



# Healthcare Identifiers Service

## Application to add, replace or remove a contracted service provider officer (HW046)

### Purpose of this form

Use this form to:

- add
- replace, **or**
- remove

a contracted service provider (CSP) officer to or from a CSP organisation record.

This form must be completed by the applicant for the Healthcare Identifiers (HI) Service.

### Role of a contracted service provider officer

A CSP officer is responsible for:

- the creation of a CSP organisation
- retiring the CSP organisation if the organisation is no longer operating in that capacity
- requesting to reinstate a CSP organisation record that has been retired in error
- updating their own demographic details
- updating the details of the CSP organisation they represent.

A CSP organisation must have one and up to a maximum of three CSP officers linked.

If an individual is registered in the HI Service in another capacity (for example, as a responsible officer (RO), organisation maintenance officer (OMO) or individual healthcare provider) and that individual is applying to become a CSP officer, existing details may be linked to a CSP organisation using this form.

### Documents a contracted service provider officer must provide

To support this application a CSP officer must provide:

- certified copies of evidence of identity (EOI) for themselves (see **Evidence of identity**), unless the CSP officer is a known customer (see **Known customer - individual**), **and**
- a certified copy of documentary evidence of their authority to commit the CSP organisation (see **Documents required to provide evidence of the authority to commit** on page 2 of this form).

### Known customer - individual

Individuals who are registering as a CSP officer with the HI Service who have already provided us with EOI are not required to do so with this form. See questions 8 and 15 for lists of known customer numbers. We may request more information if required.

A CSP organisation that has a Services Australia Site PKI certificate issued by us is not required to provide evidence of the existence of the CSP organisation.

### Evidence of identity

If you are **not** a known customer, you must provide a minimum of **one** document from the Primary group and **one** document from the Secondary group. You must include a Deed Poll or marriage certificate if there is a difference in name in these documents.

#### Primary group

- Australian passport (including ordinary, frequent traveller, diplomatic, official and emergency)
- foreign passport
- Australian driver licence
- Australian Government issued proof of age card/photo card
- ImmiCard

#### Secondary group

- Department of Foreign Affairs and Trade (DFAT) issued Certificate of Identity or Document of Identity
- DFAT issued United Nations convention travel document
- foreign government issued documents (for example, driver licences)
- Medicare Card
- enrolment with the Australian Electoral Commission
- security guard/crowd control photo licence
- evidence of right to a government benefit (Department of Veterans' Affairs or Centrelink)
- consular photo identity card issued by DFAT
- police force officer photo identity card
- Australian Defence Force photo identity card
- Commonwealth, state or territory government photo ID card
- Aviation Security Identification card
- Maritime Security Identification card
- firearms licence
- credit reference check
- Australian tertiary student photo identity document
- certified academic transcript from an Australian university
- trusted referee's report
- bank or credit card
- other authoritative online sources of evidence verified by a Third Party Identity Provider.

### Certified copies of original documents

If you are attaching documents, the copies provided must be certified. For information about how to certify documents, go to [servicessaustralia.gov.au/hiservice](https://servicessaustralia.gov.au/hiservice)

## Documents required to provide evidence of the authority to commit

Evidence must be provided that the CSP officer has the authority to commit the business. The organisation name on the EOI must match the registered or trading name provided on this form.

Evidence required includes:

- an affidavit or statutory declaration sworn by a member of the board or executive of the organisation
- a deed of appointment, **or**
- any other documentation which displays that you hold a position of authority to commit the business.

## For more information

You can:

- go to [servicesaustralia.gov.au/hiservice](https://servicesaustralia.gov.au/hiservice)
- email [healthcareidentifiers@servicesaustralia.gov.au](mailto:healthcareidentifiers@servicesaustralia.gov.au)

There may be risks with sending personal information through unsecured networks or email channels.

- call 1300 361 457 Monday to Friday, 8:30 am to 5 pm, Australian Eastern Standard Time.

