



SUNiX Vision Medicare (Web Services) Setup Guide

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Outline

This document contains instructions to set up SUNIX Vision with Medicare Web Services.

It is recommended that this document is used in electronic **PDF** form so that you can use hyperlinks.

The next sections of this document take you through each of the following processes in detail:

- **FAQs and Medicare Changes**
- **Prerequisites**
Ensure you meet the prerequisite requirements before you begin
- **PRODA for owners**
These steps are to be completed by the business owner. Upon completing these steps, you should have the following:
 - PRODA account
 - PRODA Organisation
 - Medicare Online Service
 - B2B device
- **PRODA for Optometrists**
These steps are to be completed by optometrists (who are not the owner)
- **Vision Settings**
These steps will set Vision specific settings

FAQ

- You can still use the old version (v4/v6) until these interfaces are disabled (advised by Medicare to be 13th March 2022)
- Claims submissions commenced on the old versions can have their processing completed in the new version.

Medicare Changes

Claim Number Sequencing

In the old system your ClaimId's were increasing sequentially.
 e.g. Your ClaimId's would be A1234@ => A1235@ => A1236@ etc.

In the new system the ClaimId's are now assigned by Medicare. The ClaimId reset **each day**, for **each optometrist**. This results in the majority of your ClaimId's being A0001. e.g.

Monday - Greg - A0001@	Tuesday - Greg - A0001@
Monday - Greg - A0002@	Tuesday - Dave- A0001@
Monday - Greg - A0003@	Tuesday - Dave- A0002@
Monday - Dave- A0001@	
Monday - Dave- A0002@	

Because of this change, the system no longer allows a single batch to submit the same optometrists on multiple days. To resubmit an optometrist the items must be moved to a new batch.

Patient Claim Claimant

The claimant for a patient claim must now be populated, Vision will automatically populated the claimant with the patient's details by default. This should be changed if claiming for a minor.

PKI (old) vs PRODA (new)

The security system used by Medicare has changed. Previously you would have received new PKI certificates via CD every 2 years. Now SUNIX Vision will warn you when your B2B Device is about to expire (Currently warns at the 5th month, expires at the 6th month). Once you receive this warning, you will need to login into PRODA to re-activate your B2B Device. If you do not re-activate your B2B device before the expiry date, Medicare will stop accepting your claims until the B2B Device is re-activated.

SUNIX Vision Version Requirements

An active ongoing Support and Maintenance Agreement is required to be able to update and use the Medicare Web Services claiming system. **SUNIX Vision Elite Version 22.1.24** or later is required (as at time of writing) to use Medicare Web Services. Please refer to the SUNIX Retail website to download and update to the latest version.

Downloading reports

Reports can only be downloaded for 6 months from the date they were sent. Previously reports could be downloaded up to 2 years.

Prerequisites

Please ensure that you have the following information before you start.

- Before you begin please ensure that you have the **latest version** of SUNIX Vision installed, with an active ongoing **Support and Maintenance Agreement**. Contact the SUNIX Retail support team to renew your Support and Maintenance Agreement if required.

You should be running SUNIX Vision Elite version **22.1.24** or later before proceeding.

- LocationId
 - a. If this is the first time you are using Medicare Online, please ensure that you have the LocationId provided to you by SUNIX (e.g. SUN12345). SUNIX would have given this to you in a separate email or document.
 - b. If you have used Medicare online before, the LocationId is located in SUNIX Vision. (instructions on following pages)
- Either the **owner**, **associate** or an **authorised contact** of the business will need to:
 - Create a PRODA account (instructions on following pages)
[Documentation to prove identity](#) is required.
 - Create an Organisation in PRODA (instructions on following pages)
[Proof of ownership](#) is required.
Example proof of ownership questions: [PRODA Step by Step Guide Page 22](#)
Example ANZSIC: 85320 [Optometry and Optical Dispensing](#)
- New optometrists will need to:
 - Create their own PRODA account (instructions on following pages).
[Documentation to prove identity](#) is required.
- Existing Optometrist (who are not owners) will not need to do anything

PRODA (for owners)

These instructions are for the owner/associate/authorised contact of the business.

