



**Pharmacy Programs
Administrator**

PPA PORTAL USER GUIDE – RESIDENTIAL MEDICATION MANAGEMENT REVIEW

1 February 2019

PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – RESIDENTIAL MEDICATION MANAGEMENT REVIEW

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INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step by step process for the Residential Medication Management Review (RMMR) Program. It describes the following processes:

- RMMR - Program Registration
- RMMR - Register an Aged Care Facility
- RMMR - Service Claim
- RMMR – Program Variation Pharmacist Only Review.

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

RMMR – PROGRAM REGISTRATION

This guide will provide an overview of how to register for the RMMR 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		
View Remittance Advices + Register for New Program Update Details		
PROGRAM NAME	STATUS	ACTION
QUMAX Community Pharmacy	Granted	View
QUM	Granted	View

- 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 **Residential Medication Management Review**

AN EXAMPLE PHARMACY

Program Registration

<ul style="list-style-type: none"> Meds Check Staged Supply Dose Administration Aid Clinical Interventions Quality Use Of Medicines <li style="background-color: #007bff; color: white;">Residential Medication Management Review Home Medicines Review
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- 4) The RMMR 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.

RMMR – REGISTER AN AGED CARE FACILITY

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

S100 PHARMACY		
View Remittance Advices + Register for New Program Update Details		
PROGRAM NAME	STATUS	ACTION
Section 100	Granted	View
Intern Incentive Allowancefor Rural Pharmacies Extension	Granted	View
RMMR	Granted	View

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

RESIDENTIAL MEDICATION MANAGEMENT REVIEW

☰ Aged Care Facilities
New Aged Care Facility

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

RESIDENTIAL MEDICATION MANAGEMENT REVIEW

☰ Aged Care Facilities
New Aged Care Facility

Aged Care Facility Service Agreement: RMMR

Details of Aged Care Facility (ACF)

NAPS ID (If Known)

- 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** button. The application will be in a pending state (below). Once an operator has approved the application, the status will change to granted.

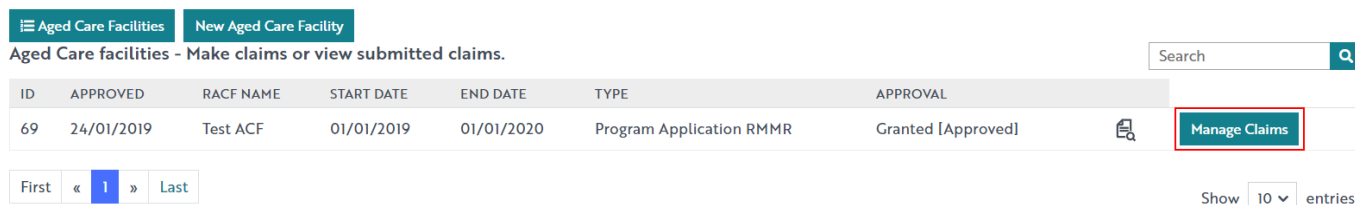
Aged Care facilities - Make claims or view submitted claims. Search

ID	APPROVED	RACF NAME	START DATE	END DATE	TYPE	APPROVAL
164	30/01/2019	Test ACF	01/01/2019	01/01/2020	Program Application RMMR	Pending

- 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**.

RMMR - SERVICE CLAIM

- 1) To be able to make a claim for the RMMR 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 **Manage Claims**. The following screen will display.



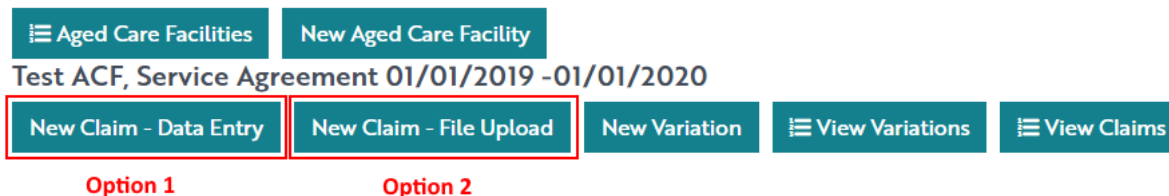
[Aged Care Facilities](#) [New Aged Care Facility](#)
 Aged Care facilities - Make claims or view submitted claims.

