

Nepean Blue Mountains PHN Portal

PIP QI Upload Solution for non-PHN-Affiliated

Overview

In August 2019, the Commonwealth Department of Health initiated the Practice Incentive Payment for Quality Improvement (PIP QI) program to provide an incentive payment to General Practices (GPs) who wish to participate in the provision of aggregate data to the Australian Institute of Health and Welfare (AIHW) through the Primary Health Networks (PHN).

PHNs are the “regional custodians” of the GP data to be provided (in accordance with [Commonwealth approved PIP Eligible Data Set – Data Governance Framework](#)) and the data must reach AIHW only through the PHN.

The majority of General Practices in the NBM region already provide data to WHL using the preferred and provided GP Data Extraction technology, and under a data sharing agreement and related software licensing. For these practices, current arrangements will continue.

There are however, practices which are not affiliated with PHNs currently for the purposes of data sharing (“non-PHN-Affiliated Practices”) and who do not use GP Data Extraction software with their Clinical Information System (CIS), but who are nonetheless enrolled in the PIP QI program as participating practices.

For these non-PHN-Affiliated Practices, a means of securely transferring the aggregate data into the custody of the WHL is now available free of charge for those non-PHN-Affiliated Practices who wish to use it and who enter into a formal Data Sharing Agreement.

All General Practices participating in the PIP QI scheme are required to submit data in order to receive the incentive payment for each quarter.

About the Nepean Blue Mountains (NBMPHN) Portal

Wentworth Healthcare Limited (WHL) as provider of Nepean Blue Mountains Primary Health Network (NBMPHN) is providing, at no cost, a means of data upload for the PIP QI eligible dataset from non-PHN-Affiliated Practices who do not intend to use technology offerings from current GP Data Extraction vendors.

This will allow WHL to deliver a full PIP QI eligible dataset to the AIHW, so that the General Practice may receive the incentive payment for that quarter.

The solution (“NBMPHN Portal”) will generate a secure, time-bound link for each non-PHN Affiliated Practice that is registered to use the system; the link is generated for each Data Submission Period and mailed to an email address which is to be registered with WHL by the Practice.

The system depends on the Practice being registered with WHL, and WHL will maintain a record of the email address or addresses that are being used for the notifications.

WHL will monitor submissions each period and will endeavour to ensure each registered practice has been able to make the submission and ultimately receive the payment.

However, the practice is ultimately responsible for ensuring its data is submitted on time and in the correct, approved format. Refer also the [NBMPHN Portal End User Licence Agreement \(EULA\)](#) for further detail of the Terms and Conditions.



The data upload process

The NBMPHN Portal solution is simple and intuitive. The overall process consists of the following steps, and the section further below describes what the Practice needs to do to continue to effectively use the system.

1. The Practice is registered with WHL to share data for PIP QI and is given a unique Practice Identifier (number).
2. The Practice signs up to the Data Sharing Agreement which, for the purposes of the NBMPHN Portal, includes agreement with the [EULA](#) (which will be required to be acknowledged online each time an upload is performed, incorporated into the process).
3. The Practice Identifier and administrative email address is recorded in a WHL database to be used for the upload process.
4. At least one week prior to the cut-off date for each PIP QI Data Submission Period (which is quarterly, see [Table 1](#)), the Practice will be emailed (to the administrative email address which WHL has recorded) a secure link to a file upload facility (see sample email at [Attachment 1](#), below). This secure link is unique to each practice and cannot be used by others or guessed.
5. Within the time limitation specified for the secure link (7 days), a person in the Practice, so authorised to access the registered email account used for this purpose (the “responsible person”), simply opens the email and clicks on the link.
6. The responsible person will then have the file uploader page displayed in the internet browser of choice.
7. By clicking the “upload” button available on the webpage, the responsible person will be able to navigate to the location on their computer or server where the data file is located and select it for upload.
8. The responsible person will then receive a notification from the system concerning the success status of the upload (see sample email at [Attachment 2](#)).
9. WHL will check uploads and where there is an issue with data conformance, will contact the practice and issue a new secure link (if required). Note however, that if the deadline for upload has already passed, WHL will take no responsibility for a failure to submit the data (refer to the [EULA](#)).