1. Create an individual **PRODA** account.

See the following link for assistance in creating an account:

[How to register for an Individual account](#)

**Note that this PRODA account should be owned by you as an individual.
This is not an account for the practice/staff/business, this is your account.**

Delegating to staff members (ADVANCED USERS ONLY)

If you wish to delegate PRODA tasks to other team members (e.g. practice manager), at a minimum you must complete the steps for creating and verifying your PRODA organisation (Step 2) yourself.

After this step it is possible to delegate PRODA tasks to your team members.

Please see the following link for more information:

[Managing members and delegations in an organisation](#)

2. Register a PRODA Organisation for your business.

[PRODA \(Provider Digital Access\) - How to register an organisation](#)

Example ANZSIC: 85320 - Optometry and Optical Dispensing

3a. New Practices

If you are a new practice or have not used the Medicare Online, please ensure you have your LocationId provided to you from SUNIX then complete the following forms:

- i. [Online claiming provider agreement form \(HW027\)](#)
 Q3: enter in the RA number of the **Organisation** created in step 2
 Q25: No
- ii. [Banking details online claiming form \(HW052\)](#)
 If the owner is not an optometrist, you can skip the HW052 form

Please be note that it typically takes 2 weeks for Medicare to process these forms.

If you encounter difficulty with PRODA, please contact the Service Australia e-Business Service Centre on 1800 700 199.

3b. Existing practices

If you are already using Medicare Online then you will need to retrieve your **PKI RA Number**. This is **not** the same as your Personal RA Number, nor the Organisation RA Number.

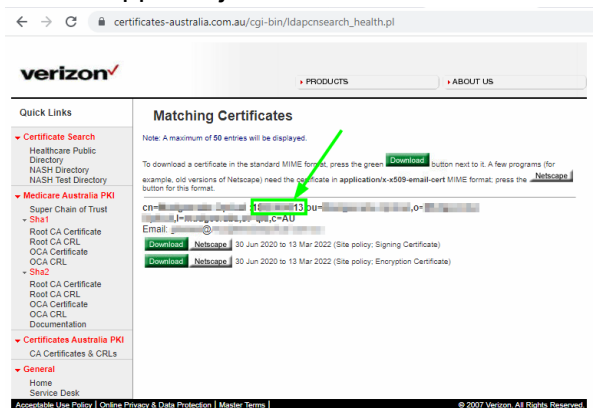
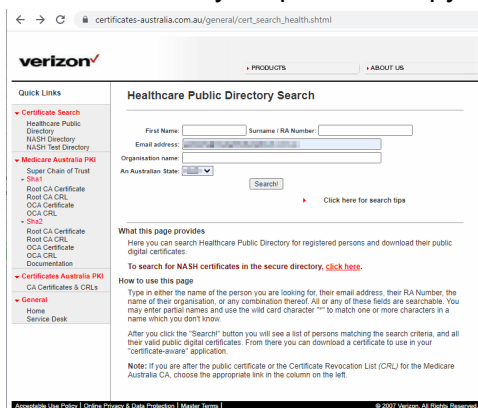
Click on the following link and search for your RA number:

[Verizon Business / Cybertrust - Healthcare Public Directory Search](#)

We recommend searching by **Email address**

Alternatively you can search by typing the **practice name** in the **First name**

Once you have located your practice, copy the number that appears just after the name.



If you are unable to locate your RA number, please see the section [Troubleshooting- Retrieve PKI RA number](#) for an alternative method to retrieve your RA number.

4. Retrieve LocationId

- a) If you are a new practice, ensure you have your LocationId given to you by SUNIX
- b) If you are an existing practice, you can retrieve the LocationId by:
 - i. Opening SUNIX Vision
 - ii. Maintenance menu
 - iii. Medicare Online Setup menu
 - iv. Copy the Minor / LocationId

5. Complete the steps for [Adding and linking to Medicare Online in PRODA](#)

When answering: “*Has your organisation been issued with a PKI site certificate by us?*”

- a. If you have not used Medicare Online before, answer **No** and fill in your **LocationId**.
Please note that it typically takes medicare 2 weeks to have processed your paper
- b. If you have used Medicare Online before, answer **Yes**.
Enter the **PKI RA Number** and **LocationId** obtained earlier.

