PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – HOME MEDICINES REVIEW

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INTRODUCTION

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

- HMR Program Registration
- HMR Program Variation
- HMR Service Claim.

Please refer to the (separate) Service History Checker user guide for information concerning this functionality.

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.
HOME MEDICINES REVIEW - PROGRAM REGISTRATION

This guide will provide an overview of how to register for the HMR Program

1) Open the Home page to display a list of your approved Service Provider(s)

2) To register for the HMR program click the Register for New Program link. Please note only the Main Authorised Person for the Service Provider can register for a new program

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

4) The HMR Program registration information will be displayed (part of form shown below)

5) The user must click on the Submit Registration button after reading the declaration, in order to be approved for Program registration

6) The Program registration will be automatically approved.
HOME MEDICINES REVIEW - PROGRAM VARIATION

1) To be able to submit a Program Variation for the HMR Program you must first be registered for the Program

2) Click on the View button against the HMR Program under the relevant Service Provider.

3) Once you have clicked on View, the following screen will display.

4) Select the type of Program Variation request you would like to make, either:
   - For the Interview to be conducted outside the Patient’s home, or
   - For the Interview to be conducted by a Registered Pharmacist.

Steps for Requesting a Program Variation – Interview to be conducted outside Patient’s home

1) After selecting the Interview Outside Patient’s home tab, the Program Variation screen will display (part of Program Variation form below).

2) Once you have completed all fields, press the Submit button. Please note, the MRN/SHPA Accreditation Number and your Given Name/Family Name entered must match the information found on your AACP/SHPA certificate. If you wish to return to the form at another time you can do this by pressing the Save button.

3) To access the Program Variation at another time, click on the Variations tab. The following page will appear. Click on Continue Submission.
4) Once the Program Variation has been submitted, it will be in a pending status. It will be de-identified and sent to the Department for assessment. Once an outcome decision has been received from the Department the status will be changed by an Operator from “pending” to either “granted” or “rejected”. You will also receive an email advising you of the outcome.

Steps for Requesting a Program Variation – Interview conducted by a Registered Pharmacist

1) After selecting the Interview by a Registered Pharmacist tab, the Program Variation screen will display (part of Program Variation form below)

2) Once you have completed all fields, press the Submit button

3) If you wish to return to the application at another time press the Save button. To return to the Program Variation record at another time click on the Variations tab, then click on Continue Submission

4) If you wish to submit the application, click on Continue Submission and complete the form. Click the Submit button

5) To view a list of Program Variations that have been submitted, click on the Variations tab. The Program Variations will be in a “pending” status and will need to be approved / rejected by an Operator once an outcome has been received by the Department. The status will then be changed from “pending” to either “granted” or “rejected”. You will also receive an email advising you of the outcome.
HOME MEDICINES REVIEW - SERVICE CLAIM

1) To be able to make a claim for the HMR Program you must be registered for the Program

2) Click on the View button (see below) to make a claim against a program under the relevant service provider

3) Once you have clicked on View, the following screen will display.

Submitting a claim against a Program Variation (where a Program Variation has been submitted and approved)

1) If you have recently submitted a Program Variation and it has been approved, you will need to access the Variations tab and click on Start Claim button to make a claim against that Variation.

2) The claim form will display (part of form shown below)
3) Complete all fields, except for the Prior Approval Code, which will be pre-filled

4) Once you have completed the form click on the **Submit** button to submit the claim. If all fields have been correctly entered and no caps have been exceeded, an approval message will appear.

**Submitting a new claim (where no Program Variation is associated with the HMR Service)**

1) To start a **new claim**, where a Program Variation has not been submitted, click on the **New Claim** tab

2) The claim form will display (part of form shown below)
3) Once you have completed the form click on the **Submit** button to submit the claim. If all fields have been correctly entered and no caps have been exceeded, an approval message will appear.

4) To see a list of all submitted and/or saved claims, click on the **Claims** tab.