

## PRODA FAQs

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**If I already have Medicare Online linked to HPOS that should send information to AIR. What is the purpose of linking PRODA to GuildCare NG?**

If you link Medicare Online to HPOS, you will be able to access HPOS through logging into PRODA - but it means you will need to manually enter vaccination services each and every time.

Linking PRODA to GuildCare NG streamlines your workflows and create further efficiencies. Information will automatically be sent to the AIR by GuildCare NG.

**Do I need to complete the "Online Claiming Provider Agreement (HW027)"?**

Yes. You need to advise Services Australia of your Minor ID provided by GuildLink in order to submit claims via AIR web services. You would have received your Minor ID from GuildLink via email on 24 Feb 2021 – if you are unable to locate this email, please contact support.

**I get an error message "We can't verify your relationship for the following...."when I tried to link Medicare Online with the given Minor ID. What should I do?**

This happens when Services Australia can't find the association between the Minor ID and your Provider Number. Please submit the Online Claiming Provider Agreement (HW027) to Services Australia. If you are still experiencing issues, please contact their support centre on 1800 700 199.

**Do I need an Information Provider Number?**

Yes, you do need an Information Provider Number. However, you can use your Immunisation Provider Number as the Information Provider Number.

To locate your Immunisation Provider Number please go to the admin section of GuildCare NG. If you haven't previously entered this into GuildCare NG, please contact the AIR for this number.

**I linked Medicare Online / ECLIPSE / DVA / AIR as a service provider but I did NOT provide a PKI number. Is that a problem?**

No, it is not a problem. GuildCare NG's AIR real-time integration is based on the Minor ID, not the PKI number.

**What is a PKI number / certificate?**

PKI certificate stands for Public Key Infrastructure. It was used by Healthcare Professionals to access online services eg for claims, for Medicare etc.



If you originally had a PKI number, you can use it to verify yourself when adding Service Provider in PRODA and you can still continue to use it for digital claims until March 2022, as per information provided by PRODA.

**How do I get a PKI number / certificate?**

For real time AIR integration using GuildCare NG, you don't need a PKI certificate. You should select the Minor ID option and populate the Minor ID that was shared with you via email 24 February 2021. Please contact support if you cannot locate your Minor ID.

PKI certificates have not been generated since December 2020.