*Please note that you have a **limited number of attempts** before you will get locked out of the system.*

Organisation Linking - Create Relationships

Identifying your organisation

*Has your organisation been issued with a PKI site certificate by us?

Please select one

Yes No

What is your PKI RA Number?

*Please provide an identifier that has been issued for the organisation

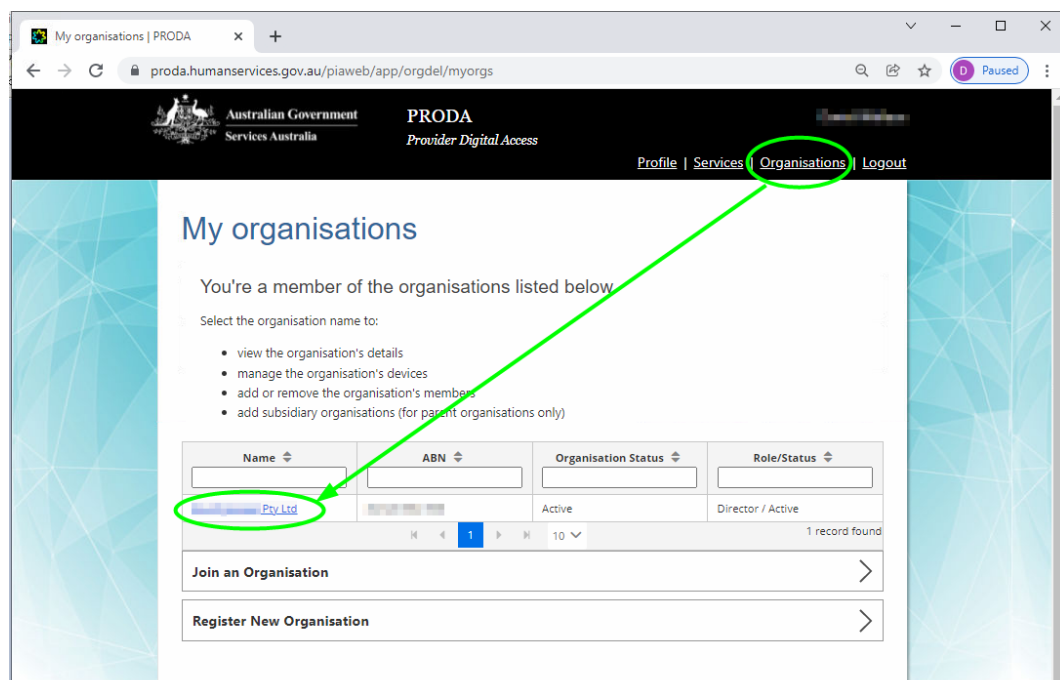
Identifier type:

Identifier:

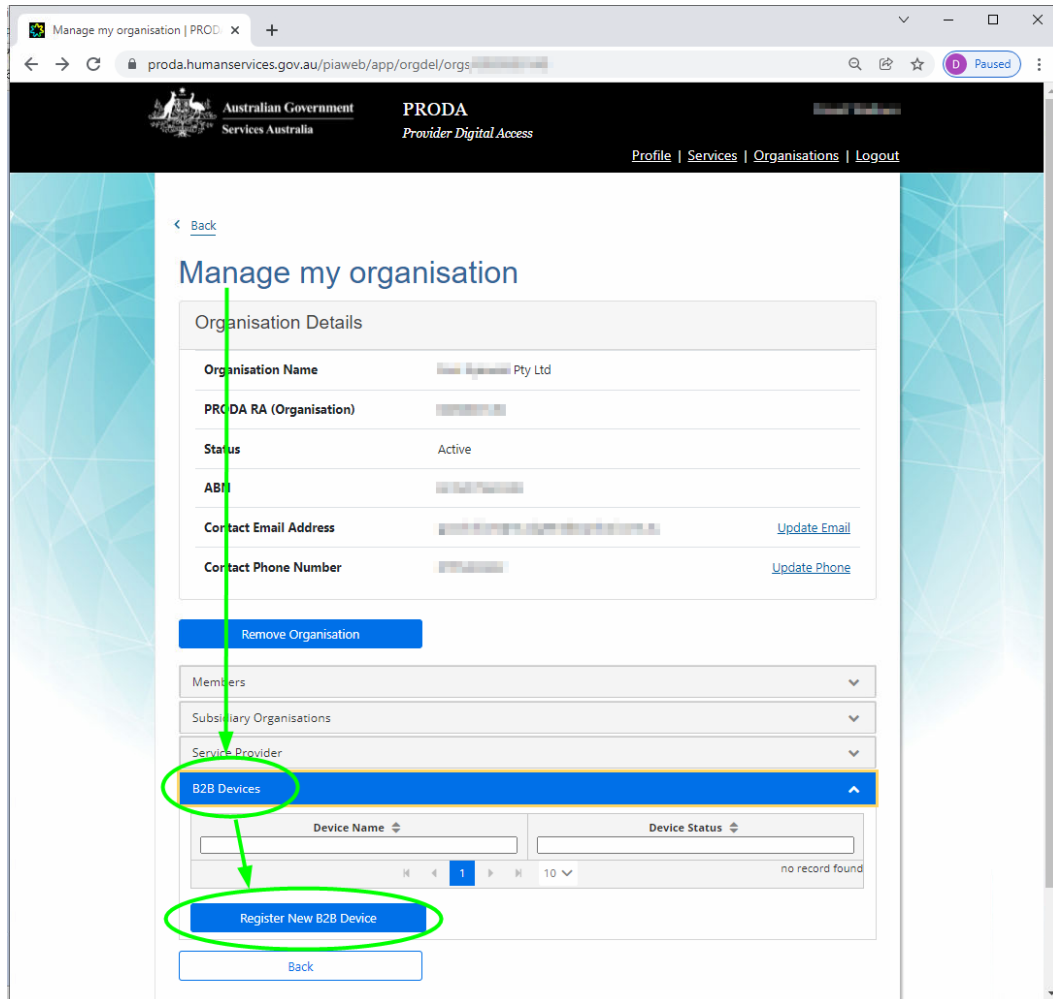
Link to Medicare Online (ECLIPSE/DVA/AIR) - The identifier issued by your Software Vendor for your location, this number is unique to each location.

If the link to Medicare online fails, or you get locked out, you will have to stop here. Please see [Troubleshooting - RA linking](#) for some suggestions.

6. Go to the SUNiX Vision system
7. Click on Maintenance, then choose Medicare Online Setup
8. Set **Medicare Version** to “W1”, confirm “Yes”
9. If you are a new practice, please ensure that the **Minor / Location ID** and **Enable Medicare Online** fields have been entered. *These would have been provided to you by SUNiX separately.*
If you are an existing practice please continue to the next step (as the fields should have already been populated).
10. Click **Generate Setting**
11. Keep this screen open as we will come back to this in a moment.
12. Log into [PRODA](#)
13. Click on to **Organisations** using the top menu
14. Click on the Organisation corresponding to your practice as shown below



15. Click **B2B Devices** and then **Register New B2B Device**



16. Copy the **Device Name** (usually SunixVisionSuburb) from your SUNiX Vision application into the **Device Name** on the PRODA page (maximum 30 characters).

You can enter anything into the Description on the PRODA page.

Medicare Online / MedClaim Configuration

medicare ONLINE Copy PSI Path More Setting

Minor / Location Id: SUN [redacted] Medicare Version: W1

Enable Medicare Online: [redacted]

Medicare Online Setup Generate Setting

Activate Code: [redacted] Activate Device

Device Name: SunixVision

Organisation RA: [redacted]

Facility ID: [redacted]

Client ID: SUN00003

Product ID: SUNiX Vision 21.0

Proda Token Aud: https://proda.humanservices.gov.au

Medicare Token Aud: https://medicareaustralia.gov.au/MCOL

Proxy Domain: [redacted] Proxy Port: [redacted]

Your operational subscription for this feature is valid to 31/07/2022 (232 days).
To retain ongoing operation please ensure that your annual subscription is up to date.
For further details please click here to contact the Sunix Support Team.

