PRIMARY HEALTH NETWORK

Knowing when and how to renew your Digital Health NASH Certificate

Sandie Hordern – Primary Care Improvement Officer

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WE ACKNOWLEDGE THE TRADITIONAL OWNERS & CUSTODIANS OF THE LAND THAT WE LIVE & WORK ON AS THE FIRST PEOPLE OF THIS COUNTRY.

Healthy People, Healthy Communities

What is NASH?

National Authentication Service for Health (NASH) is a Public Key Infrastructure (PKI) solution introduced in 2012 and is used by healthcare provider organisations and supporting organisations to:

- Authenticate and securely access digital health services

- Digitally sign documents and other transactions

- Encrypt health information for secure exchange
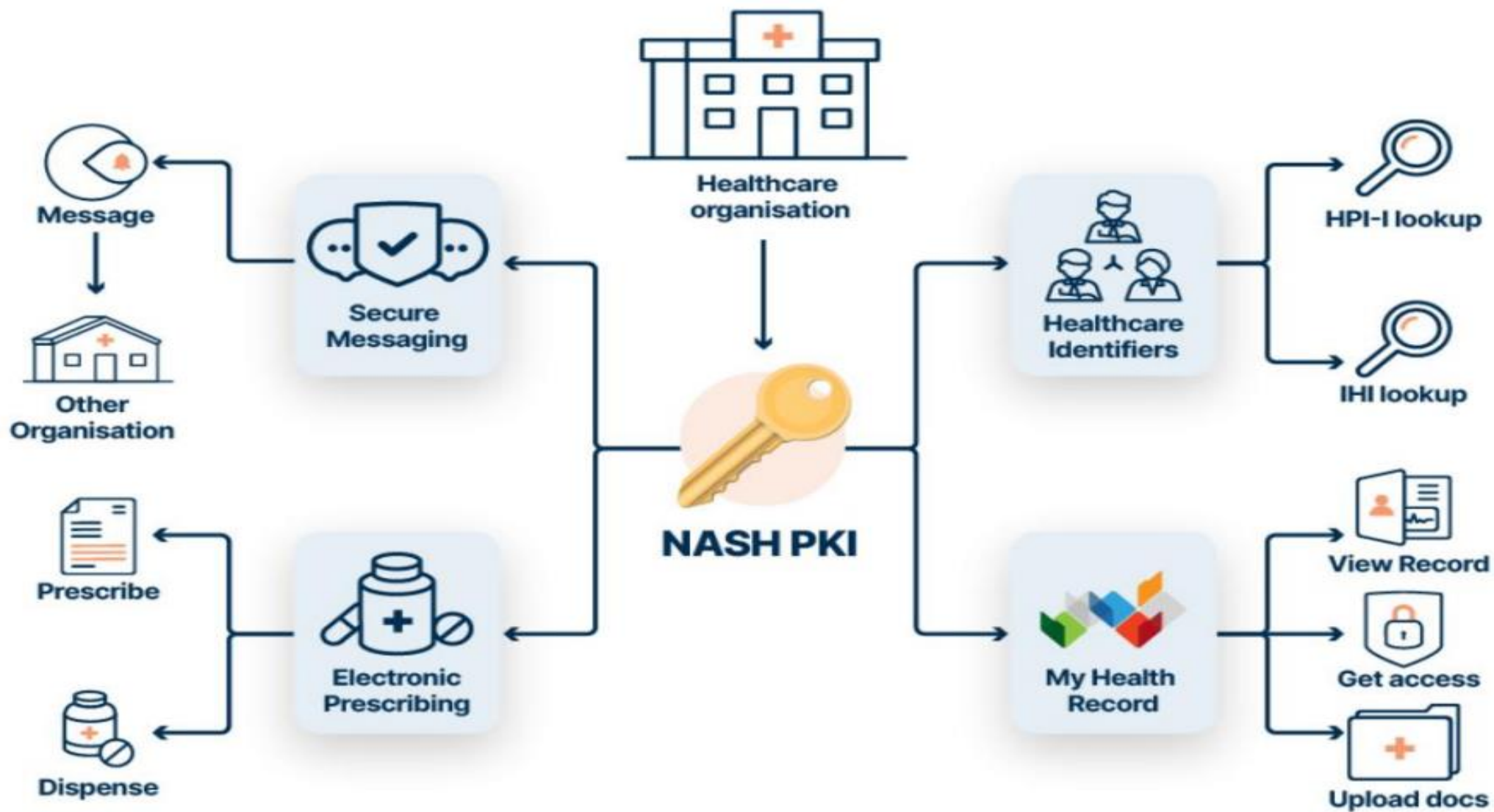
What are the changes to the NASH certificate

- The NASH certificate is changing from a SHA-1 to SHA-2
What is a SHA-2 certificate – a higher encryption certificate to allow better privacy and security.

