



Pharmacy Programs  
Administrator

# PORTAL USER GUIDE – DOSE ADMINISTRATION AIDS

1 February 2019

## PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – DOSE ADMINISTRATION AIDS

INTRODUCTION.....	1
DAA PROGRAM REGISTRATION .....	2
DAA SERVICE CLAIM.....	4
DAA INITIAL PATIENT REGISTRATION.....	6
DAA 6 MONTH FOLLOW UP CLAIM .....	8

## INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step by step process for the Dose Administration Aids (DAA) Program. It describes the following processes:

- DAA Program Registration
- DAA Service Claim
- DAA Initial Patient Registration
- DAA 6 Month Follow Up Claim.

You can continue to use an Excel spreadsheet to record your DAA Services if you wish and copy and paste these into the Portal.

For best performance, we recommend the most recent version of the following browsers; **Chrome, Firefox and Safari**. Whilst you can successfully submit your registration and make claims using other browsers, they may not have all the features required to provide you with the best user experience.

If you require further assistance with using the Pharmacy Programs Administrator Portal, please do not hesitate to contact the Pharmacy Programs Administrator Support Centre.

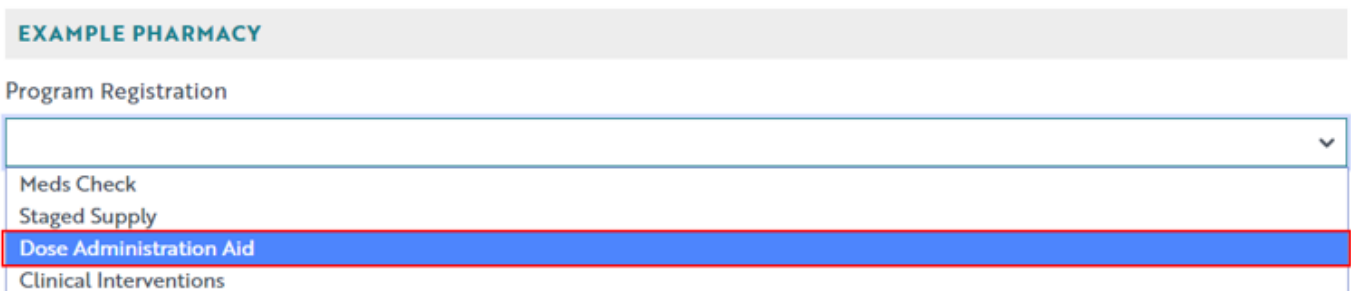
## DAA PROGRAM REGISTRATION

This section details how to submit a DAA Program Registration through the Pharmacy Programs Administrator Portal.

- 1) Open the **Home** page to display a list of your approved Service Provider(s)
- 2) To Register for a new program, click the **Register for new program** link



- 3) The Program Registration screen will display a list of all programs a Service Provider may register for. Use the drop-down list to select **Dose Administration Aid**



- 4) The DAA Program Registration information will be displayed (part of form shown below)

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...

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.

- 5) Enter a Pharmacy Accreditation ID or upload a Pharmacy Accreditation Certificate / Exemption Notice
- 6) If you would like to provide a Pharmacy Accreditation Certificate / Exemption Notice, click the **Browse** button and then choose a file to be uploaded
  - i. Once a file is chosen click **Upload File**

## Pharmacy Programs Administrator Portal User Guide – Dose Administration Aids

- ii. The uploaded file can be viewed by clicking **download document** or removed by clicking **"x"**
- 7) The User can then click **Submit Registration** to continue. If an invalid Pharmacy Accreditation ID is entered, an error message will appear. Double check the Pharmacy Accreditation ID and amend where necessary. If you are still having trouble then contact the support centre for assistance.
- 8) Once submitted please allow up to 24 hours for the program registration to be reviewed and approved by an Operator. You will be notified via email once your program registration has been approved.

## DAA SERVICE CLAIM

This section details how to submit a DAA Claim through the Pharmacy Programs Administrator Portal.

- 1) In order to submit a DAA Service Claim you must first register for the program and be approved
- 2) Once logged into the Pharmacy Programs Administrator portal, click on the **Home** icon to access a list of approved program registrations against one or more service providers
- 3) Click on the **View** button to make a claim against a program under the relevant service provider

EXAMPLE PHARMACY		
<a href="#">View Remittance Advices</a> <a href="#">+ Register for new program</a> <a href="#">Update Details</a>		
PROGRAM NAME	STATUS	ACTION
DAA	Granted	<a href="#">View</a>

- 4) Once you have clicked on **View**, the following screen will display. Click on the **Service Claim** tab

**DOSE ADMINISTRATION AID**

Service Claim

Initial Patient Registration

Deactivate Patient

6 Month Follow Up

View Claims

- 5) The **Service Claim** screen will display (see part of form below). Complete the fields highlighted in red.

