Pharmacy Programs Administrator

PORTAL USER GUIDE – REGIONAL PHARMACY MAINTENANCE ALLOWANCE

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PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – REGIONAL PHARMACY MAINTENANCE ALLOWANCE

INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step by step process for the Regional Pharmacy Maintenance Allowance (RPMA) Program. It describes the following processes:

- RPMA Program Registration
- RPMA Application
- RPMA Renewal Application.

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.

RPMA PROGRAM REGISTRATION

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

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. 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 Regional Pharmacy Maintenance Allowance

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

5) Read the declaration, then click **Submit Registration** to continue

6) Once you have clicked **Submit Registration** the program registration will be automatically approved.

RPMA APPLICATION

This section details how to submit an RPMA Application through the Pharmacy Programs Administrator Portal.

1) In order to submit a new application for RPMA you must first register for the program

2) Once logged into the Pharmacy Programs Administrator portal, click on the **Home** icon to access a list of approved program registrations against one or more service providers

3) Click on the **View** button next to the RPMA program under the relevant service provider

4) Once you have clicked on **View**, the following screen will display. Select the **New Application** tab

5) The RPMA Application form will display (part of form shown below)

6) Complete the fields in the RPMA Application form. If you need to return to the application at another time, scroll down and click the **Save** button. You can then continue the saved application by clicking the **View Applications** tab and then the **Continue Submission** button

7) If your pharmacy was previously receiving the RPMA allowance under a different Section 90 Approval number make sure to indicate this in the claim form to ensure no months of payment are missed

8) Once you have completed all fields, read the declaration and then click on the **Submit** button to submit the application. A successful submission message will then appear advising that your application will now be reviewed by a PPA Operator

9) To see the details of your application, click on the **View Applications** tab. Your application will show with a 'Pending' approval status until the PPA has assessed your pharmacy's eligibility.

10) Once assessed, the Main Authorised Person for the pharmacy will receive an outcome email along with the pharmacy's payment amount for the financial year (where the application has been approved).
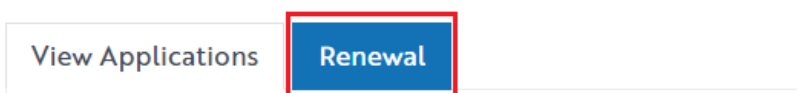
RPMA RENEWAL APPLICATION

This section details how to submit an RPMA Renewal Application through the Pharmacy Programs Administrator Portal.

1) In order to submit a Renewal Application for RPMA you must have submitted an RPMA application previously

2) Once logged into the Pharmacy Programs Administrator portal, click on the **Home** icon to access a list of approved program registrations against the service providers you are linked to

3) Click on the **View** button next to the RPMA program under the relevant service provider

4) Once you have clicked on **View**, the following screen will display. Select the **Renewal** tab. *Please note the Renewal tab is only visible between 1 May and 14 June while the annual renewal period is open.*

5) The Renewal Application form will display

6) Complete the fields in the RPMA Renewal Application form. If you need to return to the application at another time, scroll down and click the **Save** button. You can then continue the saved application by clicking the **View Applications** tab and then the **Continue Submission** button

7) Once you have completed all fields, read the declaration and then click on the **Submit** button to submit the application. A successful submission message will then appear advising that your renewal application will now be reviewed by a PPA Operator

8) To see the details of your renewal application, click on the **View Applications** tab

9) Your renewal application will show with a 'Pending' approval status until the PPA has assessed your pharmacy's eligibility. Please note this may take a number of weeks as the PPA need to receive reference data from the Department such as PBS dispensing data prior to being able to approve renewal applications. Once assessed, the Main Authorised Person for the pharmacy will receive an outcome email along with the pharmacy's payment amount for the financial year (where the application has been approved).