



Australian Government
Services Australia

Health and Aged Care Quarterly Software Developer Update

December 2021

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Latest news

Thank you from Services Australia

As we approach the end of another huge year, we recognise and thank you for your continued efforts in developing and testing your software throughout 2021 and all the changes it brought.

We also extend a warm thanks to our colleagues at the Australian Digital Health Agency and Department of Health. We have worked together this year to make sure developers and end-users understand changes across our agencies. We value these relationships and we look forward to working with you more in 2022. Something about 13 March rings a bell.... 😊

Partnerships have been key this year and we would also like to thank the MSIA and peak bodies across the health and software industries for your support in sharing web services and PRODA messaging. We appreciate you keeping your members updated with important project information. Your help, support and suggestions throughout the year are invaluable.

Into 2022

We look forward to continuing to work with you next year and realise all of the hard work that has gone into the A2WS project!

We wish you all a very safe and happy holiday break (as brief as that may be!). See you next year

OTS, iTest and Developer Support teams over the holiday period

The Developer Support, OTS Product Integration (iTest) and OTS Support Desk teams will be unavailable as of COB Thursday 23 December 2021 and will return Tuesday 4 January 2022.

The OTS Support Desk phone number 1300 550 115 will be diverted to the on-call number for **critical production** issues only.

The Health Systems Developer Portal and Developer Testing Support System will be available but unsupported from 20 December 2021 to 7 January 2022. Any technical issues that arise will be investigated after 10 January 2022.

Please refer to the table below for availability of the SVT environment over the holidays:

Day	Date	Vendor environment availability
Thursday	23/12/2021	Available
Friday	24/12/2021	The vendor environment will be available from 8.30am to 11:00pm (AEDT) daily, however will be unsupported throughout this period
		
Monday	3/01/2022	
Tuesday	4/01/2022	Available

If you have any queries regarding this advice please contact the Developer Support team at devsupport@servicesaustralia.gov.au.

A2WS project updates

Q&A webinar - December

The webinar crew hit the screen again this month to talk all things transition for web services.

Addressing questions submitted in advance, the brains trust spoke about the Online Claiming Provider Agreement Form and the importance of PKI site certificate renewals.

We also talked about the agency's approach to ensuring business continuity for healthcare locations as we move to the implementation phase of the web services transition, and ways for developers to flag with us locations who are concerned about the 13 March 2022 timeframe. See next page.

Thank you to everyone who attended and for attending our webinars throughout the year. It's a great way to stay in touch and allow us to keep you up to date. We always appreciate your participation and attendance.

Extra time for complex healthcare locations to transition to web services

While we expect software developers to have web services software available to all healthcare locations before the 13 March 2022 deadline, we do acknowledge that some complex sites may require some additional time to transition.

We would like to work with you to ensure we are supporting your customers to move to web services and PRODA. To allow additional time for healthcare locations to transition we will need to understand the circumstance of each, and their expected transition date.

We can work with you to facilitate additional time for your customers to transition where appropriate.

If you are concerned about any of your locations being transitioned to web services for *all* functions, **please complete the attached document (for all locations)** and return as soon as possible to HELP.WEBSERVICES@servicesaustralia.gov.au.

Adaptor products on the software developer list

From January, adaptor products will no longer be listed on the 'Find a software developer' list on the agency's website. If you need this information you can get it from [Developer Support](#).

Reminder: PRODA Organisations

Medicare and ECLISPE software developers who have chosen to manage authentication on behalf of their end-users must notify them **now** to alleviate some of the additional administrative pressures and unnecessary work from registering their organisation in PRODA where not required.

Developers whose customers need to authenticate should **encourage their customers to register their PRODA organisation now**. They don't need to wait for your product to be ready.

Please note that software developers for Aged Care and PBS Online users must use the PRODA org to org delegation model to submit claims on behalf of their end users. This means that developers must develop the appropriate web services and their end-users must register their organisation in PRODA to be able to delegate authority to their software developer's PRODA organisation.

Resources about PRODA can be found on our Services Australia website [here](#).

PRODA compatibility with browsers

The recommended minimum browser requirements for PRODA have changed.

As PRODA continues to be developed it will become less stable when used with outdated version web browsers. We recommend the following minimum browser versions to use with PRODA:

- Firefox 72.x
- Google Chrome 80.x

- Microsoft Edge 79.x
- Safari 14.x.

Older versions or other browsers may work but may not display correctly and are not tested or supported.

AIR – Update in HPOS for GPs to confirm vaccination status

The functionality for general practitioners (GPs) to view the COVID immunisation and booster status of their patients has been incorporated into existing AIR functionality for GPs within HPOS. This is to enable GPs to facilitate reminders about booster shots. Stay tuned for February when this functionality will be expanded to allow practice managers to confirm all their practice patients via HPOS.

