

PLMS Frequently Asked Questions

Getting started

Question: What is the Prostheses List Management System (PLMS)?

Answer: The Department of Health developed the Prostheses List Management System (PLMS) to streamline the application process for listing a prosthesis device on the Prostheses List.

The PLMS is an online portal that allows sponsors and suppliers to create, edit and monitor applications for prostheses listings.

Question: I've registered for the first time on the PLMS, why can't I see anything in the portal?

Answer: You have not been assigned a role in the PLMS yet. You will not be able to view or edit applications unless you are assigned a User Role.

Contact the User Administrator for your organisation so they can assign you a role in the PLMS.

If you do not know who the User Administrator for your organisation is, contact the Department of Health at prostheses@health.gov.au

Question: I'm a new user, and would like to explore the PLMS before creating an application. How can I do this?

Answer: The Department has set up training environment for any users who wish to view the PLMS before creating an application in the live site. The training environment is separate from the live site and any information you enter here will not be duplicated on the live site.

To access the training environment, you must:

1. Get a myGovID
2. Register for the [Prostheses List Management TRAINING System](#)

For detailed information on accessing the PLMS, view the [PLMS User Guide – Getting Started](#), or [Quick Reference Guide: Account Setup and Login](#) information.

Question: Does the PLMS time out if not in use?

Answer: Yes, the portal will time out if left inactive for more than 30 minutes. A warning will appear on your screen as you approach the time limit for inactivity.

Question: Is there a limit to how many people can access the PLMS in my organisation?

Answer: There is no limit to the number of users who can access the PLMS from an organisation. Each organisation is responsible for managing the staff who have access to the system.

Using the PLMS

Question: Where can I find the ARTG entry (ARTG ID Number) for my product?

Answer: An ARTG entry is a number given to products entered and current on the [Australian Register of Therapeutic Goods](#) (ARTG).

You can find your ARTG entry on the Therapeutic Goods Administration Certificate of Inclusion on the Register.

Question: I do not have an ARTG entry (ARTG ID Number) for my product. Can I continue with my PLMS application?

Answer: Yes, the Department of Health supports parallel processing with select Australian health assessment bodies. If you have applied to include the product on the ARTG, but the decision is pending, you can still proceed with your Prostheses List application.

The Department will progress your Prostheses List application without an ARTG entry, however the product will not be listed on the Prostheses List until you provide the ARTG entry to the Department.

Question: I do not have a current MBS Item number for my product. Can I continue with my PLMS application?

Answer: Yes, the Department of Health supports parallel processing with select Australian health assessment bodies. If you have applied for an MBS Item number(s) for the product, and the decision is pending, you can still proceed with your Prostheses List application.

The Department will progress your Prostheses List application without an MBS Item number, however the product will not be listed on the Prostheses List until you provide a valid MBS item number to the Department.

Question: I am not sure what grouping my product should be in on the Prostheses List. Do you have grouping information available?

Answer: Yes, you can view the current [grouping schemes](#) for each category of product, including suffix definitions and benefits.

Help

Question: Is PLMS support available online?

Answer: To can access guidance material for the PLMS:

1. Download and read the PLMS User Guides for screen by screen help on using the PLMS:
 - [PLMS User Guide – Getting Started](#)
 - [PLMS User Guide – Prosthesis Device Application](#)
2. Download and read the *Prostheses List – guide to listing and benefits for prostheses*:
 - [Prostheses List Guide](#) (Word 977 KB)
 - [Prostheses List Guide](#) (PDF 502 KB)
3. View the PLMS Quick Reference Guides:
 - [Quick Reference Guide: About the PLMS](#)
 - [Quick Reference Guide: Account Setup and Login](#)
 - [Quick Reference Guide: PLMS User Roles](#)

Question: Who can I contact for help with the PLMS?

Answer: If you are experiencing problems or have a question about using the PLMS, contact the Department of Health at prostheses@health.gov.au