



Pharmacy Programs
Administrator

PROGRAM RULES

Dose Administration Aids

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Australian Government
Department of Health and Aged Care

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1 INTRODUCTION

This document outlines the Program Rules governing the Dose Administration Aids (DAA) Program. This document must be read in conjunction with:

- The *Pharmacy Programs Administrator General Terms and Conditions* (General Terms)
- The *Guidelines on Dose Administration Aids and Staged Supply of Dispensed Medicines* by the Pharmacy Board of Australia (Pharmacy Board Guidelines) and
- The *Standards and Guidelines for Pharmacists Providing a DAA Service* by the Pharmaceutical Society of Australia (PSA Standards).

Definitions in the General Terms apply in these Program Rules.

2 BACKGROUND

A DAA is a well-sealed, tamper-evident device that allows individual medicine doses to be organised according to the prescribed dosing schedule. There are a number of commercially available products on the market.

The DAA Program is funded by the Australian Government Department of Health and Aged Care (the Department). The Program is designed to assist Patients in the community to better manage their medicines, with the objective of avoiding medication misadventure and improving medication adherence.

3 PARTICIPATION

3.1 Pharmacy Requirements for Participation

To be eligible to become an Approved DAA Service Provider and participate in the DAA Program, a Pharmacy must:

- Be approved to dispense pharmaceutical benefits as part of the Pharmaceutical Benefits Scheme (PBS) defined in Section 90 of the *National Health Act 1953* (Section 90 Pharmacy)
- Be accredited by an approved Pharmacy Accreditation Program (the Quality Care Pharmacy Program) or be in the process of attaining Accreditation within six months of lodging the application to become registered to participate in the Program. The Commonwealth may waive the requirement to hold or be seeking accreditation in order to ensure Patients can access the Program
- Agree to publicly display and comply with the Community Pharmacy Service Charter and Customer Service Statement. A sample Customer Service Statement and a template are available [here](#)
- Abide by the PPA General Terms and Conditions available [here](#)
- Undertake to provide DAA services in accordance with these Program Rules and relevant Professional Standards and Pharmacy Board Guidelines
- Undertake to obtain appropriate written consent for provision of the DAA Service prior to providing the service. A consent form is available [here](#)

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- Ensure that the DAA is checked by a Registered Pharmacist
- Where interviews or consultations are required with the Patient and/or Patient's carer, that these are undertaken with consideration of the Patient's comfort and their right to privacy
- Ensure the Registered Pharmacist conducting any DAA interview or consultation is not responsible for dispensing or undertaking other professional duties at the same time
- Comply with legislative requirements in relation to the storage and access by staff to medicines that are packed in a DAA and that the area where the DAAs are packed is not accessible to the public.

3.2 Patient Requirements for Participation

To be eligible for a DAA Service funded under the current CPA, the Patient must satisfy the following mandatory Eligibility Criteria:

- Holds a Medicare and/or Department of Veterans' Affairs (DVA) card or is a person who is eligible for a Medicare card; **and**
- Is living at home in a community setting; **and**
- Is a current government issued concession card holder, **and**;
- Has difficulties managing their medications due to literacy or language issues, physical disability or cognitive difficulties; **or**
- Is taking five or more prescription medicines and is experiencing difficulties with medication management.

DAA Services funded under this Program are not available to In-Patients of public or private hospitals, day hospital facilities, transitional care facilities, or to residents of an Aged Care Facility or Patients in a correctional facility.

DAA Services funded under this Program are not available to Patients receiving DAA Services funded under other federal or state and territory government programs. Claims cannot be made for DAA Services provided as part of the DVA DAA Program.

Where a Patient does not meet the Eligibility Criteria, the DAA Service Provider may offer the service at a Patient's own cost.

A Patient may continue to receive a DAA Service if they no longer meet the Patient Eligibility Criteria for a maximum of four weeks.

3.3 Patient Consent

The DAA Service Provider must obtain appropriate written consent from the Patient or the Patient's carer prior to providing the DAA Service. A consent form is available online [here](#).

4 DAA PROGRAM ELEMENTS

A DAA Service must be conducted in accordance with the Pharmacy Board Guidelines and PSA Standards; this includes the routine monitoring and assessment of the Patient's use of the DAA.

To be eligible to claim for DAA Services under this Program, information must be collected by the DAA Service Provider to ensure the eligibility requirements of these Program Rules are met and the Supporting Documentation outlined in clause 8.3. This includes confirmation from the Patient's

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prescriber regarding the medicines to be packed in a DAA. Supporting documentation is required to be retained for each service claimed as per Clause 9.

5 FEES

DAA Service Providers may claim a fee for the provision of weekly DAA Services to Patients that meet the Eligibility Criteria in Clause 3.2.

