



## Protecting health professionals from scams: How to keep your PRODA account secure

The Australian Government is reminding health professionals to be vigilant when it comes to scams. Scammers are targeting health professionals to gain access to their Provider Digital Access (PRODA) accounts.

Scammers often impersonate trusted organisations, including government agencies. They may:

- contact people by phone, email, text message, or social media
- try to trick health professionals into sharing personal or business information such as passwords or banking details.

### What to look out for

To protect the integrity of Australia's healthcare system and maintain privacy for yourself and your patients, you are encouraged to watch out for:

- **Emails, text messages**, or social media messages asking you to update or verify your PRODA account information. These may include a link to a fake PRODA sign in page
- **Unexpected text messages or phone calls**. Scammers may send a text message telling you to expect a call about your PRODA account. They may call you claiming there is suspicious activity or problems with your account
- Anyone asking for access to your accounts or devices.

#### BEST PRACTICE FOR HEALTH PROFESSIONALS

You can reduce your risk of being impacted by a scam by:

- Always signing into your PRODA account through the genuine website, which you can access by going to [servicesaustralia.gov.au/PRODA](https://servicesaustralia.gov.au/PRODA)
- Looking up the Services Australia eBusiness (Medicare) phone line on the Services Australia website before calling
- Using strong passwords and enabling extra security options like digital identity. The best protection is to link your PRODA account with a 'Strong' MyID credential
- Never sharing your account information or giving access to your devices.

### More information

- If concerned, you can call Services Australia's eBusiness (Medicare) line on **1800 700 199** and select Option 1, Monday to Friday, 8 am to 5 pm local time.
- You can **report scams** impersonating PRODA to Services Australia by emailing a copy of the scam or details of a suspicious phone call to [reportascam@servicesaustralia.gov.au](mailto:reportascam@servicesaustralia.gov.au)
- For further information, visit the Services Australia website at [servicesaustralia.gov.au](https://servicesaustralia.gov.au) and search 'scams.'