

Member Agency Guide to; Private Key Infrastructure (PKI) Certificate Expiry Renewal Process

An agency's PKI issued site certificate lasts for 5 years from date of issue. This certificate will be issued to the agency's Duly Authorised Officer (DAO).

Process:

1. Medicare e-business sends letter and relevant forms to agency for site certificate renewal. GVPCP will also alert the agency of the expiry by sending a screen shot to the relevant agency contact.
2. When your DAO leaves the agency, a new officer will need to be nominated and your agency must re-do authorization process (100 point identity check).
3. Complete the forms sent to agency by Medicare e-business (Step 1) to renew certificate. Make a copy of these forms for your records.
4. If you require assistance during this process phone: 1800 700 199 or email: pki@humanservices.gov.au
5. Mail forms back to Medicare e-business.
6. Once updated certificate is received from Medicare e-business, the **agency** needs to **inform** ConnectingCare, via help desk, which will go to Verizon Business website and download the matching public key infrastructure certificate.
7. This match will then be updated in administration at ConnectingCare.
8. It is **agency responsibility** to inform ConnectingCare of renewed certificates as this process is between Medicare e-business and the agency.
9. If further assistance is required contact:
 - Medicare e-business: 1800 700 799 E: pki@humanservices.gov.au
 - ConnectingCare: 1800 189 387 E: connectingcare@data.com.au
 - GVPCP: E: VJeffery@primarycareconnect.com.au