National Authentication Service for Health (NASH) SHA-2 PKI certificates

Since 20 September 2021, sites requesting new or renewed NASH PKI certificate receive either a NASH SHA-1 PKI certificate or a NASH SHA-2 PKI certificate - depending on their software readiness.

NASH SHA-1 PKI certificates will no longer be issued after 13 March 2022.

Existing NASH SHA-1 certificates issued after 15 May 2021 will continue to operate after this date, but the Australian Digital Health Agency encourages all sites to upgrade to NASH SHA-2 PKI certificates over the course of the 2022 calendar year.

You must ensure that your customers are using a NASH SHA-2 ready version of your software by 13 March 2022.

What you need to do now

- Complete a [NASH SHA-2 readiness assessment](#)
- Once assessed, your software product and version will be listed in the [NASH SHA-2 readiness register](#) (unless you ask for it to not be listed). Healthcare Provider Organisations can view your NASH SHA-2 ready version in the register. Please email help@digitalhealth.gov.au for more information.

Next steps

Instruct your sites to:

- upgrade their NASH software to your NASH SHA-2 ready version;
- follow these [instructions](#) to request a NASH SHA-2 certificate in HPOS.
- advise your customers to manually install the chain of trust files if applicable - chain of trust files are available from the [Certificates Australia website](#).

For more information, visit the [Australian Digital Health Agency](#) or email help@digitalhealth.gov.au

Aged Care Reform

Residential Aged Care Funding Reform Programme (RACFR)

– Coming in 2022

The Australian Government is investing \$7.8 billion to improve residential aged care services and sustainability. Reform to residential aged care funding is part of the broader suite of reforms announced in the Budget 2021-22 Aged Care Reforms. If you provide software to the residential aged care sector, these reforms will impact you.

This work will be completed in 2 stages:

1. Internal system change which will impact the payment statement
2. Funding model change

Proposed changes to the Residential Aged Care Payment Statement

- May 2022

To support the upcoming funding model changes, Services Australia is intending to upgrade its internal system in May 2022. There will be changes to the structure, codes, and information contained within them that will affect the CSV and XML formats, as well as the payment statement viewed from within the Aged Care Provider Portal.

To help you transition your software to align with the change, sample files for the updated payment statement will be available in early 2022.

Changes to the Funding Model – October 2022

On 1 October 2022, the Australian National Aged Care Classification (AN-ACC) will replace the Aged Care Funding Instrument (ACFI). The new funding model will apply to every care recipient in permanent care, and will apply to all residential respite care recipients.

Introduction of the AN-ACC will require changes to residential care claiming information to enable Residential Aged Care services to continue transacting through Aged Care Web Services.

Technical documentation for the residential care APIs under Aged Care Web Services will be available in the Health Systems Developer Portal by mid-2022.

Software developers currently transitioning as part of the Services Australia transition from client adaptor technology to web services need to continue this transition. If you are offering integrated claiming and/or use the payment statement to perform financial reconciliations you should plan to start your upgrade in mid-2022 to be ready for the AN-ACC funding model changes when they commence on 1 October 2022.

More information on RACFR is available on the [Department of Health website](https://www.health.gov.au/aged-care-reform).

New API versions now available for Home Care

New Aged Care API versions are available now within the [Health Systems Developer Portal](#). These versions have been released to support the recent changes to **home care claiming** due to the Improved Payment Arrangements measure from Department of Health.

All documentation for these new versions is available in the portal (table version 3.0). If you hold a Notice of Integration (NOI) for a home care software product you may wish to consider upgrading.

If you are currently developing a residential or flexible care product on the previous API versions you can continue to do so.

For more information about the Improved Payments Arrangements (IPA) changes, please visit the [Department of Health](#) website.

Other Aged Care Reforms

Information about other planned [aged care reforms](#) is available on the Department of Health website, including information on changes [to Aged Care Financial Reporting](#).

2021 wrap-up

Walking on AIR

It's been an extraordinary year and we know the last 12 months have been challenging. There have been plenty of late nights and last minute changes as we progressed through the vaccination rollout. It has also brought with it a great sense of achievement, for all involved. We would like to express our gratitude for the efforts software developers have put into developing their technology, in particular to support the Australian Government's response to the COVID-19 pandemic.

We know the work put into meeting deadlines and our agency's requirements was no easy feat. Your efforts have not gone unrecognised; and we would like to thank you for the support. We are excited for 2022 and look forward to our relationships continuing to grow stronger as we work to achieve all of our shared goals.

