Australian Government

Department of Health and Aged Care

Frequently asked questions about the Online Compliance Platform (OCP)

August 2023

What is the OCP?

The Online Compliance Platform (OCP) is a paperless way for health providers to complete certain Medicare compliance activities online through a secure digital portal.

Health providers with a relevant compliance activity can use the OCP to:

- review a schedule of claims online
- acknowledge any claims that may be inappropriate
- upload supporting documents
- confirm there are no errors with your billing.

What are the benefits of using the OCP?

The OCP has many features that may help you complete a compliance activity online instead of corresponding with us by mail.

The OCP lets you review a schedule of Medicate claims and:

- search the schedule for a keyword
- sort the schedule by item number
- filter the schedule by item number, service location, response, and selection
- choose multiple items to include in a voluntary acknowledgment, if required
- write comments and upload supporting documents to include with your submission
- include feedback about your experience using the OCP.

Once you submit a response, the OCP will also confirm the amount of your incorrect payments, if any.

Who can use the OCP?

You can use the OCP if we contact you about a relevant compliance activity and invite you to use the OCP to submit your response. If you would like to use the OCP, you must give us your email address and mobile phone number. This is to enable you to use the OCP privately and securely.

How can I get help to use the OCP?

If you need help to access or use the OCP, you can read the OCP [self-help resources](#) at any time. You can also [contact us](#) by email if you need more help.

What kind of computer do I need to use the OCP?

You must use a desktop or a laptop computer to access the OCP. You must also use a recent version of one of the following browsers:

- Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Apple Safari.

How do I access the OCP?

We will send you an email with a link to the OCP activation page. On the activation page, you must agree to the OCP [terms of use](#).

Once you agree to the OCP terms of use, we will send you:

- an email with a link to the OCP login page
- an SMS with an access code to log in to the OCP.

You can access and log in to the OCP using the unique link and access code we send you.

Once you submit a response to the compliance activity, you will not be able to access the OCP again unless we ask you to participate in another compliance activity.

How do I use the OCP?

Once you log in to the OCP, you can start your compliance activity, save your work and return to the OCP at your convenience.

When you are ready to submit your response, the OCP will:

- calculate the amount of any incorrect payments, including bulk bill incentive items
- prompt you to download a record of your submission.

You can continue to use your access code to log in to the OCP until you submit your response or until the due date for completing your compliance activity. We will give you the due date in the email we send you.

How do I save my progress in the OCP?

The OCP will save your changes automatically.

How do I log out of the OCP?

To log out of the OCP, close your browser, including all open tabs and windows. For your security, the OCP will automatically log you out if you are inactive for 30 minutes.

How do I log back into the OCP?

If you have not submitted a response, you can log back into the OCP using the link we sent you via email. You will also need the access code we sent you via SMS. When you log back into the portal, you will resume from the screen you were using when you logged out.

What happens after I finish using the OCP?

Once you submit a response to the compliance activity, you will not be able to access the OCP again unless we ask you to participate in another compliance activity. If this happens, we will give you another unique link and a new access code.

Once we have reviewed your response to the compliance activity, we will contact you to confirm how much you owe and your payment options.

Is using the OCP mandatory?

No. Using the OCP is voluntary. You can choose to complete a compliance activity by using the OCP, by posting a paper schedule or using secure email.

Can I delegate to someone else to use the OCP?

Yes. The OCP terms of use all you to delegate some activities to an 'Authorised Person' to use the use the OCP on your behalf:

- If You delegate to an Authorised Person to Use the Platform to Review Material on Your behalf, You must do so responsibly and appropriately.
- You must ensure that an Authorised Person accepts the OCP terms of use before they Use the Platform.
- You are responsible for all Use of the Platform by any Authorised Person You delegate to Use the Platform on Your behalf.
- You must not share Your Access Code with any other person.

Can I stop using the OCP and request a paper schedule instead?

Yes. Please contact us if you have started completing your compliance activity using the OCP and would like to receive a paper schedule.

Can I start using the OCP after I start my activity with a paper schedule?

Yes. Please contact us if you have started completing your compliance activity using a paper schedule and would like to start using the OCP.

Do I need to create an account to use the OCP?

No. You do not need to create an account to use the OCP. If you would like to use the OCP to complete a compliance activity, we will contact you to obtain your email address and mobile phone number. We will then send you a unique link so that you can access the OCP.

Can I change my OCP access code?

No. We will provide you with a unique access code to log in to the OCP. You must use this access code and you will not be able to change it.

What do I do if I lose my OCP access code?

When you activate the OCP, we will send you an email with a link to the OCP login page. We will also send you an SMS with your access code. If you lose your link to the OCP login page or your access code, please contact us to ask us to send you a new OCP activation link. You can then use this link to obtain a new access code and new OCP login link.

What should I do if I change my mobile phone number or email address?

If you need to tell us that your contact details have changed, please contact us.

Can I use the OCP to correct a Medicare claim?

No. You can only use the OCP to complete certain Medicare compliance activities conducted by the Department of Health and Aged Care.

How does the OCP protect my privacy?

Using the OCP is voluntary. If you use the OCP, your information and privacy are protected. The OCP includes a range of privacy and security safeguards, including:

- secure encryption
- a unique link we will only send to your email address
- an access code we will only send to your mobile phone.

You can find out more about how we protect your privacy by reading the OCP privacy notice.