INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step by step process for the Home Medicines Review (HMR) Rural Loading Allowance Program. It describes the following processes:

- HMR Rural Loading Allowance Program Registration
- HMR Rural Loading Allowance Claim.

For best performance, we recommend the most recent version of the Chrome browser is used. 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 on 1800 951 285 or email support@ppaonline.com.au.
HMR RURAL LOADING ALLOWANCE PROGRAM REGISTRATION

This section details how to register for the HMR Rural Loading Allowance Program 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 the HMR Rural Loading Allowance Program, click the **Register for New Program** link. Please note only the Main Authorised Person for the Service Provider can register for new programs.

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 **Home Medicines Review Rural Loading Allowance**

4) The HMR Rural Loading Allowance registration page will be displayed (part of form shown below)

5) Once the form has been completed, to agree to the declaration associated with the Program and complete registration click **Submit Registration**
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

6) The HMR Rural Loading Allowance registration will be set to pending and may take up to 24 hours to be approved. Once approved, the 'Pending' status shown below will update to 'Granted'. You will now be ready to claim for the HMR Rural Loading Allowance.

<table>
<thead>
<tr>
<th>PROGRAM NAME</th>
<th>STATUS</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMR Rural Allowance</td>
<td>Pending</td>
<td>View</td>
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</table>

0 Total number of Programs: 1
HMR RURAL LOADING ALLOWANCE CLAIM

This section details how to submit your HMR Rural Loading Allowance claims, as described in the HMR Rural Loading Allowance Program Rules.

1) Once logged into the Pharmacy Programs Administrator Portal, click on the Home button to access a list of your Service Providers and the Programs they have been registered for (screen shot below)

2) Click on the View button to access your HMR Rural Loading Allowance options under the relevant Service Provider

3) Once you have clicked on View, the following will display. Click on the New Record button

4) The HMR Rural Loading Allowance Claim form will display (part of form shown below)

5) A notice will display showing your GST status recorded in the Portal. Confirm whether the GST status of your business is still correct. If the GST status shown is incorrect, please contact our Support Centre on 1800 951 285 prior to submitting your claim so we can update your status. Please note that all payments paid to GST registered Service Providers under the HMR-RLA are GST applicable.

6) Complete the fields in the HMR Rural Loading Allowance Claim. If you need to return to the claim at another time, scroll down and click the Save button

7) To return to your saved claim follow Steps 1 and 2 from the HMR Rural Loading Allowance Claim section of this guide. Click on the Continue Submission button
Once you have completed all required fields and read and agreed to the Declaration, select the **Submit** button to submit your claim.

A confirmation message will display, and your HMR Rural Loading Allowance Claim will be set to ‘Pending’ status.

To see a list of all submitted and/or saved claims, click on the **Show All** button.

Once your documentation has been approved by the Pharmacy Programs Administrator, your claim status will change to **Granted** and payment will be made to the bank account registered for that Service Provider. If you wish to view the payment information for a particular HMR Rural Loading Allowance Claim, click the **Payment** button for the associated Claim.

If you wish to view the claim information for a particular HMR Rural Loading Allowance Claim after claim submission, click the **View Claim** icon for the associated Claim.

**CONTACT THE SUPPORT CENTRE:** 1800 951 285 | support@ppaonline.com.au
<table>
<thead>
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<th>Approval Status</th>
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