



Australian Government

Services Australia

# A2WS UPDATE

ISSUE 4 - APRIL 2021

**7 MONTHS**

Time remaining for product certification

## If you haven't yet received certification

There are seven months remaining for you to obtain product certification for your web services products.

**All software developers must obtain certification before 30 November 2021.**

If you haven't already started developing web services, you should do so now. You should also have a clear plan indicating when you intend to transition your customers to web services.

If you don't update your software by **13 March 2022**, your customers may need to revert to alternative digital channels. This may result in additional administrative pressure and costs for their business.

## If you have received certification

Start transitioning your customers now. Don't wait until the deadline.

Your customers can transact with us using web services now.

## Key timings

### > APRIL 2021

- Continue developing your software products.
- Obtain product certification (allow up to 2 months).
- Start transitioning your customers to web services.
- Commence testing.

### > NOVEMBER 2021

- Complete product certification by 30 November 2021.
- You should finalise transitioning your customers.

### > 13 MARCH 2022

- Adaptors transactions no longer available.

## We're here to help

We'll work with you to support you and your customers to be ready before the deadline, **talk to us.**

**If you need support** with your development, testing and deployment, **please contact the OTS Helpdesk.**

If your **customers have any questions or concerns**, please direct them to contact the **eBusiness Service Centre on 1800 700 199** Monday to Friday, 8am to 5pm (AEST).

## Congratulations to our latest web services certified developers:

ADHA	Cyber Clinic	The Care List	Simple Retail	Intersystems	Nexa Group
Caring Company	Diagnode	VCS Foundation	Ministry of Health	Expect Maternity	Parker Family Trust
Health Support Services	Lutheran Church of Australia	Vaxapp	Lateral	MDR Computer Systems	Darjack
Medipass					
Special mention to <b>claiming.com.au</b> , our first developer to complete testing for <b>all MCOL and ECLIPSE functions. Congratulations!</b>					

## First PBS developer gains certification for PBS Online for web services

The A2WS project has reached a significant milestone with **Simple Retail completing product certification for their PBS Online** software product. They are now working with their beta pharmacies to begin PBS Online web services transmissions. Simple Retail has almost completed product certification for their AIR web services reporting product.

**Congratulations to Simple Retail on these important achievements!**

## Services Australia's future use of Public Key Infrastructure certificates

You may be aware that on Friday 9 April, we advised **the SHA-1 OCA Public Key Infrastructure (PKI) certificate and Medicare PKI certificates will be renewed**; however, this will not be supported post 13 March 2022. You need to transition your customers to web services before this date to ensure digital channels can still be accessed and to improve the security of Australia's health data.

This renewal is a **business continuity measure** to provide us the ability to manage the transition to PRODA, should something unforeseen occur between now and 13 March 2022. If we were required to renew all Medicare PKI certificates at the last minute, it would take months for the renewed certificates to be deployed. This could result in loss of access to our digital channels for healthcare services and create a significant impost on the healthcare industry. Given the significance of this risk, we determined that the renewal of the SHA-1 OCA PKIs to be the best mitigation strategy. This will enable a controlled transition and disconnection, rather than a lapsing of the certificate.

**It remains essential to develop web services compatible software** and obtain product certification (Notice of Integration/Notice of Connectivity) by November 2021 and deploy your software products to your customers by **13 March 2022**.

The combination of adaptor and PKI technology will not be supported to access Medicare Online, ECLIPSE, DVA, AIR, PBS Online and Aged Care Online from 13 March 2022.

If you have any questions or concerns, the OTS helpdesk is available to help.

## How to use Minor IDs correctly

Software developers who have previously developed Medicare functionality will be familiar with the Minor ID (Location ID).

**A Minor ID should uniquely identify the software developer and the site/location where health services are rendered.**

A Minor ID should be unique to each site/location, regardless of:

- whether a cloud or on-premises architecture is used
- which organisation is authenticating the transmissions.

More information about how Minor IDs should be used, including examples, is now available on the Health Systems Developer Portal (the portal).

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## Medicare Online and ECLIPSE – additional certification requirements

Certain functions that were previously optional under the adaptors technology are now mandatory for Medicare Online and ECLIPSE web services.

### **Online Patient Verification web service (OPVW) is now mandatory for Medicare Online**

OPVW allows a user to verify a patient's Medicare eligibility based on the Medicare card number supplied.

A common cause of claim rejection is the patient not being Medicare eligible. This is often a simple error where an incorrect Medicare card number was used. It often results in phone calls to the agency, claim resubmissions and delays in payment.

By automatically submitting an OPV *before* submitting claims, simple errors such as a wrong card number can be corrected. This reduces rejection rates and the need for rework. It leads to a better customer experience and can only be achieved if the software product contains this functionality.

It is strongly encouraged to automate the submission of OPVW's before sending claims.

### **Online Eligibility Check web service (OECW) is now mandatory for ECLIPSE**

OECW in ECLIPSE can check a patient's Medicare eligibility, their private health insurance eligibility or both.

It can also be used to determine expected benefits payable for the expected treatment, and help calculate a patient's expected out-of-pocket costs. This meets the requirements for informed financial consent and providing a much better experience for patients.

If you believe that a certification requirement shouldn't apply to your product, you may apply for an exemption. You can submit exemption requests once you've booked in for product certification. We assess requests on a case-by-case basis.

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## **Webinar support materials available on the Health Systems Developer Portal**

In 2020, we held webinars for Medicare Online, PRODA and Aged Care. In March 2021 we held additional sessions for ECLIPSE. If you weren't able to attend any of the previous webinars, we've made these available on the portal. We've also added ECLIPSE presentations and Q&As to the portal.

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## **Adaptors to Web Services at Australian Healthcare Week – Sydney, March 2021**

On 17 and 18 March, the Adaptors to Web Services team joined our Australian Digital Health Agency colleagues at Australian Healthcare Week. We spoke to healthcare providers, practice managers, private health insurers and hospitals about the transition to web services and PRODA. It helped us ensure they know what they need to do by 13 March 2022.