Australian Government
Department of Health, Disability and Ageing

my medicare

MyMedicare Minute – SIX

One key message. One minute to read.

The value of HPOS messaging

- HPOS Messaging is the primary channel Services Australia uses to deliver important information to practices about MyMedicare, the Organisation Register, PRODA and provider eligibility.
- Messages arriving in HPOS are secure, targeted and often require timely action—making it critical that practices check them regularly.
- Unlike general email, HPOS Messaging keeps identifiable information secure and avoids delays caused by redaction or unsecure channels.

What practices need to know

- **Check HPOS first** – Services Australia uses HPOS to send instructions, request documents, and advise when action is required. Practices should routinely monitor HPOS rather than wait for email or call the helpdesk.
- **It reduces unnecessary helpdesk contact** – Many helpdesk queries relate to information already sent via HPOS. Checking HPOS first means faster outcomes for practices and less waiting on hold.
- **Integrated with the Organisation Register** – When practices respond to HPOS requests with required evidence, messages go straight to the correct processing team.

Resources

- **HPOS, Organisation Register and MyMedicare support**
  Step-by-step guidance, videos and training through the Services Australia Health Professional Education (HPE) portal at https://hpe.servicesaustralia.gov.au.