My Medicare - Common Errors/Troubleshooting

Organisational Structure

Ultimate Organisation: Parent Organisation - The legal recognised entity considered to have hierarchical control of any registered organisation in Proda

Associated Sites: Each associated site must share the same ABN as the parent organisation

Unable to access 'Organisation Register' tab in HPOS

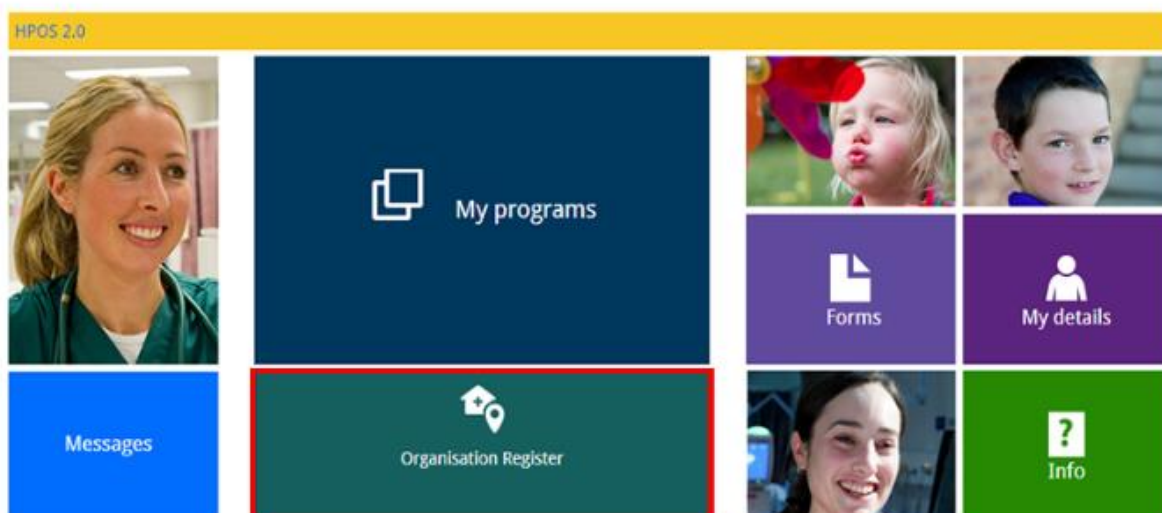Ensure HPOS is linked in the 'service provider' tab in the ***Organisation Proda account***

Individual registering the practice should be the authorised contact on the Australian Business Register

Individual must be listed as a member in the Organisation Proda account

When logging into HPOS, ensure you are acting on behalf of the organisation

Ensure healthcare identifiers are linked to the individuals HPOS account

Unable to add organisation Site register / associated site

*The organisation register **must be active** before adding an associated site*

Must first create and complete the organisation register before adding any associated sites

Ensure ALL information is input correctly and all mandatory fields are completed

Ensure to save and submit all information

Ensure to add both an associate (Owner/director) AND an authorised contact under 'Key Individuals' tab

Once all information is correctly input and submitted/saved, the status of the Organisation Register will become active the 'add new site' button will display under the 'associated site' tab

Unable to add providers or experiencing an error that the provider number does not match supplied information

Must save and submit all information on the organisation site record **BEFORE** adding providers

Providers information/location with Services Australia must match exactly what has been input in the organisation register

- May need to contact Services Australia to verify this information

Unable to locate Practice when registering

Ensure MyMedicare is linked under the program registration tab

Select MyMedicare and click 'add program' – Then Submit and save the information

Once correctly linked, HPOS will automatically progress to a screen asking how you would like to accept patient registrations

For Further Assistance

Visit https://c2coast.org.au/mymedicare

Contact Country to Coast QLD Prac Support on

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