



NEW USER GUIDE

1 February 2019



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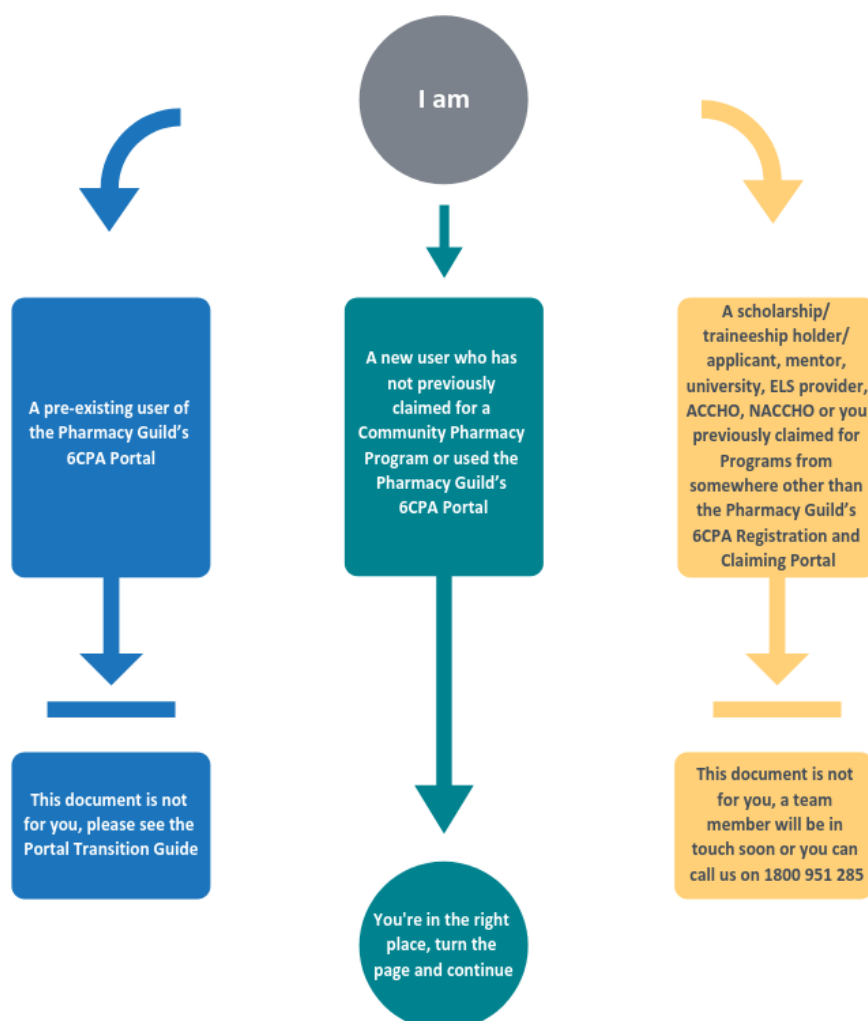
Welcome

Welcome from the Pharmacy Programs Administrator. We administer, process and pay claims associated with the 23 Community Pharmacy Programs funded under the Sixth Community Pharmacy Agreement (6CPA).

Our focus is to ensure your experience claiming and receiving payments for services you deliver to the community is as smooth as possible.

From February 2019, all claims associated with the 6CPA Programs must be submitted via our Registration and Claiming Portal. This New User Guide has been developed to support you to register and claim via the Portal.

Who is this New User Guide for?



PORTAL ESSENTIALS

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Portal Essentials

This section provides essential information to be aware of, under the following headings:

- Important Portal Information
- Portal Access and Accounts.

Important Portal Information

- 1. Recommended web browser:** We recommend you use the Google Chrome or Mozilla Firefox browsers. Chrome and Firefox browsers are available free of charge from <https://www.google.com/chrome/> and <https://www.mozilla.org/en-US/firefox/new/>
- 2. Payment will be made within 3 business days for most major Programs:** The Portal has been designed to facilitate prompt payment. For most major programs, the Portal will check and validate claims in real-time. This means these claims will be approved immediately, and payments made within 3 business days of submission. These fast-tracked payment arrangements will initially be in place for DAAs, MedsCheck and Diabetes MedsCheck, Staged Supply, HMRs and QUM.
- 3. Claiming:** To achieve real-time validation and rapid payment timeframes the Portal does not offer the option of submitting claims data via the upload of spreadsheets. For the short-term therefore, all claims data must be entered directly into the Portal.

