

GUIDE

Completing Claiming Provider Agreement Form (HW027)

The (Services Australia) **HW027 Form** enables pharmacies to declare their software provider (e.g., GuildCare, MedAdvisor) for reporting vaccinations to the Australian Immunisation Register (AIR).

The HW027 Form is essentially designed for General Practice, however, community pharmacies will need to complete relevant sections of this form to register their software for reporting vaccinations to the AIR.

Several sections of the form are <u>not</u> relevant to pharmacies and are therefore not required to be completed. PLEASE <u>SKIP</u> THESE SECTIONS AS INDICATED AND LEAVE THEM BLANK (do not cross out or mark-up).

Pharmacies will need to **complete** the following sections of the form:

- ✓ Section 1
- ✓ Section 2 Only complete Other vaccination provider number (AIR only) field, leave Medicare provider number field blank.
- ✓ Section 3 Provide your 'PRODA Organisation RA Number'.
- ✓ Section 12 Pharmacies using (2) software products and have been issued (2) minor ID's by their software providers, will need to complete and submit a HW027 form for each minor ID.
- ✓ Section 18 22
- ✓ Section 25 Select 'Yes'
- ✓ Section 26 Select 'Yes'
- ✓ Section 28 Sign, date, and return (submit completed form(s) by following the instructions under the section 'Returning this form').

National Secretariat

Level 2, 15 National Circuit, Barton ACT 2600
PO Box 310, Fyshwick ACT 2609
P: +61 2 6270 1888 • F: +61 2 6270 1800 • E: guild.nat@guild.org.au
www.guild.org.au





medicare

Online Claiming Provider Agreement (HW027)

When to use this form

Providers and organisations whose primary role is the provision of health care services can use this form to apply for online claiming with Services Australia and the Department of Veterans' Affairs.

Any provider not yet registered for online claiming will need to complete the Bank account details for Online Claiming (HW052) form. You can download a copy of this form at servicesaustralia.gov.au/hpforms

The terms and conditions of this agreement apply at all locations where you use online claiming to transmit electronically to us.

For more information

Go to servicesaustralia.gov.au/healthprofessionals or call 1800 700 199 Monday to Friday, 8 am to 5 pm (local time). Call charges may apply.

Filling in this form

You can complete this form on your computer, print and sign it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this Go to 1 skip to the question number shown.

Go to 12

1 Dr Mr Mrs Miss Ms Other

Your details

Complete Section 1

Section 12.

First given name Second given name Only enter your AIR Provider Number in Section 2: Medicare provider number 'Other vaccination provider number', then go to Other vaccination provider number (AIR only)

Family name

3 Provide your:

- · Public Key Infrastructure (PKI) Registration Authority (RA) number, if claiming through the client adaptor, or
- Provider Digital Access (PRODA) Registration Authority (RA) number, if claiming through web services.

Registration Authority (RA) number Complete Section 3 by providing your **PRODA Organisation RA Number**

If you are not registered with us for a PKI certificate, go to servicesaustralia.gov.au/pki

If you are not registered for PRODA, go to servicesaustralia.gov.au/PRODA

Application

I wish to apply to conduct transactions with Services Australia electronically using online claiming.

The terms and conditions of my legal relationship with Services Australia in respect of transactions conducted using online claiming are set out below.

4 Approved software

When conducting a transaction with Services Australia using online claiming, I must use a version of a software product approved by Services Australia.

I understand that Services Australia may revoke its approval of a version of a software product at any time. By approving a particular version of a software product. Services Australia is not stating that the product is suitable for any purpose or that the product meets any quality standards.

Security and Authentication

I must ensure that all communications I send to Services Australia using online claiming are signed and secured with a Medicare PKI Site certificate or PRODA organisation.

6 Privacy

I must not send any personal information (as identified in the Privacy Act 1988 to Services Australia using online claiming unless the information is encrypted using Medicare PKI Site certificate or PRODA organisation.

Services Australia's rights

Services Australia may from time to time change its technical requirements in relation to the use of online claiming which may require me to upgrade my software.

Services Australia is not responsible for any costs, losses or damage I, or people acting on my behalf, incur in connection with the online claiming system including, without limitation, communications costs, software acquisition or support costs or losses associated with the online claiming system being from time to time inoperative or inaccessible.

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You can skip Sections 23 and 24

Tick 'Yes' for Sections 25 and 26, then complete the signature declaration and submit the form.

Privacy notice

27 Your privacy and security of your personal information is important to us, and is protected by law. We collect this information to provide payments and services. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicesaustralia.gov.au/privacy

Declaration

Complete Section 28

28 I declare that:

- the organisation's primary role that I am claiming on behalf of, is the provision of health care services.
- · the information I have provided in this form is complete and correct.

I agree with:

· the terms and conditions of this agreement.

I understand that:

- · the location claiming for the services provided is responsible for the provision of health care services only.
- the health professional is responsible for the claims lodged, not the organisation.
- · giving false or misleading information is a serious offence.

Provider's signature

Sign and date declaration



On completion, print and sign by hand.

Reset form

Print form

Returning this form

Return the completed form:

by post to:

Services Australia The Manager Medicare Provider Services GPO Box 9822 MELBOURNE VIC 3000

- by email to: provider.forms@servicesaustralia.gov.au There may be risks with sending personal information through unsecured networks or email channels.
- by fax to: 1300 505 866