Device details | PRODA

proda.humanservices.gov.au/piaweb/app/orgdel/orgs/8089990149/devices/register

Australian Government **PRODA** Provider Digital Access

Services Australia Profile | Services | Organisations | Logout

Register New B2B Device

Generate a Device Activation Code for a new device.

This process is in two parts.

1. Use the form below to enter a new, unique name for the device. Make sure this name is descriptive enough for you to recognise the location of the device easily.
2. Once submitted, copy the code and provide it to the software or application requesting it. **Misuse or loss of this code can have consequences.**

Please enter the name of the Business To Business Device that you wish to register for your organisation below.

The Device Name must be unique within this organisation.

Device Name: SunixVision

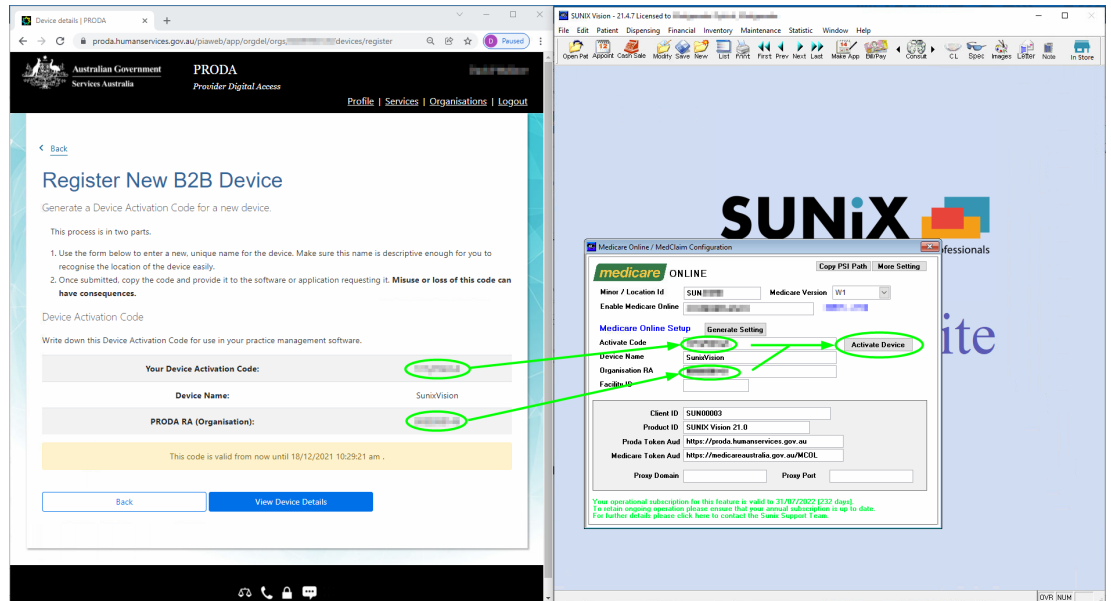
Description: (Optional) SunixVision

Back Register Device

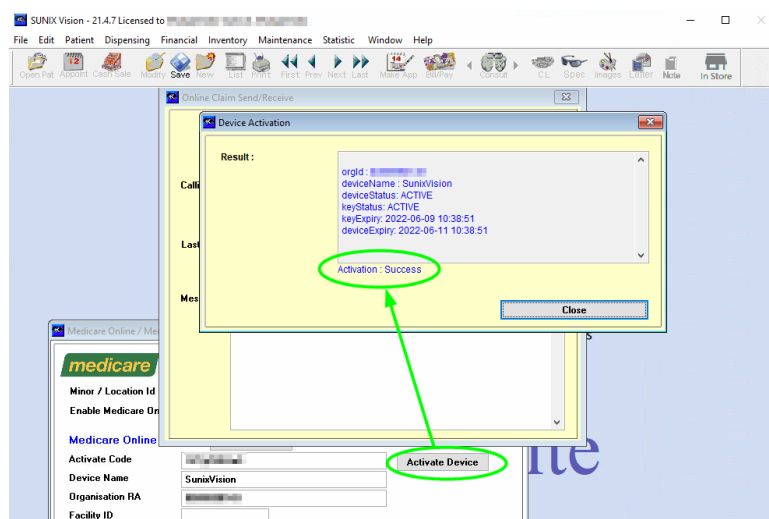
17. Click Register Device

18. Copy the fields from the PRODA page back into SUNiX Vision:

- **Your Device Activation Code**
- **Device Name**
- **PRODA RA (Organisation)**



19. Click Activate Device. The system will report if it was successful as shown below:



PRODA for Optometrists

These instructions are for Optometrists (who are not owners).