What the Practice needs to do

There are certain requirements the Practice must meet in order for the upload process described above to work successfully on an ongoing basis.

1. The Practice must be registered with WHL and must provide an administrative email address that can be used for the delivery of the secure upload link.
2. The Practice must ensure that if the preferred administrative email address changes across Data Submission Periods, that WHL is notified using the contact details provided in the [EULA](#).
3. The Responsible Person must action the email within the specified timeframes. This means monitoring the registered email address.
4. The Responsible Person should ensure that if the email was received but filtered by the Practice’s spam filter, that it be retrieved, actioned and also marked as “not spam” or “not junk” for future reference.



5. The Responsible Person should contact WHL at the details provided below if they do not receive an email as expected.
6. If the Responsible Person activates the secure link in the email and discovers that the internet technology the Practice uses blocks access to the upload page, they will need to take action with their technical support provider to resolve the matter.
7. The Practice must ensure that its Clinical Information System (CIS) provider has provided the system upgrade that includes the data extraction capability and that it maintains a version of the system that is capable of providing the data file extract. This means the Practice will need to keep abreast of system upgrades through its Clinical Information System (CIS) provider.
8. The Responsible Person must navigate to and select the correct data file for upload. WHL will be checking submissions and failures to submit, but if this error occurs on the last processing day before the Data Submission Period closes there may not be time for WHL to rectify with the practice and it could miss the incentive payment.
9. The Practice should download our [Secure File Uploader Cheat Sheet](#) from our website to assist with the upload process.

Who to contact

Please direct any queries to the Health Data Team via email nbmphn_sendgrid@nbmphn.com.au and also monitor the WHL website for relevant information updates.

Phone: (02) 4708-8100

Email: nbmphn_sendgrid@nbmphn.com.au

Website: www.nbmphn.com.au



Table 1: Data submission periods for payment months

Payment Month	Data Submission Period
February	1 November to 15 January
May	1 February to 15 April
August	1 May to 15 July
November	1 August to 15 October



Attachment 1: Sample Practice Email Notification – FOR ACTION

From: nbmphin_sendgrid@nbmphin.com.au <nbmphin_sendgrid@nbmphin.com.au>
Sent: Monday, 23 January 2023 4:42 PM
To: Test Person <Test.Person@emailtest.com.au>
Subject: Test - [FOR ACTION] PIP QI DATA SUBMISSION REQUIRED BY 23.1.2023

To whom it may concern,

Thank you for choosing to use the Primary Health Insights Secure File Uploader for your secure submission of the Practice Incentives Program Quality Improvement (PIP QI) 10 Quality Improvement Measures (10 QIM) dataset.

IMPORTANT

PLEASE READ THE END USER LICENCE AGREEMENT (available [here](#)) CAREFULLY BEFORE ACCESSING AND USING THE SECURE FILE UPLOADER. IT PROVIDES YOU WITH IMPORTANT INFORMATION CONCERNING THE SECURE FILE UPLOADER AND CONTAINS WARRANTY AND LIABILITY INFORMATION.

BY ACCESSING OR USING THE SECURE FILE UPLOADER, AND TO THE EXTENT PERMITTED BY LAW, YOU WILL ACCEPT THE SECURE FILE UPLOADER "AS IS" AND AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THE END USER LICENCE AGREEMENT. IF YOU DO NOT WISH TO DO SO, DO NOT PROCEED TO ACCESS AND USE THE SECURE FILE UPLOADER.

A simple guide to the Secure File Uploader is available [here](#).

In order to upload your data for this quarter, please visit the link below where you will be asked to attach and submit the compliant PIP QI Eligible Dataset extracted from your clinical information system.

<Unique link to PHN secure file uploader>

IMPORTANT: This link will expire in 5 days from the date of this email. If you need a new link generated, please contact nbmphin_sendgrid@nbmphin.com.au.

The Secure File Uploader will notify you on the success of your upload within 20 minutes. Please retain this email for your records.

For any further information on your data sharing arrangements or the Secure File Uploader facility, please contact me via email at nbmphin_sendgrid@nbmphin.com.au.