- From 20th September 2021, NASH SHA-2 certificates were available in Healthcare Provider Online Services (HPOS) to request and download. There are over 10,000 certificates due for renewal on the 13th March 2022.

- When an organisation renews an existing NASH certificate, HPOS will assign either a SHA-1 or SHA-2 certificate based on whether their software version is SHA-2 ready.

- In anticipation of the transition, healthcare provider organisations are encouraged to update a new version of their clinical software.

- Organisations can also view the NASH SHA-2 readiness register to check whether their current software product and version has been assessed by the Agency to be ready for NASH SHA-2.

  - [nash-sha-2-readiness-register.pdf (digitalhealth.gov.au)](nash-sha-2-readiness-register.pdf)

- The option to receive a SHA-1 certificate will no longer be available after 13 March 2022.

Prior to renewing or requesting a NASH certificate

Before healthcare organisation apply for a NASH certificate, they must:

- The Healthcare organisation is registered in the HI Service
- The user has a Provider Digital Access (PRODA) account linked to HPOS.

▪ Ensure the right person logs into their individual PRODA and HPOS account to request the certificate.

▪ This can only be the [Responsible Officer (RO)](#) or the [Organisation Maintenance Officer (OMO)](#)

▪ Ensure the organisation knows when their existing NASH certificate expires (see Certificates tab).

▪ Ensure the organisation knows which software product and version number they are currently using and updates if needed.

Create a new Organisation Maintenance Officer (OMO)

To create a new OMO, you need to:

- select **My programs** from the main menu in HPOS
- select **Healthcare Identifiers and My Health Record**
- select **Healthcare Identifiers – Manage existing records**
- select the organisation you'd like to amend
- select **My Organisation Details**
- select the **OMO** tab
- select the **Manage Maintenance Officers** link
- select **Add**
- select **Add new OMO**
- complete the mandatory fields then select **Add**
- select **Confirm**.

How to check when your NASH certificate is due to expiry.

Option 1

Check NASH expiry date in HPOS

(this will only show if the previous NASH was requested through HPOS)

Brief example - HPOS Certificate TAB

You need to:

Log onto **PRODA**

select **Go to service** on the **HPOS** tile
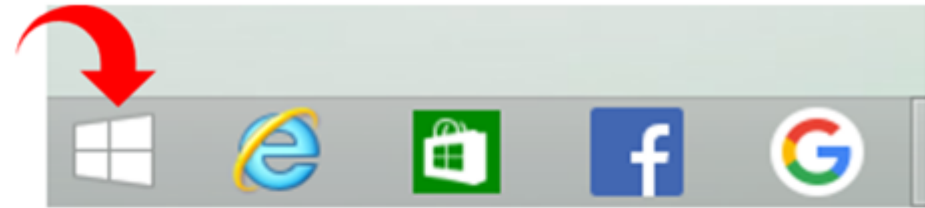
select **My programs**

select **Healthcare Identifiers and My Health Record**

select **Manage healthcare identifiers**

select the **required organisation record**

select the **Certificates** tab.

Option 2

Type in certmgr.msc

Select *Personal* file

Select *Certificates*

View the *Issued to panel* to find the file called general *800362...........*

Look at *experation date.*

How to request or renew a NASH PKI certificate

Click on the 'Healthcare Identifiers and My Health Record' tile

Click on 'Healthcare Identifiers – Mange existing Records'

2. Select 'My organisation details'

If you are linked to multiple organisations you may be required to first select the organisation that you would like to manage certificates for

Where are you?

To access the HI Service, we need to know which healthcare provider organisation you are currently working from.

Choose the healthcare provider organisation from the list displayed below.