If you are already claiming through Medicare Online, you do not need to do anything and can skip this entire section.

If you are not already claiming through Medicare Online, then:

1. Create an individual [PRODA](#) account:

[How to register for an Individual account](#)

At Step 3 - match existing services, link the optometrist PRODA Individual Account to the:
Medicare Online service

2. Complete the following forms:

- i. [Online claiming provider agreement form \(HW027\)](#)
Q3: enter in the RA number of the **Organisation** created in step 2
Q25: No
- ii. [Banking details online claiming form \(HW052\)](#)
If the owner is not an optometrist, you can skip the HW052 form

Please be note that it typically takes 2 weeks for Medicare to process these forms.

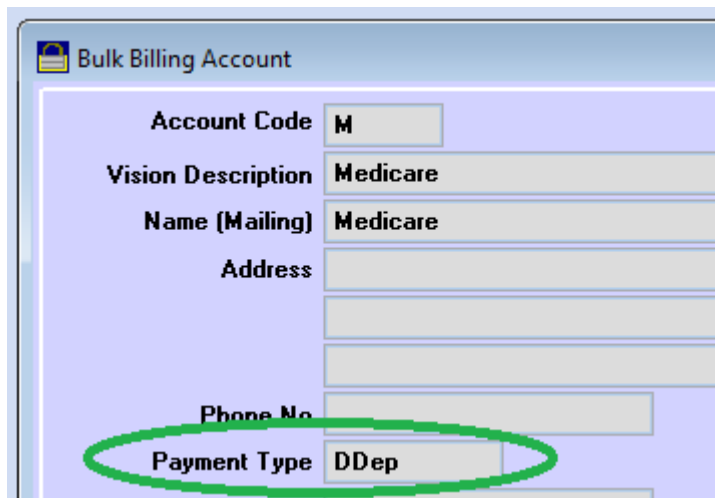
*If you encounter difficulty with PRODA, please contact:
Service Australia e-Business Service Centre on 1800 700 199*

SUNIX Vision Settings

Please ensure that these settings are correctly set in SUNIX Vision.

Direct Deposit Payment Type

1. Go to Financial, Bulk Billing Accounts
2. Click the List button
3. Select **Medicare (M)**
4. Set the **Payment Type** to “**DDep**”
Some older systems may have this set to other payment types (e.g. Cheque), newer systems will already have this set to DDep (Direct deposit)
5. Save
6. Repeat the above steps for the **Veterans - Consultation (V)** and **Veterans - Jobs (VJ)** bulk billing accounts



The screenshot shows a web form titled "Bulk Billing Account". The form contains several fields with their corresponding values:

Account Code	M
Vision Description	Medicare
Name (Mailing)	Medicare
Address	
Phone No	
Payment Type	DDep

The "Payment Type" field, which contains the value "DDep", is circled in green in the original image.

Printer Setup

The following print outs will need to be set to an A5-Portrait printer:

Bulk Billing report names:

- Statement of Claim and Benefit Payment

Patient Claim report names:

- Lodgement Advice
- Same Day Delete

The following print outs will need to be set to an A5-Landscape printer:

Bulk Billing report names

- Medicare Online Direct Bill Assignment

To change a printer:

1. Go to Maintenance, Report Setup
2. Click List or press the L key
3. Scroll down and highlight select the report
Please note that a report will not show up in the list until you print the report the first time
4. Click Printer & Paper Setup
5. Select your preferred Printer and then click Ok
6. Set the paper size and preferred paper tray; then click Ok

Setup Completed

If you have reached this part of the document then you are now ready to test the system.

