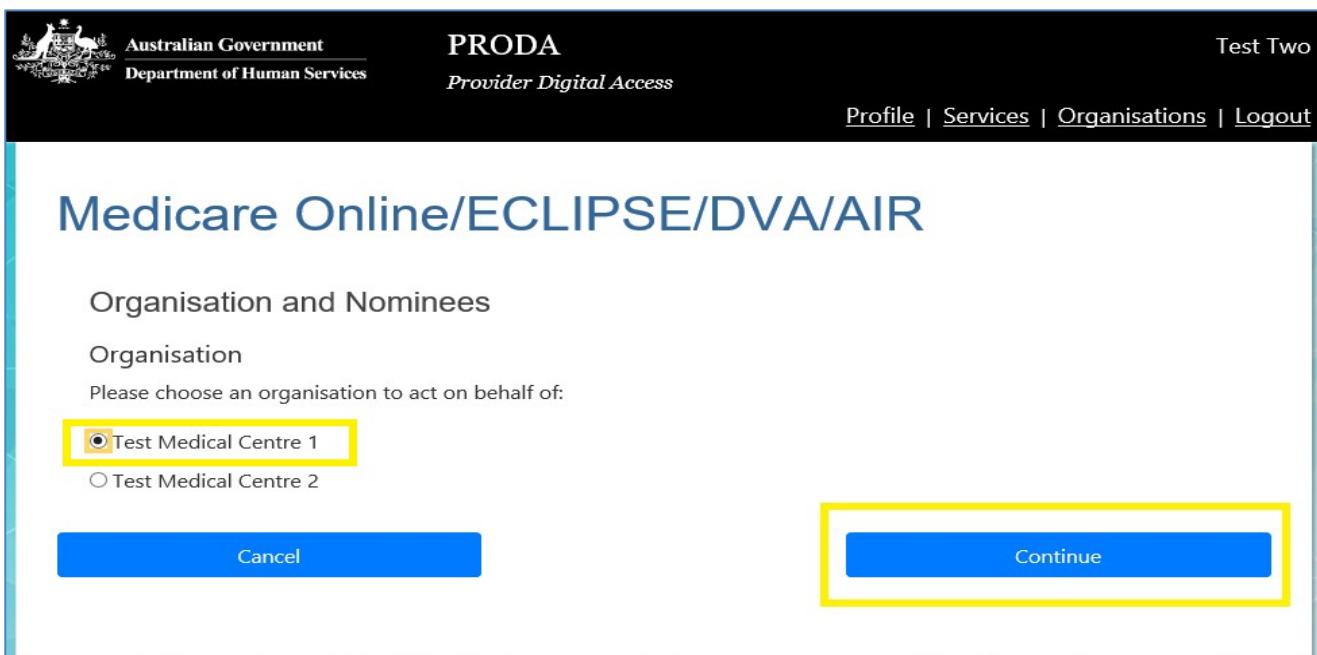
A relationship is your organisation's link to a service provider channel. Once this link is established, you can manage it via the relevant tile on your PRODA Services page.

From your individual PRODA Services page, select the **Medicare Online/ECLIPSE/DVA/AIR** tile under **My linked services**.



The screenshot shows the PRODA Provider Digital Access interface. At the top, there is a banner for the Australian Government Department of Human Services. Below the banner, the PRODA logo is displayed. On the right side of the header, there are links for Profile, Services (which is highlighted with a yellow box), Organisations, and Logout. The main content area is titled "My linked services". Inside this section, there is a green button labeled "medicare online" with the sub-labels "ECLIPSE | DVA | AIR" below it. This entire "medicare online" button is also highlighted with a yellow box.

If you have a delegated member attribute in PRODA to more than one organisation that has an active link to Medicare Online/ECLIPSE/DVA/AIR, select which organisation you want to manage by selecting from the list and select **Continue**. This will take you to the Manage Relationships screen.