Over the next six months, we will be working with software vendors toward integration between software packages and the Portal to enable the automatic transfer of data for claiming purposes for HMR, MedsCheck and Staged Supply. We recognise that for many claimants this will result in an increase in data entry activities until this integration is in place. We are committed to working with software vendors to enable automatic transfer of data in as short a timeframe as possible.
- 4. Ongoing optimisation:** Our team is committed to continually refining and improving your claiming experience. We'll be drawing on feedback and input from pharmacies, pharmacists and other stakeholders to continuously improve Users' claiming experience. Information about updates and improvements will be communicated to you as they progress.
- 5. Support is available:** We have a large support team trained to provide assistance should you require it. Please do not hesitate to contact us by telephone (1800 951 285) between 9am and 8pm Eastern Time or by email (support@ppaonline.com.au).

PORTAL ESSENTIALS

Portal Access and Accounts

The Portal has been developed to specifications from the Department of Health. An important aspect of these specifications is account security. The Portal provides pharmacy owners and other registrants with flexibility to control who can update important information and claim on their behalf.

Details are provided below under the following headings:

- Service Providers
- User Accounts
- Roles.

Service Providers

Three types of Service Providers can register:

- Community pharmacy
- Sole trader - a registered or accredited pharmacist who provides Program services themselves
- Business entity - e.g. a company that undertakes RMMRs.

The Service Provider's type determines the Programs they can be registered to claim for.

User Accounts

The Portal allows a Service Provider (e.g. community pharmacy) to have multiple people (Users) approved to view the Service Provider's account and undertake actions such as submitting claims.

Each User has their own login details and has defined actions they are authorised to perform. A User is either:

- The **Main Authorised Person (MAP) - Actions permitted:** Update contact and bank details, approve an AP, register for Programs, submit claims.
- or
- An **Authorised Person (AP) - Actions permitted:** Submit claims.

A Service Provider can have only one MAP but any number of APs.

Each AP is granted approval to view/use the Service Provider account by the MAP. Section 3 (What You Need to Do) of this document, includes a step by step guide to how a MAP approves a User as an AP for a particular Service Provider.

A User can act for multiple Service Providers

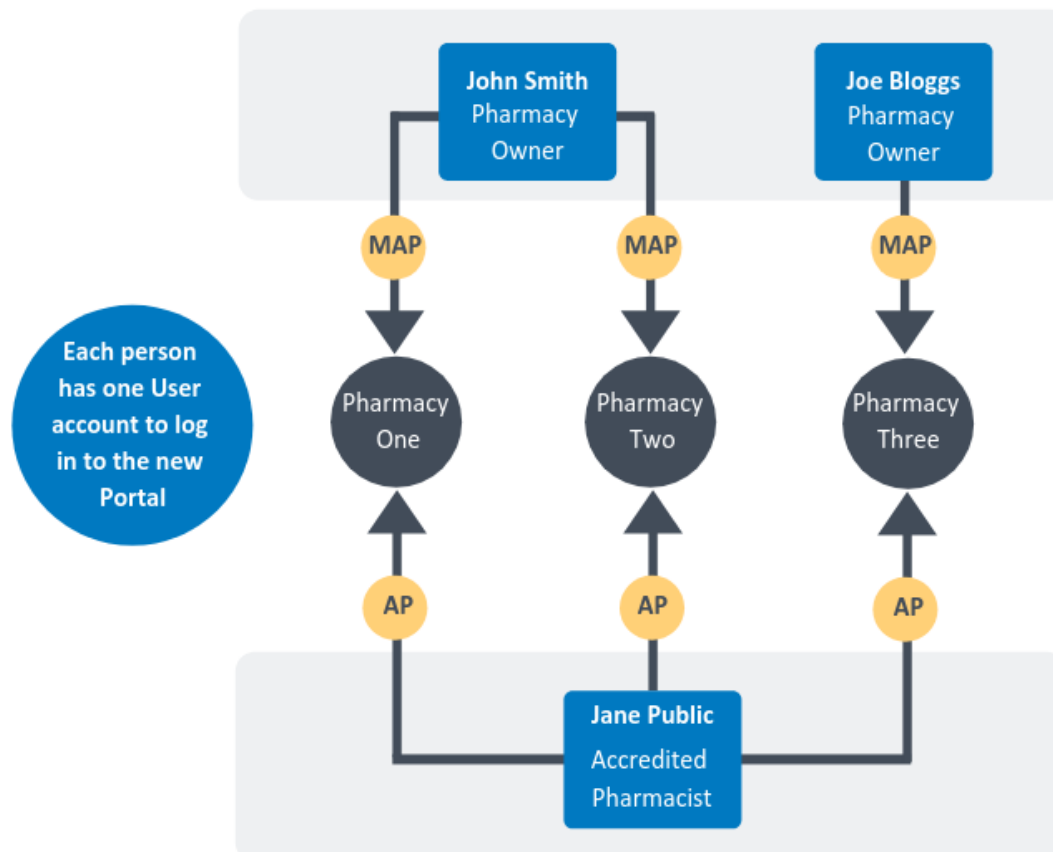
A User can be approved to act for multiple Service Providers. A User who acts for multiple Service Providers can have a different designated authority (MAP or AP) for each Service Provider.