ID	APPROVED	RACF NAME	START DATE	END DATE	TYPE	APPROVAL	
69	24/01/2019	Test ACF	01/01/2019	01/01/2020	Program Application RMMR	Granted [Approved]	Manage Claims

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

- 3) The **RMMR Claim** screen will display (part of screen below). You will have two options available to you to claim for the RMMR Program. **Option 1** involves claim data entry directly into the portal. **Option 2** involves uploading a file with your data to the portal. Both options are described below.

RESIDENTIAL MEDICATION MANAGEMENT REVIEW



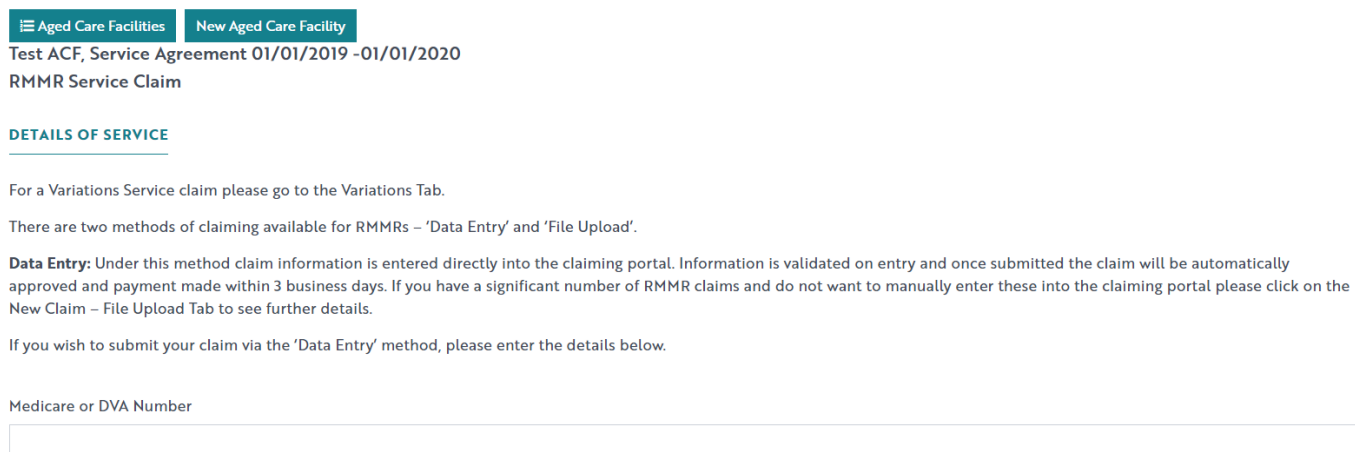
[Aged Care Facilities](#) [New Aged Care Facility](#)
 Test ACF, Service Agreement 01/01/2019 -01/01/2020

[New Claim - Data Entry](#) [New Claim - File Upload](#) [New Variation](#) [View Variations](#) [View Claims](#)

Option 1
Option 2

Option 1 – New Claim with Data entry

- 1) New Claim – Data Entry: To make a claim against an ACF registration that **does not have a program variation** associated with it, click on the **New Claim – Data Entry** button.
- 2) The following screen will display (part of form shown).



[Aged Care Facilities](#) [New Aged Care Facility](#)
 Test ACF, Service Agreement 01/01/2019 -01/01/2020
 RMMR Service Claim

DETAILS OF SERVICE

For a Variations Service claim please go to the Variations Tab.

There are two methods of claiming available for RMMRs – 'Data Entry' and 'File Upload'.