The screenshot shows a configuration screen for the Medicare Online/ECLIPSE/DVA/AIR service. At the top, the PRODA logo and a test identifier "Test Two" are visible. Below the logo, there is a section titled "Organisation and Nominees". Under this section, there is a heading "Organisation" followed by the instruction "Please choose an organisation to act on behalf of:". There are two radio buttons: one selected (highlighted with a yellow box) and one unselected. The selected option is "Test Medical Centre 1". Below the radio buttons, there are two blue buttons: "Cancel" on the left and "Continue" on the right, both of which are highlighted with yellow boxes.

Manage Relationships – Summary tab

Select the **Summary** tab to view your PRODA organisations linked service providers/channels.

If applicable, you will also see listed any service providers/channels that you have requested assistance to link to.

The screenshot shows a web-based application titled "Organisation Linking - Manage Relationships". At the top, there are three tabs: "Summary" (which is highlighted with a yellow border), "Identifiers", and "Request for assistance".

The main content area contains two sections:

- Your organisation has a relationship with the following channels:** This section lists "Medicare Online / ECLIPSE / DVA / AIR" followed by a green checkmark icon.
- Your organisation has requested assistance for the following channels:** This section lists "Medicare Online / ECLIPSE / DVA / AIR" followed by a red exclamation mark icon.

At the bottom left is a "Add new identifier" button, and at the bottom right is an "Exit" button.

A blue callout bubble with white text points to the "Exit" button, containing the following text:

Select Exit on any of the Manage Relationships tabs to return to your individual PRODA Services page

Note: You can select **Add new identifier** on any of the **Manage Relationships** tabs to add an additional Minor ID to that organisation for the Medicare Online/ECLIPSE/DVA/AIR service provider channel. You don't need to add additional Minor IDs to the organisation if the first Minor ID you entered:

- has been used previously for transmitting online to the agency, and
- has been successfully linked.

You can select **Exit** on any of the Manage Relationships tabs to return to your individual PRODA Services page.

Manage Relationships – Identifiers tab

Select the **Identifiers** tab to view all the Minor IDs that you have linked to your organisation.

Organisation Linking - Manage Relationships

The following identifiers are linked for your organisation:

Channel	Identifier Type	Identifier
Medicare Online / ECLIPSE / DVA / AIR	Minor Customer Id	MCO00007

(1 of 1)

Add new identifier **Exit**

Select Exit on any of the Manage Relationships tabs to return to your individual PRODA Services page

Note: The identifiers tab will only be active if your organisation has identifiers (e.g. Minor ID), that have been successfully added and linked to a service provider/channel.

Manage Relationships – Request for assistance tab

Select the **Request for assistance** tab to view and manage any open requests for assistance for your organisation.

Organisation Linking - Manage Relationships

Summary Identifiers Request for assistance

Your organisation has requested assistance with linking for the following:

Channel	Identifier Type	Identifier	Date Requested	Action
Medicare Online / ECLIPSE / DVA / AIR	Minor Customer Id	BPS00002	27/08/2019	Withdraw Request
Help linking Minor ID BPS00002				

(1 of 1) 1

Add new identifier

You can withdraw an open request for assistance if you choose to

Select Exit on any of the Manage Relationships tabs to return to your individual PRODA Services page

Exit

Note: The Request for assistance tab will only be active if there are open requests for assistance for your organisation and you have an appropriate delegation attribute for that organisation. See [Introduction - Prerequisites](#).

Need Help?

- You should talk to your software developer about your software product and the most appropriate action to link your organisation with the Medicare Online/ECLIPSE/DVA/AIR service provider for your circumstances.
- For support with PRODA contact the PRODA Helpdesk on 1800 700 199 Monday to Friday 8am to 5pm local time or email proda@servicesaustralia.gov.au
- Software developers who require technical support with this process during the development stage in the vendor environment, contact Online Technical Support (OTS) on **1300 550 115** Monday to Friday 8:30 am to 5:00 pm AEST, or email onlineclaiming@servicesaustralia.gov.au