PRODA Configuration for your Organisation

Last Modified on 28/11/2024 12:18 pm ACDT

Medicare has released a major change in the way software will communicate with it (client adapter technology replaced with web services).

https://www.servicesaustralia.gov.au/organisations/health-professionals/subjects/web-services-digital-health-and-aged-care-channels

Accessing your PRODA account

See PRODA accounts; or login to https://proda.humanservices.gov.au/

If you do not currently have an account, follow the registration process.

- Step 1: https://www.servicesaustralia.gov.au/how-to-register-for-individual-proda-account?context=33786 - Creating individual PRODA account
- Step 2: https://www.servicesaustralia.gov.au/how-to-register-organisation-proda?context=33786 - Creating organisation PRODA Account
- Step 3: https://www.servicesaustralia.gov.au/how-to-manage-your-organisation-proda?context=33786 - Mange organisation
- **Note: We will provide you with a"Minor ID" to enable Medicare Online registration.**

Setting up a new Device

Follow the Services Australia > Managing Your Organisation > Managing B2B Devices process. We recommend using "CareRight" or the URL of your CareRight instance such as "example.use.careright.com.au" as the device name so that you will be able to locate it in the future.

Initial configuration

Navigate to System Administration > System > PRODA

Click **Activate**
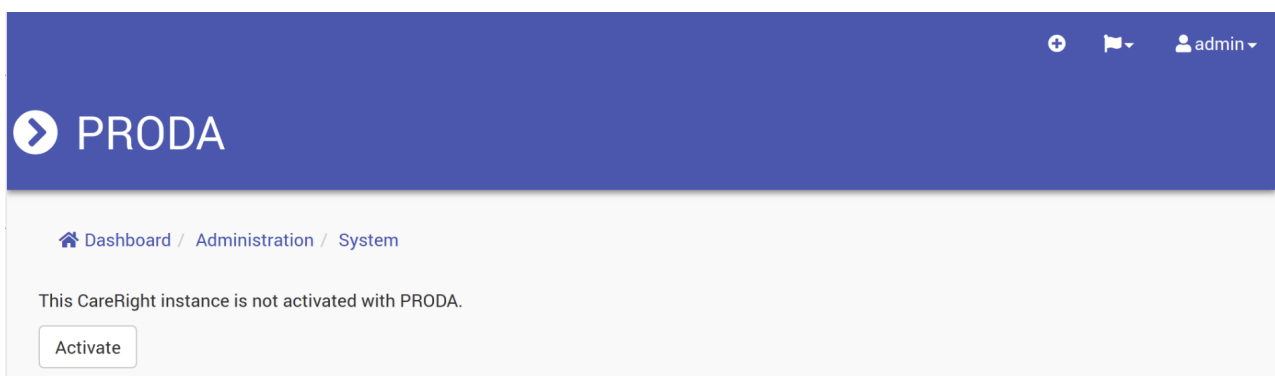
You will be prompted for the following information:

PRODA Activation

Device Activation Code*	
Device Name*	
PRODA RA (Organisation)*	

[Activate] [Cancel]

This information is available from your PRODA device management screen:

On successful setup; you will see configuration similar to the below:

Key Expiry

The default key expiry is 11 days. CareRight will self-renew its key automatically.

Device Expiry

The default device expiry is 6 months. At least every 6 months, someone in your organisation must log back in to PRODA, navigate to the device and press the "Extend B2B Device Expiry". This informs Services Australia that you wish the device (CareRight) to continue accessing PRODA and therefore Medicare Online.

If the device is going to soon, a banner alert is displayed as follows with a link to the PRODA configuration.
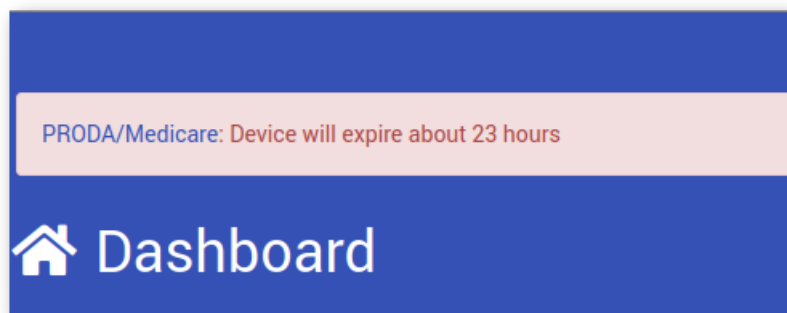
This will display to system administrators 30 days from the deadline, and to all users 7 days from the deadline.

Troubleshooting

Typically, the issues encountered will be simply a slight configuration error. Double check the details from your account; and that any relevant PRODA setup in Services Australia > Managing Your Organisation > Managing B2B Devices is complete.

PRODA Activation

Device Activation Code*	BwyA2tPD6I
Device Name*	Hello
PRODA RA (Organisation)*	1638686508

Activate   Cancel