



# Healthcare Identifiers Service Information Guide

## Contracted service provider

A Contracted service provider (CSP) is an organisation that can act on behalf of a healthcare provider organisation.

A CSP can obtain Healthcare Identifiers from the HI Service, and use or disclose healthcare identifiers in the course of providing IT services for communicating or managing health information on behalf of a healthcare provider organisation.

### Audience

This information guide is for:

- Contracted service provider (CSP) officers who are authorised to register and act on behalf of a CSP organisation when using the Healthcare Identifiers (HI) Service
- responsible officers (ROs) of a healthcare provider organisation who will be linking a CSP organisation to the healthcare organisation(s) in their hierarchy.

Healthcare provider organisations such as hospitals, general medical practices, pharmacies, pathology and diagnostic imaging facilities may wish to engage the services of a CSP to assist in the electronic interaction with the HI service. CSP organisations need to register with the HI Service.

### Required reading

Ensure you have read the following material before reading this information guide.

- *Healthcare Identifiers Service Information Guide—Introduction and Overview*
- *Healthcare Identifiers Act 2010*
- *Healthcare Identifiers Regulations 2010*.

### Registering with the HI Service

To register with the HI Service, a CSP organisation needs to have at least one (but no more than three) employee/s who are authorised to be the point of contact between the CSP and the HI Service. These employees, called CSP officers, will have specific responsibilities in relation to the HI Service.

### Your responsibilities as a CSP officer

As a CSP officer you will be responsible for making sure the information the HI Service holds about your CSP organisation is up to date and correct.

Your duties as a CSP officer may include the following.

- Providing Medicare Australia with relevant documentation to prove the CSP organisation is eligible to participate in the HI Service.
- Registering other CSP officers to help you maintain information about your organisation.
- Organising an Individual Healthcare Identifier (IHI) search of patients who's records you manage. This search is undertaken on behalf of healthcare provider organisation you are linked to.

**NOTE: Healthcare identifiers must only be requested, collected and used in accordance with the *Healthcare Identifiers Act 2010* and the *Healthcare Identifiers Regulations 2010*. Failure to do so can constitute an offence under the *Healthcare Identifiers Act 2010* and the *Privacy Act 1988*.**

### Registering as a CSP officer

To register as a CSP officer with the HI Service you must:

- register your own profile in the HI Service and provide 100 points of identification (unless you are a known Medicare Australia or HI Service customer who has previously provided 100 points of identification)
- provide a letter stating that you have authority to act on behalf of the CSP organisation in dealings with the HI Service.

Responsible officers (ROs) and organisation maintenance officers (OMOs) in healthcare provider organisations can also be registered as CSP officers.

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As a CSP officer, you will need to register:

- when your CSP organisation is initially registered; and
- whenever the person performing the CSP officer role for your CSP organisation changes.

You will need to provide certified copies of supporting documentation with your form when registering with the HI Service. The form includes instructions on how to submit the information to Medicare Australia.

For HI Service forms go to [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) then **For health professionals > Healthcare Identifiers Service > Contracted service provider forms**

### Maintaining your CSP organisation's information

You can maintain the following information on behalf of your CSP organisation:

- the name of your organisation
- the address of your organisation
- the contact details of your organisation.

To change or add names of legal entities and ABN details you must provide Medicare with certified copies of supporting documentation.

There is no limit to the amount of additional information you can provide about your organisation. You can provide as much or as little additional information as you feel is necessary to identify your organisation. You must, however, nominate a contact person, telephone number or email, and an address that Medicare can use to contact your organisation.

### Creating a link between a CSP organisation and a healthcare organisation

When a CSP record is created it will automatically be set to a status of deactivated until a healthcare provider organisation record is linked to the CSP record. A healthcare provider organisation may link its record with a CSP's record, after it contracts that CSP to provide health information services. A CSP cannot access the HI Service until it is linked to an active healthcare organisation.

The link between the healthcare organisation and the CSP organisation can only be made by the healthcare organisation's RO. For HI Service forms go to [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) then **For health professionals > Healthcare Identifiers Service > Contracted service provider forms**

### Accessing the HI Service electronically

#### Authentication tokens and certificates

After your CSP organisation has been registered, you will be issued with an Organisation Authentication Certificate or Organisation Public Key Infrastructure (PKI). This will allow you to securely access the HI Service on behalf of the healthcare organisation to whom you are contracted.

For information about accessing the HI Service with PKI go to [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) then **For health professionals > Healthcare Identifiers Service > Accessing the HI Service with PKI**

#### For more information

Online [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au)

Email [healthcareidentifiers@humanservices.gov.au](mailto:healthcareidentifiers@humanservices.gov.au)

Call **02 6198 4419\***

\*Call charges apply.