



Pharmacy Programs  
Administrator

# PORTAL USER GUIDE – QUALITY USE OF MEDICINES

1 February 2019

## PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – QUALITY USE OF MEDICINES

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## INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step by step process for the Quality Use of Medicines (QUM) Program. It describes the following processes:

- QUM - Program Registration
- QUM - Register an Aged Care Facility
- QUM - 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.

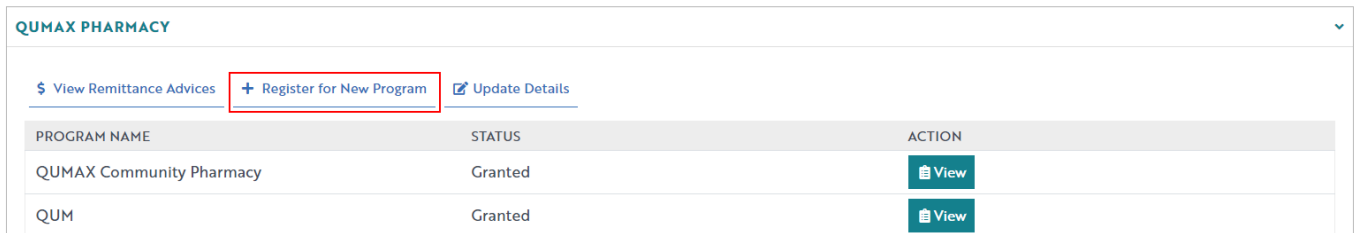


**CONTACT THE SUPPORT CENTRE:** 1800 951 285 | [support@ppaonline.com.au](mailto:support@ppaonline.com.au)

## QUM – PROGRAM REGISTRATION

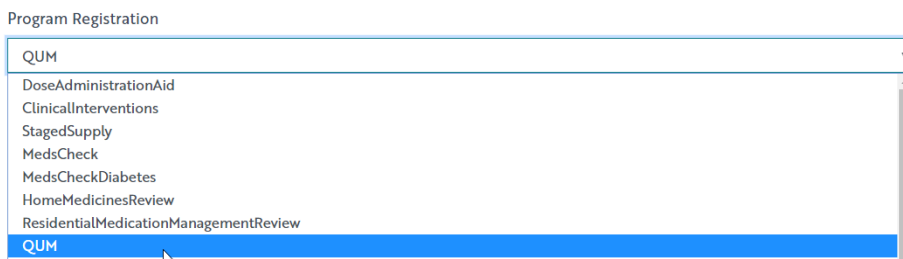
This guide will provide an overview of how to register for the QUM program

- 1) Open the **HOME** page to display a list of approved programs for a Service Provider
- 2) To Register for a new program, click the **Register for New Program** link



QUMAX PHARMACY		
<a href="#">View Remittance Advices</a> <a href="#">+ Register for New Program</a> <a href="#">Update Details</a>		
PROGRAM NAME	STATUS	ACTION
QUMAX Community Pharmacy	Granted	<a href="#">View</a>
QUM	Granted	<a href="#">View</a>

- 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 **QUM**



Program Registration

QUM

- DoseAdministrationAid
- ClinicalInterventions
- StagedSupply
- MedsCheck
- MedsCheckDiabetes
- HomeMedicinesReview
- ResidentialMedicationManagementReview
- QUM**

- 4) The QUM 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 read the declaration and click **Submit Registration** to continue. If there are invalid fields, an error message will appear. If you are still having trouble then contact the support centre for assistance.
- 6) One 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. The Program Registration will be in a pending state until approved by a Pharmacy Programs Administrator operator.

## QUM - REGISTER AN AGED CARE FACILITY

- 1) To be able to register an Aged Care Facility for the QUM Program you must first be registered for the QUM program
- 2) From the home screen, click on the **View** button against the QUM Program under the relevant service provider

QUMAX PHARMACY		
<a href="#">\$ View Remittance Advices</a> <a href="#">+ Register for New Program</a> <a href="#">🔗 Update Details</a>		
PROGRAM NAME	STATUS	ACTION
QUMAX Community Pharmacy	Granted	<a href="#">👁 View</a>
QUM	Granted	<a href="#">👁 View</a>

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

### QUALITY USE OF MEDICINES

Aged Care Facilities

**Register an Aged Care Facility**

- 4) Click on **Register an Aged Care Facility** to register an Aged Care Facility for the QUM Program. A list of previously submitted applications will also be displayed here.
- 5) The **QUM Register an Aged Care Facility Application** screen will display (part of form shown below). Complete all fields and upload a copy of your QUM Aged Care Facility Service Agreement.

### QUALITY USE OF MEDICINE

QUM

Register an Aged Care Facility

#### DETAILS OF AGED CARE FACILITY (ACF)

NAPS ID (If Known)


RACF Name


Address Line 1

## Pharmacy Programs Administrator Portal User Guide – Quality Use of Medicines

- 6) Once you have completed all fields and pressed the **Submit** button, a confirmation message will appear. The application will be assessed by an operator for approval.
- 7) To view the application, click on the **Aged Care Facilities** tab. The application will be in a pending state (below). Once an operator has approved the application, the status will change to granted.

Aged Care Facilities [Register an Aged Care Facility](#)

QUM Application List Search  

ID	SERVICE AGREEMENT START DATE	SERVICE AGREEMENT END DATE	APPROVAL	RACF NAME			
23	01/01/2019	01/01/2020	Pending	Test ACF		<a href="#">View Claim</a>	<a href="#">Show Claims</a>

- 8) You will be notified of the outcome via email. Additionally, the status of the application will change from **pending** to either **granted** or **rejected**.



## QUM - SERVICE CLAIM

- 1) To be able to make a claim for the QUM Program you must have had approval for the registration of an Aged Care Facility. You will be able to make a claim against this Aged Care Facility.
- 2) When you are in the **Aged Care Facility**, click on **New Claim**. The following screen will display.

QUALITY USE OF MEDICINE

QUM [Register an Aged Care Facility](#)


QUM Application List Search

ID	SERVICE AGREEMENT START DATE	SERVICE AGREEMENT END DATE	APPROVAL	RACF NAME		
42	30/09/2018	30/07/2019	Granted	Granted	QUM Aged Care Facility White	 

First « 1 » Last

Total number of Programs: 1

Show  entries



- 3) The **QUM Claim** screen will display (part of screen below).

QUALITY USE OF MEDICINE

QUM [Register an Aged Care Facility](#) [Claim](#)

RACF Name  
QUM Aged Care Facility White





Start Date of the claiming quarter being claimed  
30/09/2018

End date of the claiming quarter being claimed  
29/12/2018

Number of beds at the Residential Aged Care Facility during claiming quarter  
100

\*Note, changes to the number of beds will be paid in the following quarter and NOT in this quarter

- 4) Complete all mandatory fields. If any error messages appear, correct your responses. You can always press the **Save** button and return back to the application.
- 5) Read the declaration and then press the **Submit** button to submit the claim. An approval message will then appear
- 6) To see a list of all submitted and/or saved claims for a specific Aged Care Facility, click on the **Show Claims** button.

ID	SERVICE AGREEMENT START DATE	SERVICE AGREEMENT END DATE	APPROVAL	RACF NAME		
112	01/02/2019	01/02/2020	Granted	Test Resi		
146	01/01/2019	31/10/2019	Granted	QUM Aged Care Facility 1		
147	01/10/2018	31/12/2019	Granted	QUM Aged Care Facility 2	