



**Pharmacy Programs
Administrator**

PORTAL USER GUIDE – HOME MEDICINES REVIEW

1 February 2019

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.

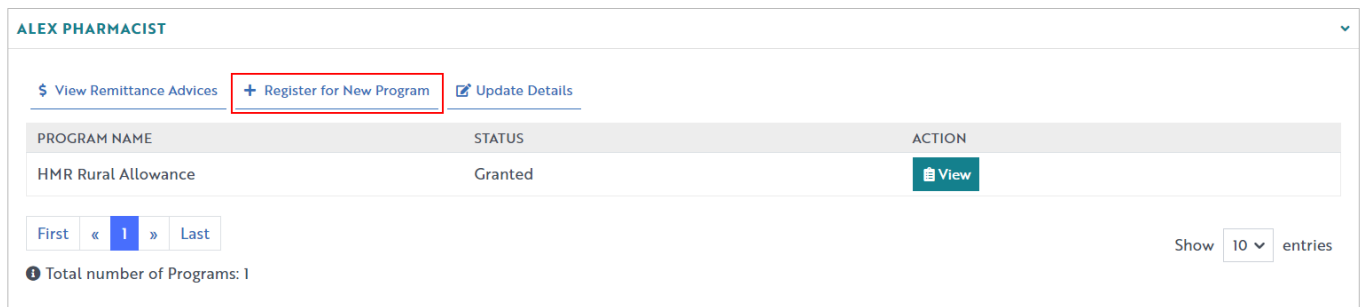
For best performance, we recommend the most recent version of the following browsers; **Chrome, Firefox and Safari**. Whilst you can successfully submit your registration and make claims using other browsers, they may not have all the features required to provide you with the best user experience.

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

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 a new Program click the **Register for New Program** link



ALEX PHARMACIST

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

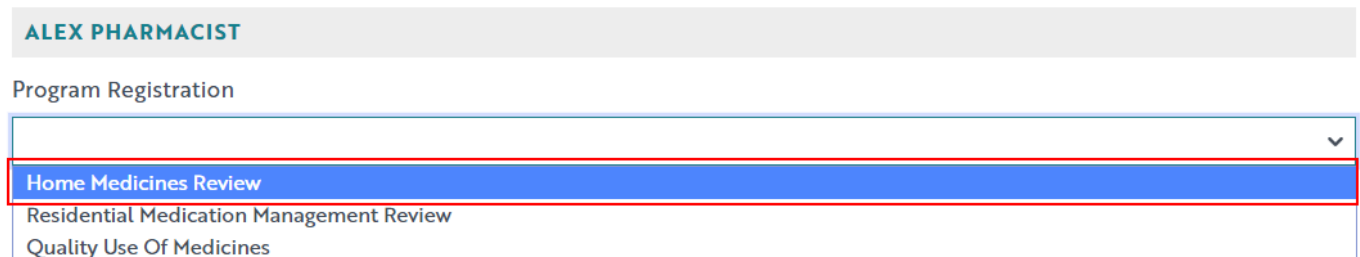
PROGRAM NAME	STATUS	ACTION
HMR Rural Allowance	Granted	View

[First](#)
[«](#)
[1](#)
[»](#)
[Last](#)

Show entries

Total number of Programs: 1

- 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**



ALEX PHARMACIST

Program Registration

[Home Medicines Review](#)

[Residential Medication Management Review](#)

[Quality Use Of Medicines](#)

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

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](#)

- 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

ALEX PHARMACIST		
View Remittance Advices + Register for New Program Update Details		
PROGRAM NAME	STATUS	ACTION
HMR Rural Allowance	Granted	View
HMR	Granted	View
First « 1 » Last Show 10 entries		
Total number of Programs: 2		

- 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.

HOME MEDICINE REVIEW

Claims	New Claim	Variations	Interview by a Registered Pharmacist	Interview Outside patient's Home
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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)

HOME MEDICINE REVIEW	
Claims	New Claim
Variations	Interview by a Registered Pharmacist
Interview Outside patient's Home	
Program Variation HMR: Interview Outside Patients Home	
PATIENT DETAILS	
Unique Patient Identifier (Patient Medicare or DVA number should not be used)	
<input type="text"/>	

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

Pharmacy Programs Administrator Portal User Guide – Home Medicines Review

Claims		New Claim		Variations		Interview by a Registered Pharmacist		Interview Outside patient's Home	
Entries									
Search <input type="text"/>									
ID	UNIQUE PATIENT IDENTIFIER	DATE SUBMITTED	TYPE	APPROVAL STATUS					
21	-	-	Program Variation HMR Interview Outside Patients Home	PreSubmission Continue Submission 					

- 4) Once the Program Variation has been submitted, it will be in a pending status. It will need to be sent to the Department for approval. 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)

HOME MEDICINE REVIEW

Claims		New Claim		Variations		Interview by a Registered Pharmacist		Interview Outside patient's Home	
Program Variation HMR: Interview By Registered Pharmacist									
<u>PATIENT DETAILS</u>									
Unique Patient Identifier (Patient Medicare or DVA number should not be used)									
<input type="text"/>									