Kind regards,

KELLIE KOEN

Health Data Systems & Governance Officer

Work Days: Monday to Friday

Direct: t 02 4708 8188 | f 02 9673 8856

Email: kellie.koen@nbmphin.com.au

Reception: 02 4708 8100

Website: www.nbmphin.com.au



Level 1, Suite 1, Werrington Park Corporate Centre, 14 Great Western Highway, Kingswood NSW 2747
Post to: Wentworth Healthcare, Big BR, Level 1, Suite 1, Locked Bag 1797, Penrith NSW 2751 | T 02 4708 8100
www.nbmphin.com.au

Wentworth Healthcare Limited (ABN 88 155 904 975) provider of the Nepean Blue Mountains PHN.

Attachment 2: Sample Practice Email Notification – CONFIRMATION

From: nbmphin_sendgrid@nbmphin.com.au <nbmphin_sendgrid@nbmphin.com.au>
Sent: Monday, 23 January 2023 4:41 PM
To: Kellie Koen <Kellie.Koen@nbmphin.com.au>
Subject: Test - [FOR ACTION] PIP QI DATA SUBMISSION REQUIRED BY

To whom it may concern,

Thank you for uploading your PIP QI file for this quarter.

We can confirm that we have received it.

If we encounter any problems during processing, we'll get back to you.

Kind regards,

KELLIE KOEN

Health Data Systems & Governance Officer

Work Days: Monday to Friday

Direct: t 02 4708 8188 | f 02 9673 8856

Email: kellie.koen@nbmphin.com.au

Reception: 02 4708 8100

Website: www.nbmphin.com.au



Level 1, Suite 1, Werrington Park Corporate Centre, 14 Great Western Highway, Kingswood NSW 2747
Post to: Wentworth Healthcare, Big BR, Level 1, Suite 1, Locked Bag 1797, Penrith NSW 2751 | T 02 4708 8100
www.nbmphin.com.au

Wentworth Healthcare Limited (ABN 88 155 904 975) provider of the Nepean Blue Mountains PHN.



FAQ

Question	Answer
My CIS vendor has not supplied the system upgrade that produces the compliant data file, will I get paid?	No. The current exemption period provided for by the Department of Health has terminated and data must be submitted according to the Data Submission Periods (see Table 1) in order to receive the PIP. WHL is not able to provide any information about special circumstances or potential further exemptions. You should contact the Department of Health directly to discuss your situation.
My CIS vendor has upgraded their system, but I have not had time to upgrade at the Practice, will I get paid?	No. The current exemption period provided for by the Department of Health has terminated and data must be submitted according to the Data Submission Periods (see Table 1) in order to receive the PIP. WHL is not able to provide any information about special circumstances or potential further exemptions.
I already provide data to WHL via an existing Data Extraction tool, do I need to use this facility?	No. Under your current Data Sharing Agreement with WHL, your PIP QI data set will be collected using the existing GP Data Extraction tool provided and included in the submission to AIHW.
Will my data be secure?	Yes. Your data will be held in a secure environment, managed and protected by WHL in accordance with its Data Governance Framework and related Policies and Procedures.
Is the upload facility secure?	Yes. The link that will be sent to your Practice is time-bound and specific to your Practice ID. It will not be sent to any other than the registered email address and the link address cannot be guessed by others because it is a complex string and the Practice ID is obfuscated. The upload facility is only discoverable through the use of the secure link and cannot be accessed on the public internet without the secure link.
What is PHI / Primary Health Insights and why is there a PHI logo on the upload webpage rather than the PHN logo?	Primary Health Insights (PHI) is an initiative funded by the Department of Health to build and maintain a national data storage and analytics solution. It is a highly secure, cloud-hosted facility and only WHL is able to access the data you provide.
I want to stop using the facility and sharing data with WHL.	You may do this at any time by terminating the Data Sharing Agreement. However, please note, you will not be eligible to receive a PIP QI incentive payment without sending the data in the compliant format through the PHN.
I want to share more data with WHL.	You may enter into a broader Data Sharing Agreement with WHL and receive from WHL a license for a GP data Extraction tool at no cost to you. Under this arrangement, you will automatically be providing the PIP QI Eligible dataset.