Please open a patient with a Medicare Card number and click the **V** (Verify) button next to their Medicare Card, ignore the service date and press ok.

Patient details [TES] - Robin Dorsey (# 9986) Bal \$ 244.15

Title1 Ref No: 9986

Given Name

Surname

Known As Sex

Date of Birth Age 51 Former No

Property

Street

Suburb

Home Phone

E-Mail

Medicare No /

If the patient has successfully been verified then the setup has completed successfully and you can now proceed to submit and process Medicare claims using the new Medicare Web Services system.

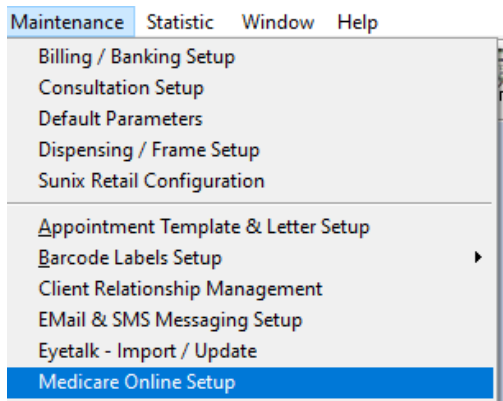
If the test did not work, please check [Web Service Troubleshooting](#).

Troubleshooting

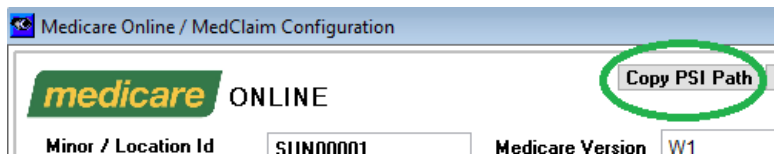
Retrieve PKI RA Number

If you were unable to find your PKI RA number via the online search, you can retrieve the PKI RA number from your existing PSI store.

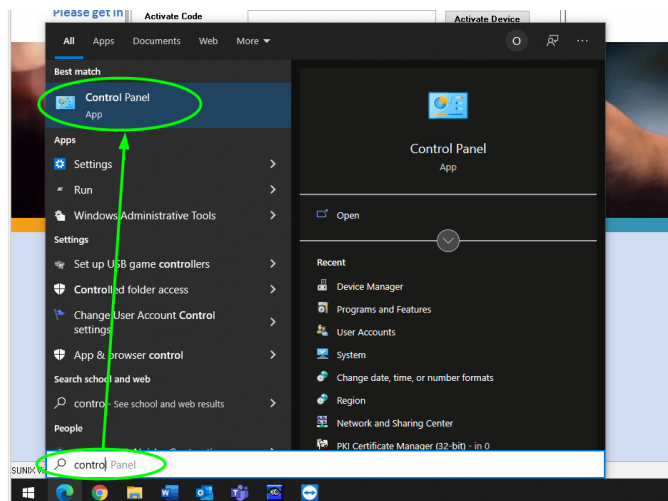
1. In SUNIX Vision Elite, go to Maintenance and then Medicare Online Setup.



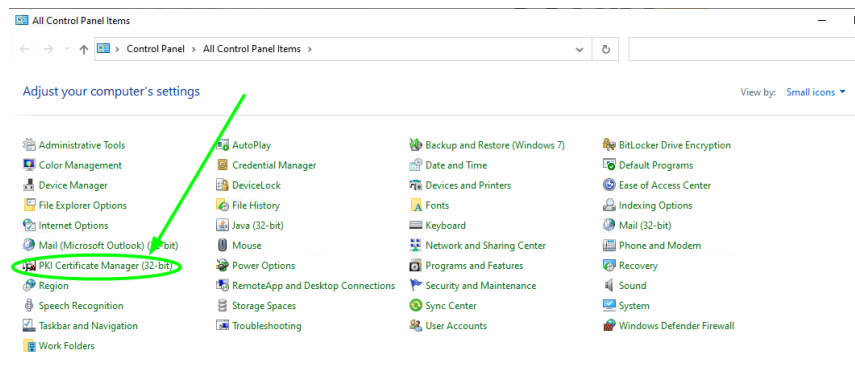
2. Set Medicare Version to “W1”, confirm with “Yes”
3. Click Copy PSI Path
(This will copy the absolute path to the clipboard)