Healthcare provider individuals may enter the HPI-O number of an existing organisation if it is not displayed on the list.
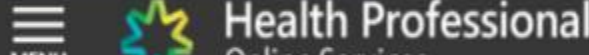
Input HPI-O number

HPI-O number	

Select an organisation

Organisation name	Address	Suburb
JC test	25 NEWMAN MORRIS CIRCUIT OXLEY ACT 2903	
Seed PCR 151	5 MOLLIES WAY DONDINGALONG NSW 2440	
PCR 15 Seed2	1 MOLLIE DYER STREET BONNER ACT 2914	
Seed PCR 152	10 ROY MARIKA STREET BONNER ACT 2914	
PCR 15 Seed1	20 MOLLIE DYER ST BONNER ACT 2914	

Healthcare identifiers

You can access some parts of the Healthcare Identifiers Service through HPOS. The services available are below.

Visit HI Service for more information.

HI Services available

- My organisation details
- View network map
- My OMO details
- Search HI provider directory service for organisation
- Search HI provider directory service for individual
- Search HI for organisation
- Search HI for provider individual

Australian Government

2. Open 'Certificates' tab

Organisation snapshot

The details for this organisation are displayed below.

To make updates, amend the information and select 'Submit'.

For details of your network, select Network map .

Summary	Services	Names	Contacts	Addresses	ELS	OMO	HPI-I Links	HPD	CSP Links	**Certificates**

Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status
There are no certificates for this organisation.				

Link existing PKI certificate

Request a Medicare PKI site Certificate

Request a NASH PKI site certificate

Cancel

The 'Certificates' tab is where details of any existing certificates, including a current NASH expiry date, will be displayed

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3. Request a NASH certificate

- Blue hyperlink - *'Request a NASH PKI site certificate'* where there is no existing active NASH certificate

- Blue hyperlink - *'Renew'* if the existing certificate is within its renewal period (certificates that expire up until the 13th March 2022, can be renewed from the 20th September 2021)

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3. Complete the request form

Request NASH PKI Site Certificate

All secure messaging services are SHA-2 ready, so please select the options below based on your clinical information system or other software product. We highly recommend that you update your software product to the latest NASH SHA-2 ready version.

- Please select your software product and version from the list of SHA-2 ready product versions below.
- If your product and version are not listed, please indicate this under the "I cannot select my product because" option and the system will give you a NASH SHA-1 Certificate.
- If you have multiple software products (apart from secure messaging), please select "multiple products" under the "I cannot select my product because" option and the system will give you a NASH SHA-1 Certificate.
- If you are not sure what to select, please contact your software developer.

For more information please click here

You need to make sure you understand your organisation's obligations, including agreeing to the Terms and Conditions.

All required fields are marked with an asterisk *.

*Software Product	
or	
I cannot select a product because	
*Secure Hash Algorithm	
*Policy ID	
*Mobile Number (we will SMS your Personal Identification Code (PIC) to this number)	
New Mobile Number	
*If you have an existing NASH certificate, please confirm that you agree for us to revoke it after 90 days	☐
*Terms and Conditions	☐

By checking the box and clicking the "Save Changes" button on this page, you acknowledge and agree that:
- you are duly authorised to legally bind the Organisation's legal entity; and
- the Organisation's legal entity agrees to be legally bound by:
  - the Terms and Conditions of Use;
  - the Relying Party Agreement (if applicable); and
  - the Certificate Policy.

To view Certificate policy documents click here

Save changes | Reset | Cancel changes

💡 It is a good idea for users to read the text at the top of the page which explains how to use this request form

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New HPOS steps for requesting and renewing NASH certificates

PRODA
Provider Digital Access

1 Health Professional Online Services

2 Renew your NASH certificate
- Select 'My Programs'
- Select 'Healthcare Identifiers and My Health Record'
- Select 'Healthcare Identifiers - Manage existing Records'
- Click on your business name
- Select 'My organisation details'
- Go to 'Certificates' tab

3 Select **Request** or **Renew** - (if existing certificate is within renewal period)

New HPOS steps for requesting/renewing NASH certificate

a Select your software product **from the list** to get a *SHA-2 NASH certificate*

Software product not listed or multiple products?

b Or choose '**My product is not available in the list**' to receive a *SHA-1 NASH certificate*

c Or choose '**I need a certificate for multiple products**' to receive a *SHA-1 NASH certificate*

d Or choose '**I wish to select SHA level explicitly**' to select *either a SHA-1 or SHA-2 certificate*

4 Submit the request and download your new certificate and contact your software vendor

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3a. Complete the request form: For SHA-2 ready software products

Request NASH PKI Site Certificate

All secure messaging services are SHA-2 ready, so please select the options below based on your clinical information system or other software product. We highly recommend that you update your software product to the latest NASH SHA-2 ready version.