For example, a User could be the MAP for one Service Provider but be an AP for another Service Provider. This provides flexibility and security for pharmacy owners, etc.

The following page provides an illustrative example.

PORTAL ESSENTIALS

In this scenario we have two pharmacy owners (John Smith and Joe Bloggs). John owns two pharmacies, and Joe owns one pharmacy. John and Joe are both the MAP for their respective pharmacies. They can edit Service Provider details, register for programs, approve other Users as APs and make claims. Each owner can only see their pharmacies when they log into the Portal.



Jane Public, an Accredited Pharmacist, works at all three pharmacies. Both John and Joe have approved her to be an AP for their pharmacies, meaning Jane can claim on behalf of all three pharmacies.

When Jane logs into the Portal, she can select either Pharmacy to view their details. Importantly, confidential information is not visible on the home screen.

PORTAL ESSENTIALS

Roles

Each User can register for **one or more Roles**. The following table provides information about five of the key Roles.

Role	Important points
Pharmacy Owner (of a community pharmacy)	<p>Only a User with this Role can:</p> <ul style="list-style-type: none"> • create a new community pharmacy Service Provider account • act as the Main Authorised Person (MAP) for a community pharmacy Service Provider account (note that if a pharmacy has multiple Pharmacy Owners, only one can act as the MAP). <p>A user with this Role can also be designated as an 'Authorised Person' for any Service Provider, if this is requested and approved by the relevant MAP.</p>
Director (of a Business Entity)	<p>Only a User with this Role can:</p> <ul style="list-style-type: none"> • create a new Business Entity Service Provider account • act as the Main Authorised Person (MAP) for an Other Business Entity Service Provider account (note that if the entity has multiple Directors, only one can act as the MAP) <p>A user with this Role can also be designated as an 'Authorised Person' for any Service Provider, if this is requested and approved by the relevant MAP.</p>
Accredited Pharmacist	<p>A User with either of these two Roles can:</p> <ul style="list-style-type: none"> • create a Sole Trader Service Provider account (i.e. register themselves to deliver and claim Program service as a sole trader), and act the Main Authorised Person (MAP) for that account • be designated as an 'Authorised Person' for any Service Provider, if this is requested and approved by the relevant MAP.
Registered Pharmacist	
Service Provider Contact	<p>A User with this Role can be designated as an 'Authorised Person' for any Service Provider, if this is requested and approved by the relevant Main Authorised Person</p>

The following Section 3 (What You Need to Do) of this document, provides a step by step guide to setting up your User account and registering your Role for an existing or new Service Provider.

WHAT YOU NEED TO DO



What You Need to Do

To start claiming for Community Pharmacy Program services, you need to create a User account and link it to the Service Provider for which you wish to claim.

The steps to complete this are:

- Set up your User account
- Register your Role for a Service Provider
- Link your User account to a Service Provider (either existing or new Service Provider)
- Register your Service Provider(s) for Programs.

The following pages provide details of these steps, including screen shots.

If you have any questions or would like support, please do not hesitate to get in touch with our Support Centre team.



CONTACT THE SUPPORT CENTRE: 1800 951 285 | support@ppaonline.com.au

SET UP YOUR USER ACCOUNT FOR THE PORTAL

Set up your User account

- 1) Navigate to the Portal via the website <https://ppaonline.com.au>. The Portal Login page will display

Email

Password

☐ Remember me?

