



December 2018 Changes – Peak Body Stakeholder Communication

‘Independent Review of Health Providers’ Access to Medicare Card Numbers’ recommendations – Health Professional Online Services (HPOS Updates)

In response to the recommendation made by the ‘Independent Review of Health Providers’ Access to Medicare Card Numbers’ the following HPOS changes will be made in December.

1. Change to Delegation Limits

From 1 December 2018, all new and existing delegations in HPOS will automatically expire after a 12-month period and require renewal in order to continue.

Supporting Updates

To further support the change to the delegation limits, we will also be updating HPOS to allow:

- both a Provider and administrative staff to manage delegations in HPOS, which will allow a delegate to submit a delegation request to a provider; and
- a delegation period to be set up or renewed for any specified time limit up to a maximum 12-month period.

The above changes have been implemented:

- To support HPOS users adjust to the new delegation time limitations.
- address feedback received from the health professional community regarding the need to have more flexibility in the management of delegations in HPOS.

2. Suspension of Access to HPOS

To address the review recommendations, all HPOS users will have their access to HPOS suspended after 6 months of inactivity in HPOS.

Suspension of accounts will begin in 1 March 2019 and will affect HPOS users who have not accessed their accounts 3 months prior to the 1 December updates (i.e. users who have not accessed HPOS since 1 September 2018).

3. Reactivation of accounts

To support the access changes, we will be implementing a streamlined process for a HPOS user to reactivate their access online when logging onto HPOS using their PRODA account or PKI certificate.

Note: Further information on the updates are provided in the attachment ‘Independent Review - Health Professional Online Services (HPOS) – December 2018 Updates’.

Coming soon

Changes will soon be implemented to the Medicare Providers telephony line to meet the Review recommendation to phase down the telephony patient verification service. More information will be provided in the coming months.