Data Entry: Under this method claim information is entered directly into the claiming portal. Information is validated on entry and once submitted the claim will be automatically approved and payment made within 3 business days. If you have a significant number of RMMR claims and do not want to manually enter these into the claiming portal please click on the New Claim – File Upload Tab to see further details.

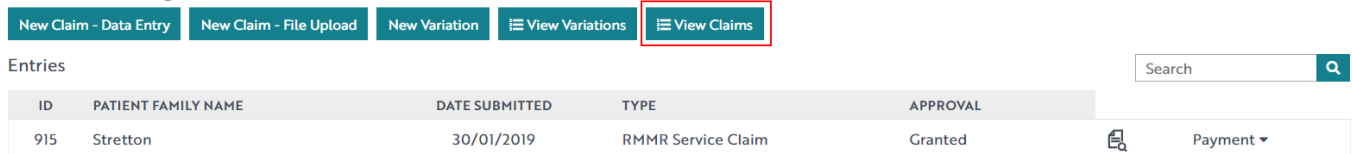
If you wish to submit your claim via the 'Data Entry' method, please enter the details below.

Medicare or DVA Number

Pharmacy Programs Administrator Portal User Guide – RMMR

- 3) 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.
- 4) Read the declaration and then press the **Submit** button to submit the claim.
- 5) To see a list of all submitted and/or saved claims, click on the **View Claims** tab.

Test ACF, Service Agreement 01/01/2019 -01/01/2020



Navigation tabs: **New Claim - Data Entry**, **New Claim - File Upload**, **New Variation**, **View Variations**, **View Claims** (highlighted with a red box).

Entries

ID	PATIENT FAMILY NAME	DATE SUBMITTED	TYPE	APPROVAL		
915	Stretton	30/01/2019	RMMR Service Claim	Granted		Payment ▾

Option 2 – New Claim with File Upload

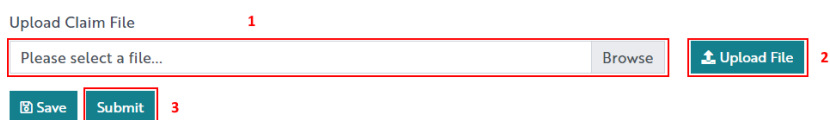
In choosing this option, you will need to be aware that the **File Upload** claiming method has been made available for pharmacies and other service providers that undertake a significant number of RMMRs and would prefer to upload data in Microsoft Excel format, as per previous arrangements.

Under this option, uploaded data will be entered into the system on your behalf by PPA staff using the 'Data Entry' method. The PPA will contact you regarding any claims that are not eligible and are not able to be entered into the system. Data will be entered by PPA staff using the New Claim – Data Entry form. This will stay in your Portal as a pre-submission for your review and submission. You will need to correct any errors identified prior to submission.

The steps are:

- 1) New Claim – File Upload: To make a claim against an Aged Care Facility registration that **does not have a program variation** associated with it, click on the **New Claim – File Upload** button.
- 2) The following screen will display (part of form shown).

If you wish to submit your claim via the 'File Upload' method, please upload your file below.



Upload Claim File **1**

Please select a file... **2**

3

Please note: Please ensure the file that you are uploading is named as follows: **Your Service Provider Name and Aged Care Facility Name.**

- 3) Please select a file to upload (1), click on **Upload File** (2) and once uploaded, click on the **Submit** button.

When you submit you will see a 'File Successfully Uploaded' at the top right-hand corner of the screen



Pharmacy Programs Administrator | Operator ▾ | Payments ▾ | Registration | **File Successfully Uploaded.**

Pharmacy Programs Administrator Portal User Guide – RMMR


- 4) The PPA will enter claims data from the excel spreadsheet as a **New Claim** against the Aged Care Facility. This data will be saved and will sit as a claim in pre-submission in the Aged Care Facility folder. The PPA will advise the Service Provider if the claim has invalid information.
- 5) To see a list of all claims, click on the **View Claims** tab.