- Please select your software product and version from the list of SHA-2 ready product versions below.
- If your product and version are not listed, please indicate this under the "I cannot select my product because" option and the system will give you a NASH SHA-1 Certificate.
- If you have multiple software products (apart from secure messaging), please select "multiple products" under the "I cannot select my product because" option and the system will give you a NASH SHA-1 Certificate.
- If you are not sure what to select, please contact your software developer.

For more information please click here

You need to make sure you understand your organisation's obligations, including agreeing to the Terms and Conditions.

All required fields are marked with an asterisk *.

*Software Product	BpVIP.net (also known as VIP.net) version 2.1.526 or higher
or	
I cannot select a product because	
*Secure Hash Algorithm	SHA-2
*Policy ID	1.2.36.174030967.1.20.1.1
*Mobile Number (we will SMS your Personal Identification Code (PIC) to this number)	0410000000
New Mobile Number	
*If you have an existing NASH certificate, please confirm that you agree for us to revoke it after 90 days	☑
*Terms and Conditions	☑

By checking the box and clicking the "**Save Changes**" button on this page, you acknowledge and agree that:

- you are duly authorised to legally bind the Organisation's legal entity; and
- the Organisation's legal entity agrees to be legally bound by:
    - the Terms and Conditions of Use;
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    - the Certificate Policy.

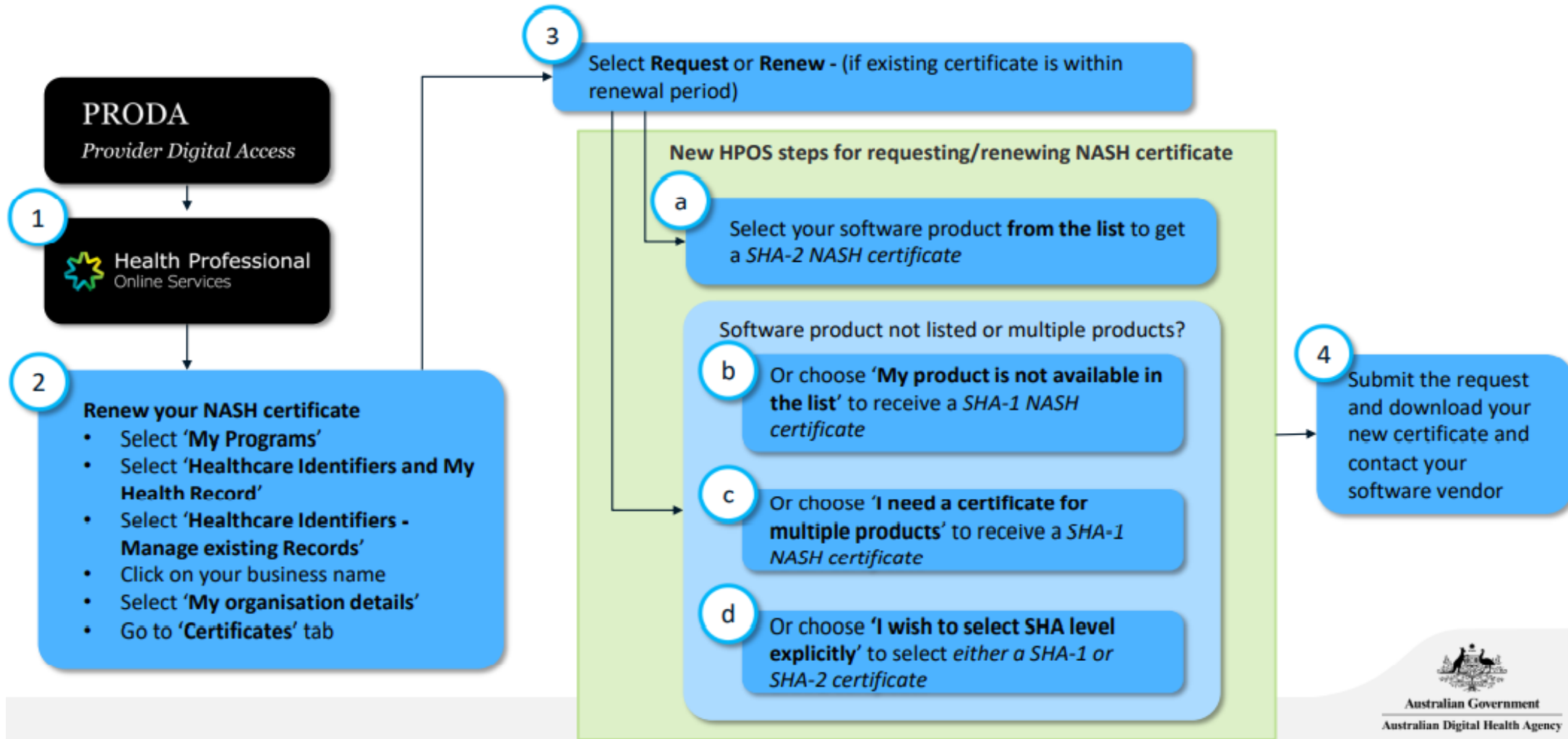To view Certificate policy documents click here

