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
- RMMR – Extending an existing Service Agreement

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.
RMMR – PROGRAM REGISTRATION

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

1) Open the **Home** page to display a list of approved programs for a Service Provider.

2) To register for the RMMR program, firstly 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 **Residential Medication Management Review**.

4) The RMMR program registration information will be displayed (part of form shown below).

5) The User must read the declaration and click **Submit Registration** to continue.

6) The Program registration will be automatically approved.
RMMR – REGISTER AN AGED CARE FACILITY

To be able to register an Aged Care Facility for the RMMR Program you must have first registered for the RMMR program.

1) From the home screen, click on the View button against the RMMR Program under the relevant service provider

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality Use of Medicines</td>
<td>Granted</td>
<td></td>
</tr>
<tr>
<td>Residential Medication Management Review</td>
<td>Granted</td>
<td></td>
</tr>
</tbody>
</table>

2) Click on New Aged Care Facility to register an Aged Care Facility for the RMMR Program.

3) The RMMR Register an 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.

4) 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.
5) 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 of the application will change from **pending** to either **granted** or **rejected**. You will be notified of the outcome via email.

<table>
<thead>
<tr>
<th>ID</th>
<th>APPROVED</th>
<th>RACF NAME</th>
<th>START DATE</th>
<th>END DATE</th>
<th>TYPE</th>
<th>APPROVAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1497</td>
<td>31/01/2020</td>
<td>New Aged Care Facility</td>
<td>31/07/2020</td>
<td>31/07/2021</td>
<td>Program Application RMMR</td>
<td>Pending</td>
</tr>
</tbody>
</table>

Please note, you can choose the Save button if you wish to save your uploaded information and return to the submission at a later stage to complete. You can then continue the submission by clicking the **Aged Care Facilities** tab and then the **Continue Submission** button for the applicable facility.
**RMMR - SERVICE CLAIM**

To be able to make a claim for the RMMR Program the registration of an Aged Care Facility must have been approved.

1) When you are in the **Aged Care Facilities tab**, click on **Actions** then **Manage Claims**.

2) 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.
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.

   New Claim - Data Entry  New Claim - File Upload  New Variation  View File Uploads  View Variations  View Claims

   MAIN STREET RAC, SERVICE AGREEMENT 01/12/2019 - 30/11/2020
   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 use the New Claim – File Upload method.

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

   Medicare or DVA Number

   2) 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.

   3) Read the declaration and then press the **Submit** button to submit the claim.

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

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 and submitted 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.

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

Please select a file... Browse

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.

4) PPA Support Centre staff will enter claims data from the excel spreadsheet as a **New Claim** against the Aged Care Facility and submit the claims. The PPA will advise the Service Provider via email of the successfully submitted claims and of any claims which contain invalid information together with the required Service Provider actions (partial example email below).

5) To see a list of all claims, click on the **View Claims** tab.

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**Main Street RAC MAIN STREET RAC, SERVICE AGREEMENT 01/12/2019 - 30/11/2020**

<table>
<thead>
<tr>
<th>ID</th>
<th>PATIENT FAMILY NAME</th>
<th>DATE SUBMITTED</th>
<th>TYPE</th>
<th>APPROVAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>8394</td>
<td>Brown</td>
<td>24/12/2019</td>
<td>RMRR Service Claim</td>
<td>Granted</td>
</tr>
</tbody>
</table>

**Message from PPA Support Centre**

Dear [Name],

The Pharmacy Programs Administrator received an RMMR file upload for the following Facility:

- [File Upload ID number 25015]

Data for each claim in the file upload has now been entered into the Pharmacy Programs Administrator Registration and Claiming Portal (Portal). As you’d be aware, the Portal validates data in real time to check the eligibility of claims as the data is entered.

**Validation Issues for Attention**

Validation errors were encountered in relation to the following claims, which will need amending before payment can be made:

- Claim ID that contain an incorrect Medicare card number:
  - 11064022

Please ensure you amend and resubmit the claims within thirty calendar days of receiving this email.

To find claims that require your attention please:

1. Log in to the Portal, select the appropriate Service Provider (if you have more than one Service Provider, click on RMMR View button)
2. Please search for the relevant Aged Care Facility, select Manage Claims
3. Click on ‘Continue Submission’ button which is highlighted green on the relevant claims that require your attention
4. To review the issues with those claims click on the Submit button. This will highlight fields with validation issues
5. Please correct these fields and then click submit if it is still before the relevant claim deadline.
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) Log back into the RMMR claiming page. Click on the Manage Claims button against the approved program application.

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

3) Once you are in the New Variation screen, the following screen will display (part of form shown below)
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, 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.

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

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.

4) Read the declaration and then press the Submit button to submit the claim associated with the program variation.
RMMR – EXTENDING AN EXISTING SERVICE AGREEMENT

1) To be able to extend an existing Service Agreement, the newly signed Service Agreement must have a commencement date no greater than one day after the current Service Agreement end date.

Please note, if the Service Agreement extension is not an exact continuation of the previous agreement, the Service Provider must re-register the Aged Care Facility (see page 3).

2) When you are in the Aged Care Facilities tab, find the applicable facility, click on Actions, then Extend ACF Agreement.

3) Complete the mandatory fields and ensure the Service Agreement start date and Service Agreement end date match the dates stated in the Service Agreement.

4) Ensure you attach and upload a copy of the signed Service Agreement to the application and click Submit.

5) Once you have completed all fields and pressed the Submit button, a confirmation message will appear. The application will then be assessed by an operator for approval.