- 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**

Claims		New Claim		Variations		Interview by a Registered Pharmacist		Interview Outside patient's Home	
Entries									
Search <input type="text"/>									
ID	UNIQUE PATIENT IDENTIFIER	DATE SUBMITTED	TYPE	APPROVAL STATUS					
22	-	-	Program Variation HMR Interview By Registered Pharmacist	PreSubmission Continue Submission 					
21	-	-	Program Variation HMR Interview Outside Patients Home	PreSubmission 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

ALEX PHARMACIST ▼

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

PROGRAM NAME	STATUS	ACTION
HMR Rural Allowance	Granted	View
HMR	Granted	View

[First](#)
[« 1 »](#)
[Last](#)
Show entries

i Total number of Programs: 2

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

HOME MEDICINE REVIEW

Claims [New Claim](#) [Variations](#) [Interview by a Registered Pharmacist](#) [Interview Outside patient's Home](#)

No entries found

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.

HOME MEDICINE REVIEW

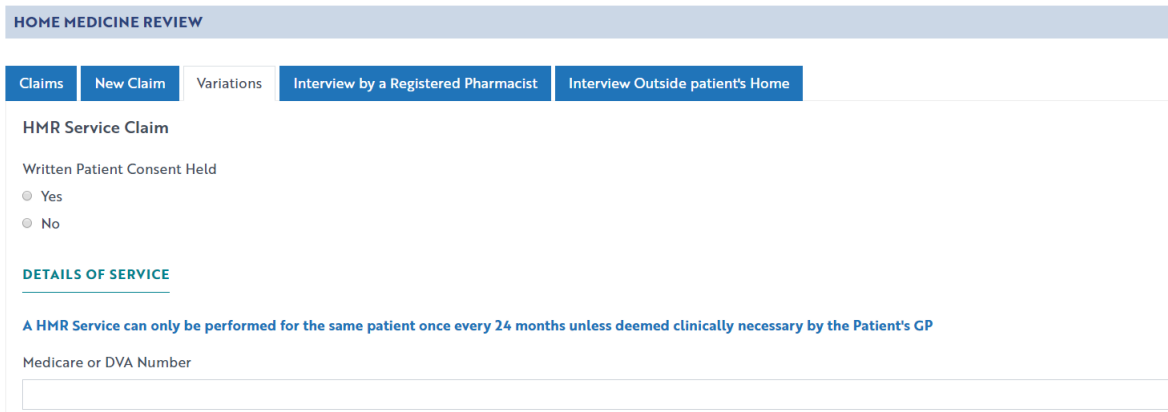
Claims [New Claim](#) [Variations](#) [Interview by a Registered Pharmacist](#) [Interview Outside patient's Home](#)

Entries

ID	PATIENT FAMILY NAME	DATE SUBMITTED	TYPE	APPROVAL STATUS	
41		14/01/2019	Program VariationHMR Interview By Registered Pharmacist	Granted [Approval Granted]	Start Claim
40		14/01/2019	Program VariationHMR Interview Outside Patients Home	Granted [Approval Granted]	Start Claim

Pharmacy Programs Administrator Portal User Guide – Home Medicines Review

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



HOME MEDICINE REVIEW

Claims | **New Claim** | Variations | Interview by a Registered Pharmacist | Interview Outside patient's Home

HMR Service Claim

Written Patient Consent Held

Yes

No

DETAILS OF SERVICE

A HMR Service can only be performed for the same patient once every 24 months unless deemed clinically necessary by the Patient's GP

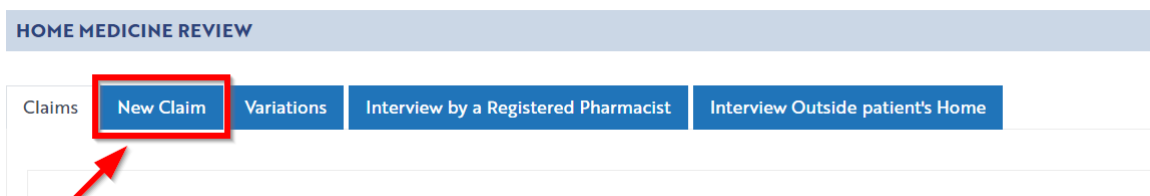
Medicare or DVA Number

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



HOME MEDICINE REVIEW

Claims | **New Claim** | Variations | Interview by a Registered Pharmacist | Interview Outside patient's Home

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



HOME MEDICINE REVIEW

Claims | **New Claim** | Variations | Interview by a Registered Pharmacist | Interview Outside patient's Home

HMR Service Claim

Written Patient Consent Held

Yes

No

DETAILS OF SERVICE

A HMR Service can only be performed for the same patient once every 24 months unless deemed clinically necessary by the Patient's GP

Medicare or DVA Number

- 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.