Log in

[Forgot your password?](#)

[Register as a new user](#)

- 2) Click on the **Register as a New User** link. The **New User Registration Form** will display

NEW USER REGISTRATION FORM

Given Name(s)

Family Name

- 3) Complete the fields as required and click **Register**. A confirmation email will be sent to your email address for verification



Hi [redacted],

This email has been sent to you to confirm your email address. If you didn't provide this email address to the Pharmacy Programs Administrator then please ignore this email.

[Verify your email address](#)

Please click the link below to confirm your email address to the Pharmacy Programs Administrator.

[Please click here](#)

Kind regards,

- 4) Once you have verified your email, you will be able to login.

Confirm email

Thank you for confirming your email. [Please click here to log in.](#)

REGISTER YOUR ROLE

Register your Role

The Role/s that you hold as part of the Community Pharmacy Programs determines the Service Providers for which you can register. You can register for multiple different Roles, however you cannot register for the same Role more than once.

Please note

When registering a Role, the information you will be asked to provide depends on the Role Type you select.

- 1) Navigate to the Portal via the website <https://ppaonline.com.au>. The login page will display. Enter your User account details and click on the **Log In** button

Email

Password

☐ Remember me?

Log in

[Forgot your password?](#)

[Register as a new user](#)

- 2) The following will display. Click on the **register for a role** link

Welcome to the Pharmacy Programs Administrator portal. To begin please register for **a role.**

- 3) You will be prompted to select a role type. For the purposes of this user guide, the Role type **Pharmacy Owner** is used as an example

Select a role type

▼

Pharmacy Owner

Registered Pharmacist

Accredited Pharmacist

Service Provider Contact

Intern Pharmacist

Professional Educator

AHAMPs Head Pharmacist

Mentor

Student

Chief Executive Officer

Chief Operating Officer

Director of PL Company

Medical Director - ACCHO

Head of Pharmacy School

- 4) A Pharmacy Owner will be asked to provide a Section 90 Approval Number. Enter this number and click the **Submit** button

REGISTER YOUR ROLE

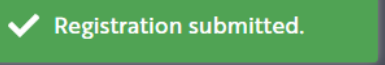
Select a role type

Pharmacy Owner

Section 90 Approval Number

 Submit

5) Once you click **Submit**, a **Registration Submitted** notification will display

 ✓ Registration submitted.

6) You are now ready to link your User account to:

- a. An existing Service Provider, by searching for existing Service Providers on the Portal – this option is primarily for those who wish to be able to claim on behalf of someone else's pharmacy or business

or

- b. A new Service Provider, by registering the new Service Provider on the Portal.

7) Both methods of linking your User account to a Service Provider are described in the following section.

LINK YOUR ACCOUNT TO A SERVICE PROVIDER

Link your User account to a Service Provider

Link your User account to an existing Service Provider

After registering a Role on the Portal you can link yourself (User account) to an existing Service Provider. This process will request the Main Authorised Person of the Service Provider to approve you as an Authorised Person. Once approved, you will be able to claim on behalf of the Service Provider.

- 1) Once you have registered a Role you can **search** for an existing Service Provider (see screenshot below)


Registration Progress

Selected Role: Service Provider Contact

BUSINESS REGISTRATION DETAILS

Selected Service Providers


Search 

ID	BUSINESS NAME	ABN	TYPE	POSTCODE		
102	Portal Pharmacy	33051775556	Section 90 Pharmacy	3000		Select Service Provider


First « 1 » Last

Show 10 entries

Total number of entries: 1

Search Business Name or ABN 

- 2) Type in the search bar a query for the Service Provider name or ABN you wish to link your Role to. A list of potential matches will be returned. **Select** the Service Provider you wish to link to

Example Pharmacy 

#	BUSINESS NAME	ABN	TYPE	CREATED ON	
4	Example Pharmacy		Section90Pharmacy	25/01/2019	Select

First « 1 » Last

Show 10 entries

Total number of entries: 1

- 3) You will then be asked for your contact details for this Role. Enter your preferred contact details and click on the **Submit** button
- 4) For you to be able to start claiming on behalf of the Service Provider, the Main Authorised Person who originally registered the Service Provider must approve your link request. Once you are approved, the Service Provider will appear on your Portal home screen and you can start claiming for services on behalf of the Service Provider.