Save changes   Reset   Cancel changes

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3. Review certificate request status and click 'Submit'

Organisation snapshot

The details for this organisation are displayed below.

To make updates, amend the information and select 'Submit'.

For details of your network, select Network map .

Summary	Services	Names	Contacts	Addresses	ELS	OMO	HPI-I Links	HPD	CSP Links	Certificates

Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status
There are no certificates for this organisation.				

NASH PKI Certificate for Organisation request details

Status	Software Product	Secure Hash Algorithm	Policy ID	Mobile Number	Action
Validation complete - ready to submit request.	ABC Health System Solutions10	SHA-2	1.2.36.174030967.1.20.1.1	0410000000	Delete

> ⓘ Check if you have an existing PKI site certificate before requesting a new one. You can link that certificate to the HPI-O to access the HI Service.

Link existing PKI certificate

Request a Medicare PKI site Certificate

Request a NASH PKI site certificate

Software Product Certificate Page *Only use if directed to by support teams*

Privacy Note

Your personal information is protected by law, including the *Privacy Act 1988*, and is collected by Services Australia for purposes relating to the provision of healthcare, including the administration and operation of PKI, the HI Service and the My Health Record system

Your information may be used by the agency or given to other parties for the purposes of research, investigation or where you have agreed or it is required or authorised by law.

You can get more information about the way in which the agency will manage your personal information, including our privacy policy. To view this information please click here or request a copy from the agency.

Submit   Cancel

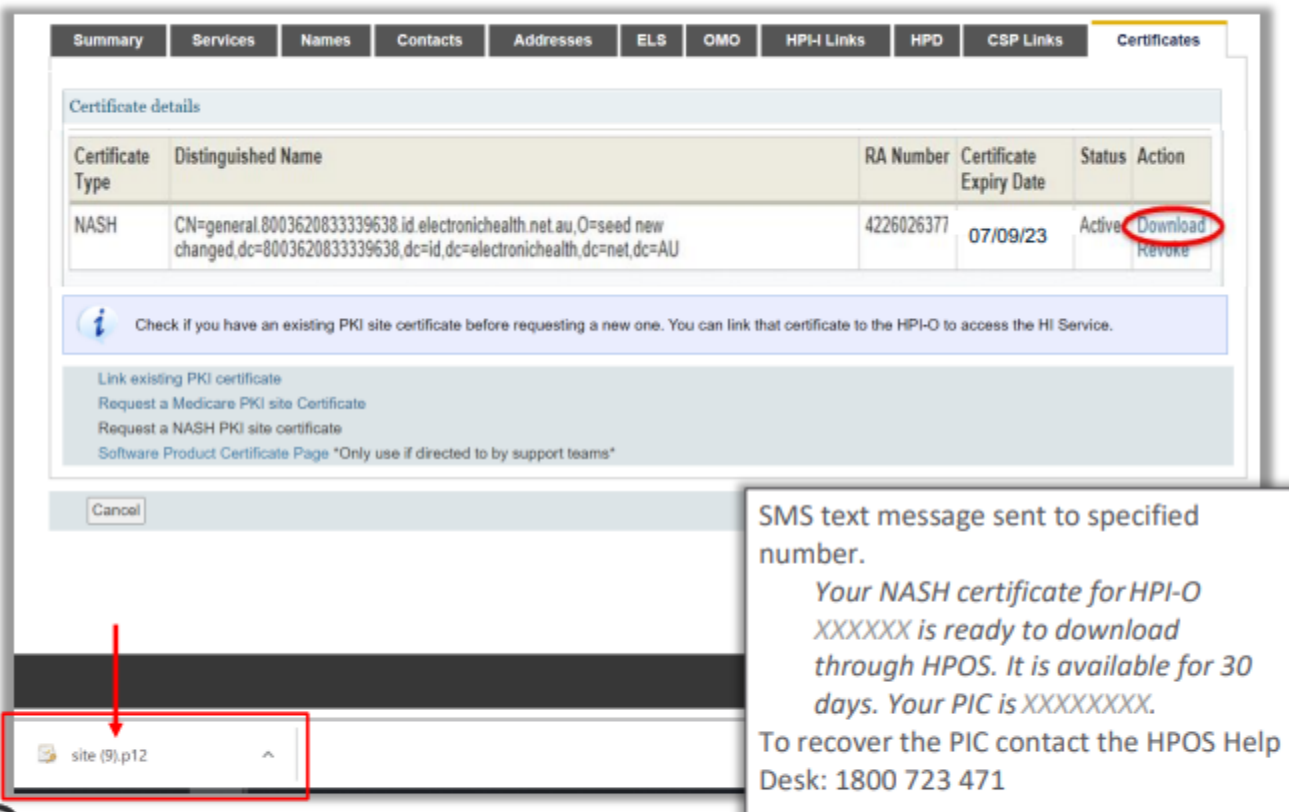💡 You may need to scroll down to select the 'Submit' button