The following fees are payable by the Pharmacy Programs Administrator (PPA) for provision of a DAA Service. Approved DAA Service Providers may apply an additional Patient charge for a DAA service at their own discretion, except if the DAA service is being provided through a Remote Area Aboriginal Health Service.

Table 5-1: Provision of DAA Service Fee

| Fee (per Patient) | Description |
|-------------------|---|
| \$6.17 | Provision of weekly DAA Service (including regular follow up with Patient) for all eligible Patients who receive a DAA Service. |

Note: Patients will still be required to pay to obtain the medicines that will be packed into the DAA, including the PBS co-payment (if applicable) when medications are dispensed.

6 FUNDING AVAILABILITY

A weekly cap on the number of services that will be paid per eligible Pharmacy is in place.

Effective 1 July 2024, the weekly base cap increased to 90 DAA services per week.

Caps will be monitored and may be modified to ensure the funding remains within the yearly budget allocation.

7 REGISTRATION

To register as a DAA Service Provider, a Community Pharmacy must register via the Pharmacy Programs Administrator [Portal](#) (the Portal).

A DAA Service Provider will not be registered until the DAA Service Provider receives email notification from the PPA confirming that registration has been successful.

8 CLAIMS

8.1 Claims Submission

A DAA Service Provider may submit claims for providing DAA Services that meet the Patient Eligibility Criteria and the following criteria:

- a. The Patient's medicine/s in the DAA are dispensed and packed in the Pharmacy by the claiming DAA Service Provider in accordance with the relevant quality standard; **or**

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- b. The Patient's medicine/s in the DAA are dispensed by the claiming DAA Service Provider but are packed at another site (DAA packing warehouse, another Pharmacy, etc.) that meets the Pharmacy approval authority requirements in the relevant state or territory as well as the relevant quality standard.

Claims must be submitted online via the [Portal](#).

DAA Services must be claimed by the end of the next calendar month after the Service was provided, e.g. DAA Services undertaken in March must be claimed by 30 April. Claims that are outside this time frame cannot be submitted and will not be paid.

All information entered on the Claim must be correct as any inconsistencies will prevent claim submission.

Please note: DAA Services can only be claimed for one of either the DAA Program or the Indigenous Dose Administration Aids (IDAA) Program, depending on the Patient's eligibility. A Service cannot be claimed under both Programs.

8.2 Claim Data

The following information must be provided to the PPA in order to claim a payment under this Program for the provision of a weekly DAA Service:

- a. Section 90 number (collected at Program registration)
- b. Pharmacy Accreditation ID and evidence of Accreditation (collected at Program registration)
- c. Patient's Medicare/DVA Card Number
- d. Start date(s) of the DAA
- e. A declaration by the claiming DAA Service Provider that the Patient satisfies the Eligibility Criteria outlined in clause 3.2 of these Program Rules and that all services included in the claim were supplied in accordance with the General Terms and these Program Rules.

8.3 Supporting Documentation

The following information must be retained by the Approved DAA Service Provider for seven years to support any Claim for payment made under these Program Rules:

- a. Section 90 number at the time of the provision of the DAA service
- b. Pharmacy Accreditation ID and evidence of Accreditation at the time of the provision of the DAA service
- c. Registered Pharmacist Identifier of the Pharmacist checking the DAA (e.g. AHPRA registration number)
- d. Copy of the signed Patient consent form
- e. Patient's name and address
- f. Patient's Medicare/DVA Card number
- g. Patient's concession card number
- h. How the Patient has satisfied the other Eligibility Criteria

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- i. List of all prescription and non-prescription medicines the Patient is taking at the time the DAA service is provided
- j. List of all prescription and non-prescription medicines packed in to the DAA
- k. Start date(s) of the DAA.

Either an electronic or paper-based system may be used to record the Supporting Documentation.

9 AUDIT AND COMPLIANCE REQUIREMENTS

Service Providers must retain full and true records (including all patient consent forms) in relation to the provision of services for not less than seven years after the claim for payment. Such records must be kept in a manner that permits them to be conveniently and properly audited, and enables the amounts claimed as well as the services provided under the General Terms and these Program Rules to be determined. Service Providers may be subject to audits by the Department (or its representative) to ensure that the General Terms and these Program Rules have been complied with, and must provide all and any records requested as part of such audit(s).

Service Providers must also ensure that they are using current documents when obtaining information or consent from patients. Service Providers that wrongfully or incorrectly receive support and/or do not meet the requirements set out in the General Terms and these Program Rules may be subject to compliance action (as determined by the Department or Pharmacy Programs Administrator) and repayment may be required. Under section 137.1 of the Criminal Code, giving false and misleading information is a serious offence. If an audit/compliance action is to be conducted, Service Providers will be required to produce documentation within a specified time frame.

10 RESOURCES

DAA Program resources are available for download from the [PPA website](#).



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