**DOSE ADMINISTRATION AID**

Service Claim

Initial Patient Registration

Deactivate Patient

6 Month Follow Up

View Claims

Patient Medicare/DVA number	Date of Service
✕	dd/mm/yyyy

+ Add
✕ Clear all

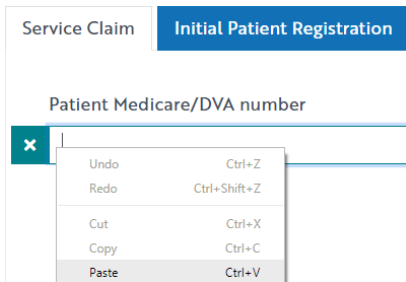
**By clicking Submit Claim you acknowledge and agree that:**

- By submitting a claim on behalf of the pharmacy/business, you agree that you are authorised to submit this claim and bind the pharmacy/business to the Pharmacy Programs Administrator General Terms and Conditions (General Terms) and the Program Rules, applicable as at the date of the service/s
- You have permission to pass on the details of any pharmacist/s and service recipients included in the claim/s to the Pharmacy Programs Administrator and the Australian Government, as required under the General Terms and Program Rules
- To the best of your knowledge, all services included in this claim were supplied in accordance with the General Terms and the Program Rules, including those related to patient eligibility
- You have used your best endeavours to ensure that all information provided in the claim is complete and correct at the time of submission
- Documentation in relation to this claim is available for audit by the Pharmacy Programs Administrator.

Validate and View Caps
Save Claim
Submit Claim

## Pharmacy Programs Administrator Portal User Guide – Dose Administration Aids

- 6) To add more than one DAA Service, click on the **+Add** button, or you can copy and paste multiple rows into the fields, see next step
- 7) To copy and paste, highlight the desired rows in your Excel spreadsheet and then right click your mouse and select the **Copy** option. In the Service Claim screen select the top row, right click your mouse and select **Paste**.



- 8) Once you have finished adding in all the DAA services for the one-month period press on the **Validate and View Caps** button. If there are issues with any of the fields entered, an error message will appear (see below). Correct any entries where necessary

### DOSE ADMINISTRATION AID

Service Claim
Initial Patient Registration
Deactivate Patient
6 Month Follow Up
View Claims

Patient Medicare/DVA number
Date of Service

x 216370445

01/01/2019


Cap: 1/30

The provided DVA or Medicare number is incorrect. Please include the individual reference number for Medicare.

- 9) Click on the **Submit Claim** button to submit the claim. An approval message will appear
- 10) To see a list of all submitted and/or saved claims, click on the **View Claims** tab and then filter for the type of claim you want to view by selecting an option from the **Claim type** dropdown menu.

Service Claim
Initial Patient Registration
Deactivate Patient
6 Month Follow Up
View Claims

Claim type: Service Claim

DAA BATCH ID	DATE SUBMITTED	NUMBER OF SERVICES	PAID (AUD)	APPROVAL	
1	17/01/2019	1	\$6.08	Granted	

First « 1 » Last
Show 10 entries

Total number of Programs: 1

## DAA INITIAL PATIENT REGISTRATION

This section details how to make a DAA Initial Patient Registration Claim through the Pharmacy Programs Administrator Portal.

- 1) In order to submit a DAA Initial Patient Registration Claim you must first register for the program and be approved
- 2) Once logged into the Pharmacy Programs Administrator portal, click on the **Home** icon to access a list of approved program registrations against one or more service providers
- 3) Click on the **View** button to make a claim against a program under the relevant service provider

**EXAMPLE PHARMACY** ▼

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

PROGRAM NAME	STATUS	ACTION
DAA	Granted	<div style="border: 2px solid red; padding: 2px; display: inline-block;"> <b>View</b> </div>

- 4) Once you have clicked on **View**, the following screen will display. Click on the **Initial Patient Registration** tab

**DOSE ADMINISTRATION AID**

Service Claim
Initial Patient Registration
Deactivate Patient
6 Month Follow Up
View Claims

- 5) The **Initial Patient Registration** screen will display (section of form shown below). A message detailing how many patients you have submitted an Initial Patient Registration Claim for will display at the top.

**DOSE ADMINISTRATION AID**

Service Claim
Initial Patient Registration
Deactivate Patient
6 Month Follow Up
View Claims

Patients registered: 0 out of 5

**Health Outcomes Data**

Pharmacy holds written consent for service provision

Yes  
 No

- 6) To add more than one Patient Medication Profile click on the **+Add** button

**PATIENT MEDICATION PROFILE**

Brand Name	Drug Name	Form	Strength	Dose	Dosing Regimen
✕					

+ Add
✕ Clear all



## Pharmacy Programs Administrator Portal User Guide – Dose Administration Aids

- 7) Complete the fields in the DAA Initial Patient Registration Claim. If you need to return to the claim at another time, scroll down and click the **Save Claim** button. You can then continue any saved claims by clicking the **View Claims** tab and then the **Continue Submission** button
- 8) Once you have finished completing all fields on the screen and corrected any errors (if required) click on the **Submit Claim** button. An approval message will then appear