4. Open your Windows Control Panel



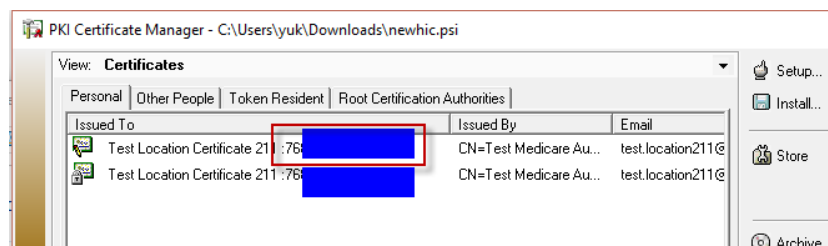
5. Run the **PKI Certificate Manager**



6. (Click Setup), Use an existing PSI store.

7. Right click on the File Name Box and click Paste, then click Finish

8. The RA number is located as shown below (under blue highlight):



RA Linking Troubleshooting

PKI RA has expired

If the system reports “RA has expired”, the most likely cause is that PRODA has not set up the system properly on their side. We recommend that you tick the box and ask for assistance and send them the message:

*System reports RA has expired
RA has not expired
Suspect certificate is not loaded into ldap*

It typically takes a few days for PRODA to respond. If issues persist, please call the Service Australia e-Business Service Centre on 1800 700 199.

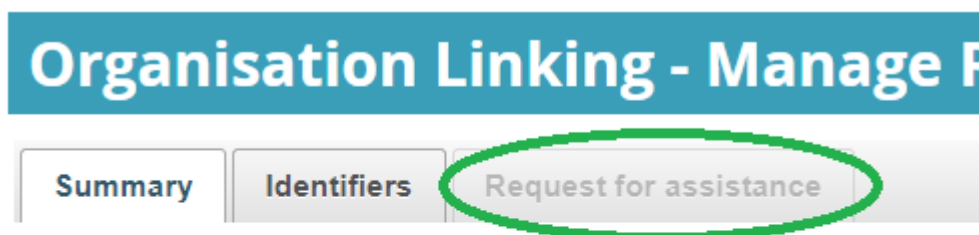
Unable to link

If the system has failed to establish a link, it is usually because the **PKI RA number** and the **LocationId** do not match up.

The most common issue is that the incorrect RA number has been used. Please ensure that you are using the **PKI-certificate/Location RA number** and not your personal/organisation’s RA number.

Outstanding request for assistance

If you get an error message about being unable to process a request because you have an *outstanding request for assistance*, you will need to go to **Requests for Assistance**, then **withdraw** your request before you can proceed.



Your organisation has a relationship with the following chan

Medicare Online / ECLIPSE / DVA / AIR

Any other issue

For any other issue we recommend that you call the Service Australia e-Business Service Centre on 1800 700 199.

Web Service Troubleshooting

Token does not exist or is invalid

If you see the below error message then the system has not managed to authenticate with PRODA:

Error message :

vWebHeader: Token does not exist or is invalid,

Medicare Authentication Failed. Please check that your connection to the Medicare service is available and enabled

- If you are running version **22.1.23** or earlier, please UPDATE your SUNIX Vision application to the latest version (**22.1.24** at time of writing) and try again. Ensure that you [clicked Generate Setting](#) and **saved** the settings.
- Ensure that you completed the steps for [Adding and linking to Medicare Online in PRODA Bookmark](#)

Otherwise please contact the SUNIX team for support

Useful Links and Contacts

SUNIX Retail

Website - Medicare: <https://www.sunixvision.com.au/system-updates/medicare/>

Website - Support: <https://www.sunixvision.com.au/support/>

Support Email: support@sunixvision.com.au

Support Phone: 02 8719 8988

PRODA

Login: [PRODA Login Page](#)

Info: [Medicare Online for health professionals](#)

Info: [PRODA \(Provider Digital Access\)](#)

Info [PRODA Step by Step guide](#)

e-Business Service Centre: 1800 700 199

Provider helpline: 132 150