Test ACF, Service Agreement 01/01/2019 -01/01/2020

[New Claim - Data Entry](#)
[New Claim - File Upload](#)
[New Variation](#)
[View Variations](#)
[View Claims](#)

Entries

Search 

ID	PATIENT FAMILY NAME	DATE SUBMITTED	TYPE	APPROVAL	
915	Stretton	30/01/2019	RMMR Service Claim	Granted	 Payment ▾


- 6) To review the details of the claims entered by the PPA team, click on the **Continue Submission** tab for each claim

[New Claim - Data Entry](#)
[New Claim - File Upload](#)
[New Variation](#)
[View Variations](#)
[View Claims](#)

Test ACF, Service Agreement 01/02/2019 -31/01/2020

ENTRIES

Search 

ID	PATIENT FAMILY NAME	DATE SUBMITTED	TYPE	APPROVAL	
1509	Family Name	-	RMMR Service Claim	PreSubmission	Continue Submission 

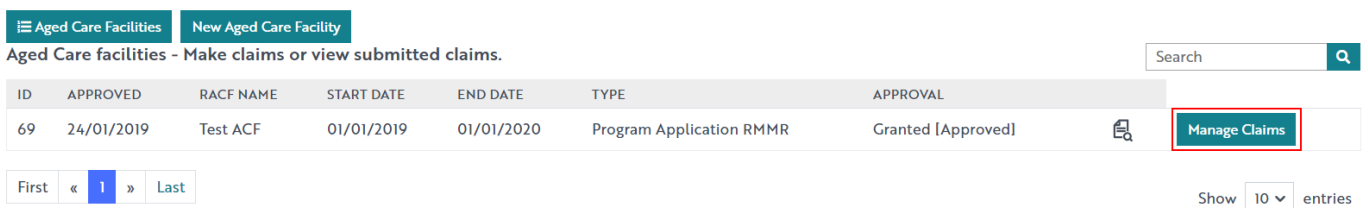
- 7) When you are satisfied that this claim is correct, click **Submit**. The claim will be validated and will be submitted. However, if there are validation errors, for example there is a 10 digit, rather than an 11 digit Medicare Number, an error message will appear.
- 8) Once accepted, the claim will proceed for payment.

RMMR - PROGRAM VARIATION PHARMACIST ONLY REVIEW


In the event that referral from a GP cannot be sourced for a patient, despite repeated and reasonable steps, then an RMMR Service Provider may seek approval from the Department to conduct a Pharmacist Only Review without the initial referral from a GP.

The pre-requisites for submitting a program variation include registering for the RMMR program and having an approved ACF registration.

- 1) If you're logging back in, then click on the **View** button. The following screen will display. Click on the **Manage Claims** button against the approved program application.

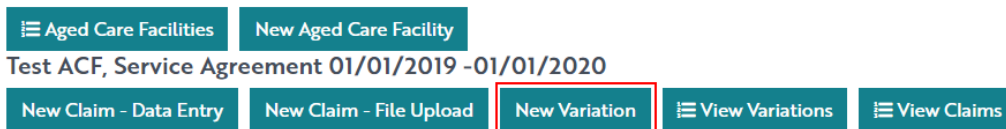


Aged Care facilities - Make claims or view submitted claims.



ID	APPROVED	RACF NAME	START DATE	END DATE	TYPE	APPROVAL	
69	24/01/2019	Test ACF	01/01/2019	01/01/2020	Program Application RMMR	Granted [Approved]	