Highlights for 2021:

- Over 39 million COVID-19 vaccinations have been transmitted into AIR
 - Mandatory reporting rolled out, including interim measures to support use of adaptors
 - Immunisation Data Interchange (IDI) is in the final stages of closing with many providers now transitioned to web services products
- Our OTS helpdesk has had a massive year...
 - 5842 jobs raised (which equates to an average of 26 jobs each business day)
 - 5853 jobs closed

- In response to feedback from you, we made test cases available and improved internal processes
- 88 developers have now completed testing and received a notice of integration for at least one of their products
- We accelerated our communication efforts:
 - Liaised with 179 health professional peak bodies, all state and territory jurisdictions and 138 developers to support end-users in their transition to web services and PRODA
 - Facilitated over 100 communication activities
 - 7 industry conferences
 - Communicated directly with healthcare locations, including HPOS broadcasts and an email to 156k+ email addresses
 - Used internal resources (BDOs and MLOs) and cross-government connections (Health, ADHA, PHNs and Affiliates) to engage with identified healthcare locations
 - Worked with industry peak bodies to create bespoke content that supports communication with their members
 - Continued to engage with developers to understand their readiness for web services and provide support in their development and deployment processes

System enhancements:

You probably don't need reminding of all the system enhancements but here is a snapshot:

- Changes to recording overseas administered COVID-19 vaccinations, with a country code and flag for providers to identify these
- An updated version of Identify Individual with additional search fields for gender and middle initial
- Introduced system mandatory batch numbers for vaccination reporting
- Upgrades to SAINT
- 47 ECLIPSE web services now in production
- Automated rejections for ECLIPSE incomplete claims
- New registration tool for staff to register health care locations and PHIs using web services software
- Easyclaim web services

In addition, we delivered 25 enhancements to Medicare Online and ECLIPSE channels, based on feedback from industry. Other improvements were also identified, which may be looked at in future.

Congratulations to Aged Care developers!

We are well over half way with developers receiving their Notice of Integration for web services.

Next steps:

- Ensure your customers have their PRODA organisations set up
- Submission of the AC027 form to register for web services
- Commence discussions regarding their roll-out plan to ensure transition is finalised by 13 March 2022.

PBS and web services

It has been another big year in the PBS space for web services this year! As at 10/12/2021

- 9 PBS Online claiming products (used by 85% of pharmacies) have now been upgraded and certified for web services
- 41% of pharmacies are registered in PRODA for PBS (with 1,686 pharmacies (27%) linked for PBS Online claiming)
- 101 pharmacies (2%) are claiming via PBS Online web services (5 products)
- New functionality to allow submission of PBS Online claims by a third party (e.g. through a central server or cloud-based product) was released on 4/12/2021

Key contacts – we're here to help

We are here to support you and your customers to transition to web services and PRODA:

Health Systems Developer Portal – your one stop shop for development advice and support, including developer guides, the latest TECH.SIS versions, updates, forums and FAQs.

Includes the Developer Testing Support System, where you can apply for testing, retrieve test plans, monitor your testing progress and talk with the Integration Testing team.

Link: [Health Systems Developer Portal](#)

Developer Support Team (Previously OTS Liaison) – assists with portal registrations, sending test data to begin development, and seeking production access for applications on completion of certification testing. They also send business communications relating to Services Australia programs and the availability of ICT systems:

Email: DevSupport@servicesaustralia.gov.au

Online Technical Support (OTS) – provides support to developers with development, testing and deployment. They will help you diagnose and resolve technical issues during the development and production stages, including issues encountered in the vendor environment.

Phone: 1300 550 115, Monday to Friday, 8:30 am to 5:00 pm AEST.

Email: onlineclaiming@servicesaustralia.gov.au

iTest – OTS Product Integration Team - helps you test your software products to achieve a Notice of Integration (NOI) or Notice of Connection (NOC).

Email: itest@servicesaustralia.gov.au

eBusiness – resolves queries from customers doing their electronic business with us. If your customers have any questions about creating PRODA accounts, please tell them to contact our eBusiness Service Centre.

Phone: 1800 700 199 (Option 1), Monday to Friday, 8:00am to 5:00pm local time.

Adaptors to Web Services Project Team – Need to discuss your plan to transition your customers to web services? Contact us at WEBSERVICES.MEDICARE@servicesaustralia.gov.au

Healthcare locations and software developers who are concerned they won't transition by 13 March 2022 can email us at HELP.WEBSERVICES@servicesaustralia.gov.au for support.

Software developers who are interested in the creation of bespoke content please contact our A2WS Communications Team at servicesaustralia.A2WS@servicesaustralia.gov.au