

# 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**

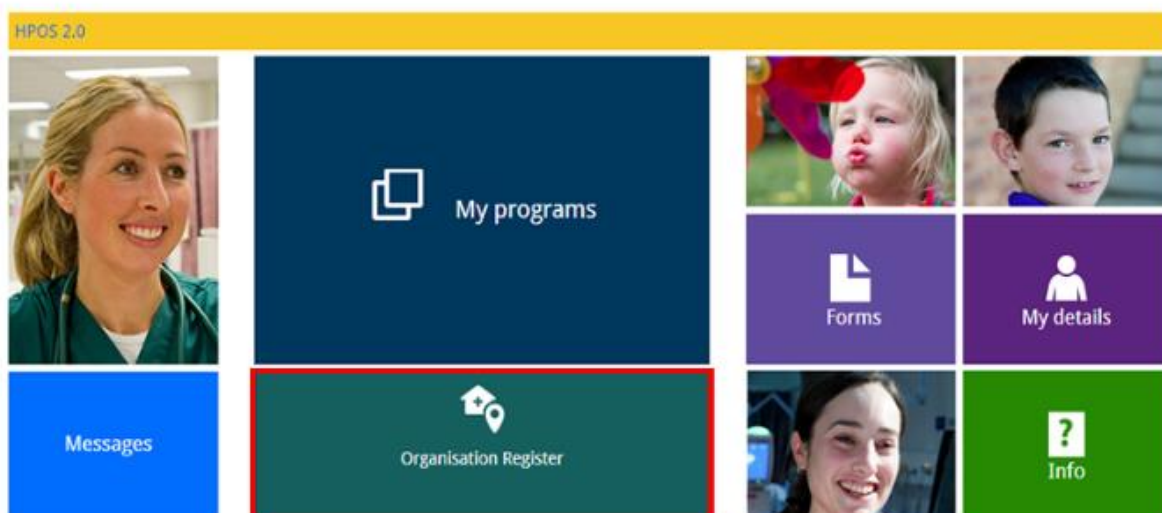
Individual registering the practice should be the authorised contact on the Australian Business Register

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

Hello




## 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**


 Save completed successfully

### Organisation Register - Organisation Record

**Amend**

Organisation ID	2308956726	Entity Name	Organisation A
ABN	35 121 97 696	PRODA RA Number	5024039511
Status	<b>Active</b>	From	01/12/2022 11:21:34

**Organisation** | Contact | Key Individuals | **Associated Sites**

 Before adding an Organisation Site, please ensure the following details are known about the organisation site:

- Organisation Site name
- Physical address

**Add New Site**

Current Organisation Sites

ID	Name	Physical Address	Start Date	Action
No records found.				

Showing Rows 0-0 of 0

Submit Reset Cancel

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

The screenshot displays the 'Organisation Register - Organisation Site Record' interface. The 'Provider' tab is selected and highlighted with a red box. Below the tab, there is an 'Add Provider' button, also highlighted with a red box. The main content area shows a table with columns for 'Provider Number', 'Provider Name', 'Provider Location Address', 'Start Date', and 'End Date'. The table is currently empty, displaying 'No records found.' and 'Showing Rows 0-0 of 0'. Below the table, there is a 'Declaration' section, which is highlighted with a red box. The declaration text reads: 'The information you have provided is true and correct, and you understand that giving false or misleading information is a serious offence.' Below the text, there is a checkbox labeled 'I agree' which is checked. At the bottom of the declaration box, there are 'Confirm' and 'Cancel' buttons. In the background, another window is visible with a 'Provider Number' field containing '2885956' and a 'Find' button, also highlighted with a red box.

Organisation Register - Organisation Site Record  
Amend

Organisation Site ID: 2308285143  
Physical Address: 25 BARTLETT PL GREENWAY ACT 2900  
Status: Active  
Organisation Site Name: From  
PRODA RA Number: From

Organisation Site | Physical Address | Services | Contact | Key Individuals | Accreditation | **Provider** | Program Registration | Banking Details

Add Provider

Current

Provider Number	Provider Name	Provider Location Address	Start Date	End Date
No records found.				
Showing Rows 0-0 of 0				

Historical

Submit | Reset | Cancel

Provider Number: 2885956  
Find

Declaration

The information you have provided is true and correct, and you understand that giving false or misleading information is a serious offence.

\* I agree

Confirm | Cancel

## 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

### Organisation Register - Organisation Site Record

Amend

Organisation Site ID	2308283817	Organisation Site Name	FAMIL
Physical Address	25 BARTLETT PL GREENWAY ACT 2900	PRODA RA Number	50240
Status	Active	From	01/12/

Organisation Site	Physical Address	Services	Contact	Key Individuals	Accreditation	Provider	Program Registration	Banking Details
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New Program  Add Program

Program ID ⇅ Program ⇅ Status ⇅ Status Start Date ⇅

No records found.

Showing Rows 0-0 of 0

*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

Ph: 5456 8109

Email: [pracsupport@c2coast.org.au](mailto:pracsupport@c2coast.org.au)

Phone Services Australia on 132150