First « 1 » Last Show 10 entries

- 2) The following screen will display. Click on the **New Variation** button



Test ACF, Service Agreement 01/01/2019 -01/01/2020

New Claim - Data Entry **New Claim - File Upload** **New Variation**  

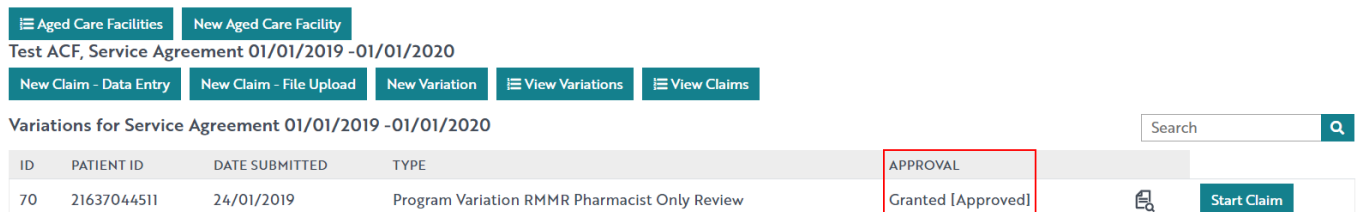
- 3) Once you are in the Aged Care Facility screen, the following screen will display (part of form shown below)




Test ACF, Service Agreement 01/01/2019 -01/01/2020
Program Variation RMMR Pharmacist Only Review

PATIENT DETAILS

- 4) Complete all fields and click the **Submit** button to submit the program variation. If you need to return back to the application at another time, press the **Save** button.
- 5) Once the program variation has been submitted, you will be able to access the submitted variation under the **Aged Care Facilities** screen. Click on **View Variations**. The following page will appear.



Variations for Service Agreement 01/01/2019 -01/01/2020

ID	PATIENT ID	DATE SUBMITTED	TYPE	APPROVAL	
70	21637044511	24/01/2019	Program Variation RMMR Pharmacist Only Review	Granted [Approved]	

- 6) The status of the variation application will be **pending**. This will change to either **Granted** or **Rejected** based on the outcome of the assessment.

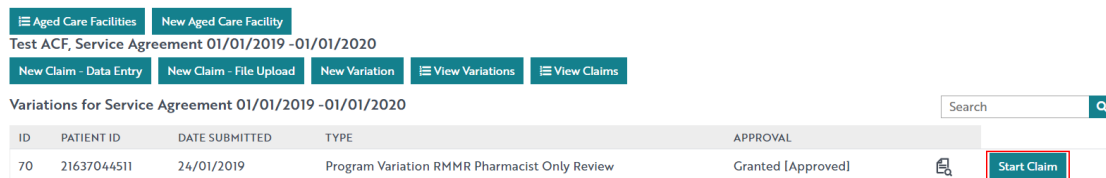
New claim for an approved program variation

- 1) To make a **claim** where a **program variation** has been submitted and approved, click on the **View Variations** button to view your submitted program variations for the RMMR Program. This will only appear once the program variation has been approved.



[Aged Care Facilities](#) [New Aged Care Facility](#)
 Test ACF, Service Agreement 01/01/2019 -01/01/2020
[New Claim - Data Entry](#) [New Claim - File Upload](#) [New Variation](#) **[View Variations](#)** [View Claims](#)

- 2) The **View Variations** screen will display. Click on the **Start Claim** button.

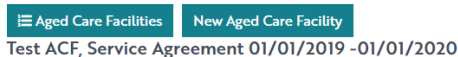


[Aged Care Facilities](#) [New Aged Care Facility](#)
 Test ACF, Service Agreement 01/01/2019 -01/01/2020
[New Claim - Data Entry](#) [New Claim - File Upload](#) [New Variation](#) [View Variations](#) [View Claims](#)

Variations for Service Agreement 01/01/2019 -01/01/2020

ID	PATIENT ID	DATE SUBMITTED	TYPE	APPROVAL	
70	21637044511	24/01/2019	Program Variation RMMR Pharmacist Only Review	Granted [Approved]	Start Claim

- 3) Enter the required data for the claim into the fields displayed (part of form shown below). Please note that the Prior Approval code cannot be edited.



[Aged Care Facilities](#) [New Aged Care Facility](#)
 Test ACF, Service Agreement 01/01/2019 -01/01/2020

DETAILS OF SERVICE

Medicare or DVA Number

- 4) Read the declaration and then press the **Submit** button to submit the claim associated with the program variation.