LINK YOUR ACCOUNT TO A SERVICE PROVIDER

Link your account to a new Service Provider

To link your Role to a new Service Provider, you need to register the new Service Provider (if you are eligible to act as the Main Authorised Person for that Service Provider). The type of Service Provider determines the type of Programs that the Service Provider can be registered for. In this example, we register a Section 90 Pharmacy (Service Provider) that is owned by the Pharmacy Owner (Role)

Please note

When you register a new Service Provider, you will become the Main Authorised Person for that Service Provider. For the registration to be successful:

1. The Service Provider must meet the registration requirements; and
2. You must meet the eligibility requirements to hold the Main Authorised Person role for the new Service Provider.

- 1) Once you have registered your Role, you can link your Role to a Service Provider. You will be shown the following screen. This screen shows your registration progress, including the Role type you are currently linking. If you wish to register a new Service Provider, click on the **Register a new one** link

Registration Progress

Selected Role: Pharmacy Owner

BUSINESS REGISTRATION DETAILS

No entries found

Search Business Name or ABN

Can't find your Service Provider? [Register a new one.](#)

- 2) The following screen will display. You will be informed that, as you are registering a new Service Provider, you will be recorded as the Main Authorised Person for that Service Provider. You are the only person for that Service Provider who will be able to approve other users to act on behalf of the Service Provider (e.g. submit a service claim). You are the only person who is able to update information relating to this Service Provider

PHARMACY / BUSINESS DETAILS

Type of Pharmacy / Business

Section 90 Pharmacy – Community Pharmacy

Name

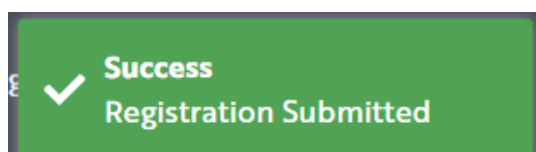
LINK YOUR ACCOUNT TO A SERVICE PROVIDER

- 3) Click on the drop-down box underneath **Type of Pharmacy / Business** to select the type of Service Provider you wish to register. In the above example, we register a Section 90 Pharmacy that this Pharmacy Owner owns
- 4) Once you select a Service Provider type, the information you are required to provide may change. Complete the required information and click on the **Next** button

Please note:

The Service Provider Contact Details will be used to send all invoices and other finance notifications

- 5) A new screen will display, asking you for the Main Contact Details. Enter in your preferred contact details for any formal communications. These communications will be sent to this address. Click on the **Submit** button to complete the registration process



- 6) A confirmation message will appear. It may take up to 24 hours for your registration to be reviewed and approved by an Operator. To register for another Role or Service Provider follow the prompts on screen.

LINK YOUR ACCOUNT TO A SERVICE PROVIDER

Register your Service Provider(s) for Programs

If you are the Main Authorised Person for a Service Provider, you can register that Service Provider for Programs. The type of Service Provider determines the types of Programs that it can be registered for. This section details how to register a Section 90 Pharmacy for a Program.

- 1) Login to the Portal to display a list of your registered Service Providers and navigate to the Service Provider you wish to register a Program for. Click on the **Register for New Program** link. In the screen shot below, this user is registering **Portal Pharmacy** for a Program

SERVICE PROVIDERS

EXAMPLE PHARMACY

QUMAX PHARMACY

PORTAL PHARMACY

[\\$ View Remittance Advices](#)
[+ Register for New Program](#)
[🔗 Update Details](#)

PROGRAM NAME	STATUS	ACTION
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- 2) The following page will display a drop-down list of all the Programs this Service Provider is eligible to register for. Select the desired Program. In this example, this User selected the **Dose Administration Aids** Program. An excerpt of the screen is shown below
- 3) Read the declaration, complete any required fields and click on the **Submit Registration** button

To confirm your eligibility for the program you will need to enter a Pharmacy Accreditation ID or upload a Pharmacy Accreditation Certificate or Exemption Notice

Pharmacy Accreditation ID

Upload Document (Pharmacy Accreditation Certificate / Exemption Notice)

Please select a file...

Browse

Upload File

By clicking Submit Registration you confirm that you are authorised to bind the pharmacy/business to abide by the terms and conditions detailed above. Providing false or misleading information is a serious offence and auditing of claims made under the Program may occur. All records should therefore be maintained in accordance with the Program Rules.

Submit Registration

- 4) The Program will now appear on your Portal home page underneath the relevant Service Provider, with a 'pending' status. It may take up to 24 hours for your Program Registration to be approved by an Operator
- 5) **Once approved, you can begin claiming for the Program.**