By clicking Submit Claim you acknowledge and agree that:

- a. By submitting a claim on behalf of the pharmacy/business, you agree that you are authorised to submit this claim and bind the pharmacy/business to the Pharmacy Programs Administrator General Terms and Conditions (General Terms) and the Program Rules, applicable as at the date of the service/s
- b. You have permission to pass on the details of any pharmacist/s and service recipients included in the claim/s to the Pharmacy Programs Administrator and the Australian Government, as required under the General Terms and Program Rules
- c. To the best of your knowledge, all services included in this claim were supplied in accordance with the General Terms and the Program Rules, including those related to patient eligibility
- d. You have used your best endeavours to ensure that all information provided in the claim is complete and correct at the time of submission
- e. Documentation in relation to this claim is available for audit by the Pharmacy Programs Administrator.

Save Claim

Submit Claim

- 9) To see a list of all submitted and/or saved claims, click on the **View Claims** tab and then filter for the type of claim you want to view by selecting an option from the **Claim type** dropdown menu.

### DOSE ADMINISTRATION AID

Service Claim Initial Patient Registration Deactivate Patient 6 Month Follow Up View Claims

Claim type: Initial Patient Registration Search

ID	PATIENT MEDICARE/DVA NUMBER	DATE SUBMITTED	APPROVAL			
453	21637044511	17/01/2019	Granted		Follow-Up Claim	Payment ▾

First « 1 » Last

Show 10 entries

**Total number of Programs: 1**

## DAA 6 MONTH FOLLOW UP CLAIM

This section details how to make a DAA 6 Month Follow Up Claim through the Pharmacy Programs Administrator Portal.

- 1) To be able to submit a DAA 6 Month Follow Up Claim you must have already completed an Initial Patient Registration claim for the patient
- 2) Once logged into the Pharmacy Programs Administrator portal, click on the **Home** icon to access a list of approved program registrations against one or more service providers
- 3) Click on the **View** button to make a claim against a program under the relevant service provider

EXAMPLE PHARMACY		
<a href="#">View Remittance Advices</a> <a href="#">+ Register for new program</a> <a href="#">Update Details</a>		
PROGRAM NAME	STATUS	ACTION
DAA	Granted	<a href="#">View</a>

- 4) Once you have clicked on **View**, filter for the **Initial Patient Registration** in the **Claim Type** dropdown box
- 5) Click the **Follow-Up Claim** button against the Initial Patient Registration record you wish to conduct a follow-up for. This button will only appear active after six months have passed since the date of Initial Patient Registration. If insufficient time has passed you will be unable to start a follow up claim for the Patient

DOSE ADMINISTRATION AID						
Service Claim	Initial Patient Registration	Deactivate Patient	6 Month Follow Up	View Claims		
Claim type:	Initial Patient Registration					
						Search <input type="text"/> <input type="submit" value="Q"/>
ID	PATIENT MEDICARE/DVA NUMBER	DATE SUBMITTED	APPROVAL			
454	47074743811	17/01/2019	Granted		<a href="#">Follow-Up Claim</a>	Payment ▾
453	21637044511	17/01/2019	Granted		<a href="#">Follow-Up Claim</a>	Payment ▾
First « 1 » Last						Show <input type="text" value="10"/> entries
<input checked="" type="radio"/> Total number of Programs: 2						

- 6) The **6 Month Follow Up** screen will display (section of form shown below). The Patient Medicare or DVA Number will be pre-populated based on data captured in the Initial Patient Registration Claim

## Pharmacy Programs Administrator Portal User Guide – Dose Administration Aids

### DOSE ADMINISTRATION AID

[Service Claim](#) | 
 [Initial Patient Registration](#) | 
 [Deactivate Patient](#) | 
 [6 Month Follow Up](#) | 
 [View Claims](#)

#### Health Outcomes Data

Patient Medicare/DVA number

47074743811

Date of follow-up service

dd/mm/yyyy

Total number of prescription medicines patient is using


- 7) Complete the remaining fields in the DAA 6 Month Follow Up Claim. If you need to return to the claim at another time, scroll down and click the **Save Claim** button. You can then continue any saved claims by clicking the **View Claims** tab and then the **Continue Submission** button
- 8) Once you have finished completing all fields on the screen and corrected any errors (if required) click on the **Submit Claim** button. An approval message will then appear
- 9) To see a list of all submitted and/or saved claims, click on the **View Claims** tab. You can also filter for the type of claim you want to view by selecting an option from the **Claim type** dropdown menu.

### DOSE ADMINISTRATION AID

[Service Claim](#) | 
 [Initial Patient Registration](#) | 
 [Deactivate Patient](#) | 
 [6 Month Follow Up](#) | 
 [View Claims](#)


Claim type: 6 Month Follow Up

Search 

ID	PATIENT MEDICARE/DVA NUMBER	DATE SUBMITTED	APPROVAL		
455	47074743811	17/01/2019	Granted		Payment ▾

First « 1 » Last

Show 10 entries

 Total number of Programs: 1



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