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 - Service Claim (Initial Review)
- HMR - Service Claim (Follow-up Service)
- HMR - Program Variation

Please refer to the (separate) Service History Checker user guide for information concerning this functionality. Please note the Service History Checker only provides information on Initial Services, not on Follow-up Services.

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

1) Open the Home page to display a list of your approved Service Provider(s)
2) Find the Service Provider you are trying to register for the HMR Program
3) Click the Register for New Program link underneath the Service Provider’s name. Please note only the Main Authorised Person for the Service Provider can register for a new program.

4) 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.

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

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

7) The Program registration will be automatically approved.
HOME MEDICINES REVIEW - SERVICE CLAIM (INITIAL REVIEW)

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 the HMR program under the relevant Service Provider

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

Submiting a new claim for an Initial Review Claim

1) The Initial Review claim is submitted for conducting the Initial Patient Interview, assessment and HMR Report

2) To start a new claim, click on the Service Claim tab

3) The claim form will display (part of form shown below)
4) Once you have completed the form and read and agreed to the declaration, 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.

5) If you need to check any information before submitting the claim you can instead click on the **Save** button at the bottom of the claim form and come back to the claim form later.

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

7) To continue working on a saved claim, in the **View Claims** tab click on the green **Continue Submission** button.

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**Submitting an Initial Review claim against a Program Variation (where a Program Variation has been submitted and approved)**

1) For information on how to submit a Program Variation into the PPA Portal please see the Program Variation section below.

2) If you have recently submitted a **Program Variation** and it has been approved, you will need to access the **View Variations** tab and click on **Start Claim** button to make a claim against that Variation. **Do not submit a claim for an approved Program Variation through the Service Claim tab.**

3) The claim form will display (part of form shown below)

4) Complete all fields, except for the Prior Approval Code, which will be pre-filled.

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5) 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.

6) To continue working on a saved claim, in the View Claims tab click on the green Continue Submission button.

**HOME MEDICINES REVIEW - SERVICE CLAIM (FOLLOW-UP SERVICE)**

Please note, to submit a claim for a 1st follow-up service, you must have an associated Initial Review service claim approved in the PPA Portal.

To submit a claim for the 2nd follow-up service, you must have an associated 1st follow-up HMR service approved in the PPA Portal.

1) To submit a follow-up claim on the relevant Service Provider click on the View button beside the HMR Program.

2) Click on the Follow-Up Claim tab.

3) Complete all mandatory fields. If any error messages display, correct your response(s). You can click the Save button and return to the claim later.
Once you are ready to submit the claim, read and agree to the declaration and then press the Submit button. If all fields have been correctly entered, an approval message will display.

To see a list of all submitted and/or saved Follow-Up claims, click on the View Claims tab.

To continue working on a saved follow-up claim, in the View Claims tab click on the green Continue Submission button beside the claim you wish to continue working on.

**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 and are ready to submit the Variation, 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.

3) If you wish to return to the form at another time you can do this by pressing the Save button.

4) To view a list of all Program Variations that have been submitted and/or saved, click on the View Variations tab.

5) To continue working on a saved Program Variation at another time, click on the View Variations tab, then click on Continue Submission.

6) 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 and are ready to submit the Variation, press the Submit button.

3) If you wish to instead return to the form at another time you can do this by pressing the Save button.

4) To view a list of all Program Variations that have been submitted and/or saved, click on the View Variations tab.

5) To continue working on a saved Program Variation record at another time, click on the View Variations tab, then click on Continue Submission.

6) 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.