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4. Use Personal Identification Code (PIC) to download Certificate

| Summary | Services | Names | Contacts | Addresses | ELS | OMO | HPI-I Links | HPD | CSP Links | **Certificates** |

Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status	Action
NASH	CN=general.8003620833339638.id.electronichealth.net.au,O=seed new changed,dc=8003620833339638,dc=id,dc=electronichealth,dc=net,dc=AU	4226026377	07/09/23	Active	Download Revoke

ℹ️ Check if you have an existing PKI site certificate before requesting a new one. You can link that certificate to the HPI-O to access the HI Service.

Link existing PKI certificate
Request a Medicare PKI site Certificate
Request a NASH PKI site certificate
Software Product Certificate Page *Only use if directed to by support teams*

[Cancel]

site (9).p12

SMS text message sent to specified number.

Your NASH certificate for HPI-O XXXXXX is ready to download through HPOS. It is available for 30 days. Your PIC is XXXXXXXX.

To recover the PIC contact the HPOS Help Desk: 1800 723 471

➢ When the certificate is ready to download you will receive a text message to the mobile number provided in the request form. The status is reflected as 'Active' in the HPOS certificates tab

➢ Click the blue hyperlink 'Download' to save the file to your computer.

➢ Contact your software vendor for support installing the certificate, using the PIC code in the text message

💡 It generally takes up to 1 hour (at most, 1 business day) for your certificate to be available to download

TIP: Save your certificate file to a folder that is easily accessible by your software vendor when it is time for installation.

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Helpful contact information

NASH Certificates

- Phone: 1800 700 199 and select Option 1
- Monday to Friday, 8 am to 5 pm AWST.
- Email: ebusiness@servicesaustralia.gov.au

PRODA

- Phone: 1800 700 199 and select Option 1
- Email: proda@servicesaustralia.gov.au

Healthcare Identifiers Service

- Phone: 1300 361 457 Monday to Friday, 8:30 am to 5:00 pm AEST
- Email: healthcareidentifiers@servicesaustralia.gov.au

HPOS

- Phone: 132 150 Monday to Friday, 8 am to 5 pm AWST.
- Option 6 - electronic claiming or Health Professional Online Services (HPOS)

The Agency's NASH transition website (including the SHA-2 Readiness Register)

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PRIMARY HEALTH NETWORK

Sandie Hordern is the PHN support lead for Digital Health in General Practice.

Sandie can be contacted at shordern@thephn.com.au

or through your

Primary Care Improvement Officer

Join the Digital Health Community of Practice!

Our Digital Health Community of Practice is open to primary care providers withing the Hunter, New England & Central Coast Primary Health Network region to share ideas and resources to support quality improvement activities.

To join the Community of Practice for Digital Health, please email Sandie Hordern at shordern@thephn.com.au

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LUMOS Data Linkage Project

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Practice Management and MBS

Questions ?
&
THANK YOU

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