## Filling in this form

You can fill this form digitally in some browsers, or you can open it in Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, you can print this form and complete 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.

## Applicant's details

**1** As the person completing this form, you must be an existing CSP officer and wish to add or remove another CSP officer to a CSP organisation you are linked to.

CSP officer registration number or RO identifier (if known)

**2** Dr  Mr  Mrs  Miss  Ms  Mx  Other

Family name

First given name

Second given name

**3** Date of birth (DD MM YYYY)

**4** Your gender

Male

Female

Non-binary

**5** Business address

  

---

  

---

Postcode

Postal address (if different to above)

  

---

  

---

Postcode

## Registering or replacing a contracted service provider officer

- 6** I would like to: **Tick one only**
- create a new CSP officer and link to the CSP organisation I am linked to
- add an additional CSP officer to the CSP organisation I am linked to  **Go to 14**
- remove a CSP officer from a CSP organisation  **Go to 14**

If you are removing the only remaining CSP officer from a CSP organisation, a new CSP officer must be linked first.

## New contracted service provider officer details

- 7** Is the new CSP officer already registered with the HI Service (for example, RO, OMO, Healthcare Provider Identifier – Individual or CSP officer)?
- No  **Go to 8**
- Yes  Existing HI Service registration number

## Known customer

- 8** Read this before answering the following question.

If the new CSP officer is a known customer, they do not need to provide EOI with this form. If you have provided an existing RO or CSP officer number in **question 1**, you do not need to write in the number again. For more information, refer to **Known customer - individual** on page 1 of this form.

Type of known customer

**Tick one only and provide the associated number in the field below**

You have an existing individual Provider Digital Access (PRODA) Registration Authority (RA) number

You have an existing Medicare provider number

You have an existing CSP officer number (provided in **question 1**)

You have an existing RO identifier (provided in **question 1**)

You are the Certificate Manager for a healthcare provider organisation's existing Services Australia PKI site certificate or NASH PKI certificate (*RA number*)

You are a pharmacist approved to supply PBS subsidised medicine (*approval number*)

Known customer identifier



MCA0HW046 2412

9 Dr  Mr  Mrs  Miss  Ms  Mx  Other

Family name

First given name

Second given name

10 Date of birth (DD MM YYYY)

11 Your gender

Male

Female

Non-binary

12 Business address Tick your preferred address

Postcode

Postal address (if different to above)

Postcode

13 Business phone number (including area code) Tick one preferred method of communication

--

Mobile phone number

--

Fax number (including area code)

--

Email

--

▶ Go to 20

### Contracted service provider officer details to be added or removed

14 Is the CSP officer already registered with the HI Service (for example, RO, OMO, Healthcare Provider Identifier – Individual or CSP officer)?

No  ▶ Go to 15

Yes  Existing HI Service registration number

### Known customer

15 Read this before answering the following question.

If you are a known customer, you do not need to provide EOI with this form. If you have provided an existing RO or CSP officer number in **question 1**, you do not need to write in the number again. For more information, refer to **Known customer - individual** on page 1 of this form..

Are you a known customer?

No  ▶ Go to 16 (Certified EOI must be provided with this application)

Yes  Type of known customer

**Tick one only and provide the associated number in the field below**

You have an existing individual Provider Digital Access (PRODA) Registration Authority (RA) number

You have an existing Medicare provider number

You have an existing CSP officer number (provided in **question 1**)

You have an existing RO identifier (provided in **question 1**)

You are the Certificate Manager for a healthcare provider organisation's existing Services Australia PKI site certificate or NASH PKI certificate (*RA number*)

You are a pharmacist approved to supply PBS subsidised medicine (*approval number*)

Known customer identifier

16 Dr  Mr  Mrs  Miss  Ms  Mx  Other

Family name

First given name

Second given name

17 Date of birth (DD MM YYYY)

18 Your gender

Male

Female

Non-binary

19 Business address

Postcode

Postal address (if different to above)

Postcode

