



Independent Review - Changes to Health Professional Online Services (HPOS) –

December 2018 Updates

Below are further details of the coming HPOS updates being implemented to support the 'Independent Review of Health Providers' Access to Medicare Card Numbers' recommendations.

1. Changes to Delegations

From 1 December 2018, changes will be made to the delegations functionality in HPOS.

1. Delegation Expiry

All delegations in HPOS will be limited to a default authorisation period of 12 months and will require a renewal by the provider to continue.

- All new and existing delegations will have a default end date of 12 months.
- A provider can choose to set a specified end date up to a maximum period of 12 months.
- Delegations will require renewal after either the default 12-month period or the period set and approved by the provider.
- A delegation expiry warning notification will be sent to both the provider's and the delegate's HPOS mailbox prior to expiry (unless the period of delegation authorisation is less than 14 days).

2. Delegation Requests and Renewals

New delegations and delegation renewals can be managed by both a provider or the delegate.

- Delegates will be able to:
 - Submit a new request for delegation access to a provider for approval.
 - Submit a request to renew their delegation end date to a provider for approval.
- Providers will be able to:
 - Set up a new delegation (as per existing processes) applying the new expiry rules.
 - Approve or decline a new delegation request or a renewal request.
 - Amend a delegation end date prior to expiring.

All delegation requests submitted will be available for action by the provider for 14 days.

Further information will be available on the Department's website in December to support HPOS users.



2. Suspended Access

From 1 December, all HPOS users will have their access to HPOS suspended after 6 months of inactivity.

Suspension of accounts

- Inactivity refers to a HPOS user (provider or delegate) accessing HPOS and accessing HPOS services.
- Any tasks performed by a delegate on behalf of a provider in HPOS will be considered a transaction for the provider in effect keeping the access active.
- If a HPOS user has provided an email address (external to HPOS) and set up to receive notifications in HPOS they will receive a notification:
 - 3 months prior to the suspension of access – after 3 months of inactivity.
 - When access has been suspended – after 6 months of inactivity.

Note: All HPOS users with accounts identified as being inactive for 3 months prior to 1 December 2018 (i.e. from or prior to 1 September 2018) will have their accounts suspended in 1 March 2019.

If a user accesses HPOS before 1 March 2019 they will not have their account suspended.

3. Reactivation of accounts.

A HPOS user will be able to reactivate their access to HPOS simply by logging onto HPOS using their existing PRODA account or PKI certificate and providing their associated RA number.

All users reactivating their access to HPOS will be required to agree to the Terms and Conditions to continue.

Recommended action:

1. HPOS users to enter their personal email addresses in HPOS in order to receive the warning notification.
2. HPOS users who have not accessed HPOS in the last 3 months should login and access their HPOS services in order to avoid suspension of their access on 1 March 2019.