

Getting Online

1. I'm getting confused between Health Professional Online Services (HPOS) and Provider Digital Access (PRODA). What's the difference and why do I need both?

- **PRODA** is an online individual identity or organisation verification and authentication system.
- **HPOS** is a simple and secure way for eligible providers or organisations to do business with Services Australia online.

You need an individual PRODA account to access HPOS. Refer to the Health Professional Education Resources website for more information on [PRODA](#) or [HPOS](#).

2. I'm an International Medical Graduate (IMG), how do I create a PRODA account?

IMGs (including OTDs* and FGAMS*) will need to register with Medicare through a 3-step process if you don't have the necessary Australian Government issued documents:

- complete the [Manual identity verification for Provider Digital Access \(HW080\)](#)
- link HPOS as a service in PRODA using your Ahpra* number as your identifier
- apply through HPOS for your initial MPN to work in Australia.

3. Can someone complete an online MPN application on my behalf?

All initial MPN applications via HPOS must be completed by the eligible health professional, as some detailed personal information may be required. However, you can nominate a delegate in HPOS who can apply for additional MPNs online. Refer to the [Managing Delegations](#) eLearning module for more information.

About your application

4. What is my Organisation Site ID?

- An **Organisation Site ID** is generated when an organisation site is created in the Organisation Register.
- An **Organisation Site** is where an individual practice, clinic or other healthcare service is provided.

When applying for a MPN online, you only need to provide your Organisation Site ID if you want to link your MPN to a program in the Organisation Register, such as [MyMedicare](#). For more information about how to find your Organisation Site ID refer to the infographic > [How do I find my Organisation Site record and it's ID number?](#)

5. What do I do if some of the information from Ahpra is not correct?

You will need to contact Ahpra to update your information. However, you can continue with your MPN application if your name, date of birth and health profession are correct. When you update your information with Ahpra, Services Australia will automatically apply the updates to your record.

6. Why can't I get my prescriber number straight away?

Prescriber number applications are required, by regulations, to be assessed by Services Australia staff.

7. I am applying online, can I save my details and come back later?

You can save your application and come back to it later if you need to. All information provided up to then will be saved. If you are inactive online for 30 minutes, your session will be timed out.

OTDs: Overseas Trained Doctors

FGAMS: Foreign Graduates of an Accredited Medical School

Ahpra: Australian Health Practitioner Regulation Agency



I'm a Dentist or Dental Practitioner

8. I'm a Dentist or Dental Practitioner, what do I need to know?

A Representative Public Dentist (RPD) or Representative Public Dental Practitioner (RPDP) is nominated by a state or territory.

- Public dental services are Australian Government funded and provided free of charge to eligible patients.
- These services are delivered through public facilities (e.g. mobile, school or dental community clinics).

The online application for additional MPNs (via HPOS) allows you to indicate if you are working as a RPD or RPDP. By selecting this option, your application will be referred to Services Australia for assessment.

Refer to [Recognition as a dental practitioner to provide Medicare services](#) for more information.

I'm a Medical Practitioner

9. I'm a Medical Practitioner, what do I need to know?

All Medical Practitioners can apply online via HPOS for their initial MPN and/or Prescriber number including:

- Australian and New Zealand citizens or residents graduated from an accredited medical school in Australia or New Zealand.
- FGMAS in Australia or New Zealand.
- IMGs (including OTDs and FGAMS). Refer to the [IMG/OTD infographic](#) for more information.

All Medical Practitioners can apply for a MPN online for referring and requesting services. Most Medical Practitioners (including those subject to the 10 year moratorium) can apply online for a MPN with access to Medicare benefits, however some exclusions apply. Further information is available on the [Services Australia](#) website.

- What is considered an accredited medical school?

A list of accredited medical schools can be found [here](#). The Australian Medical Council ensures that the standards of education training and assessment of the medical profession promote and protect the health of the Australian community.

- How do I apply for Specialist or Consultant Physician recognition?

You can apply for recognition as a Specialist or Consultant Physician by completing the [Application for recognition as a Specialist or Consultant Physician \(HW077\)](#) form. Medical Practitioners registered by Ahpra as a Specialist in General Practice do not need to complete the application form, as this recognition is applied automatically for General Practitioners.



If this FAQ has not answered your question, please refer to the contact options below.

Enquiry	Services Australia Contact team	Contact Details
I'm having issues with HPOS • Linking PRODA and HPOS	eBusiness	eBusiness: • 1800 700 199 option 1
Medicare Provider Registration Application • Online application questions • Application forms	Provider Registration	Medicare provider enquiries line: • 132 150 option 2

Some quick terms

HPOS: Health Professional Online Services - this is a portal to do business with Services Australia.

IMG: International Medical Graduate (including OTDs and FGAMS).

PRODA: Provider Digital Access - this is an authentication service.

Ahpra: is the Australian Health Practitioner Regulation Agency, which works together with National Boards to ensure that Australia's registered health practitioners are suitably trained, qualified and safe to practise.

PBS: Pharmaceutical Benefits Scheme - under this scheme, the Australian Government subsidises the cost of medicine for most medical conditions.

Medicare provider number: a unique number for providers to claim, bill, refer or request Medicare services.

Prescriber number: a unique number for providers to prescribe medication under the PBS.