



**Pharmacy Programs
Administrator**

PORTAL USER GUIDE – STAGED SUPPLY

1 February 2019

PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – STAGED SUPPLY

INTRODUCTION.....	1
STAGED SUPPLY PROGRAM REGISTRATION	2
STAGED SUPPLY SERVICE CLAIM.....	4
STAGED SUPPLY INITIAL PATIENT REGISTRATION.....	6
STAGED SUPPLY SIX MONTH FOLLOW UP CLAIM.....	8

INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step by step process for the Staged Supply Program. It describes the following processes:

- Staged Supply Program Registration
- Staged Supply Service Claim
- Staged Supply Initial Patient Registration
- Staged Supply Six Month Follow Up Claim.

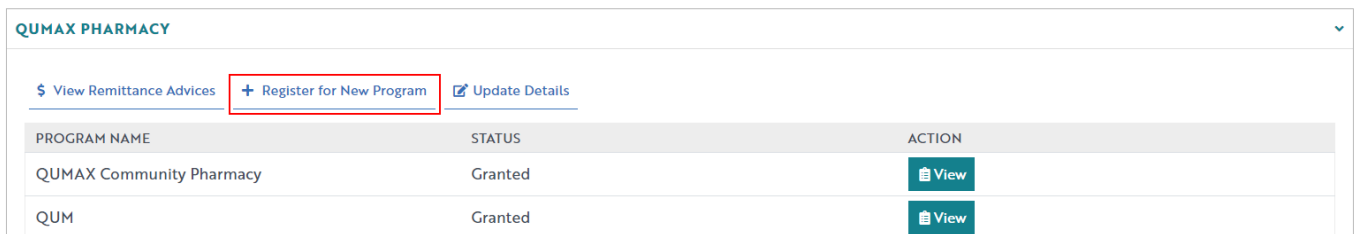
For best performance, we recommend the most recent version of the following browsers; **Chrome, Firefox and Safari**. Whilst you can successfully submit your registration and make claims using other browsers, they may not have all the features required to provide you with the best user experience.

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

STAGED SUPPLY PROGRAM REGISTRATION

This section details how to submit a Staged Supply 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

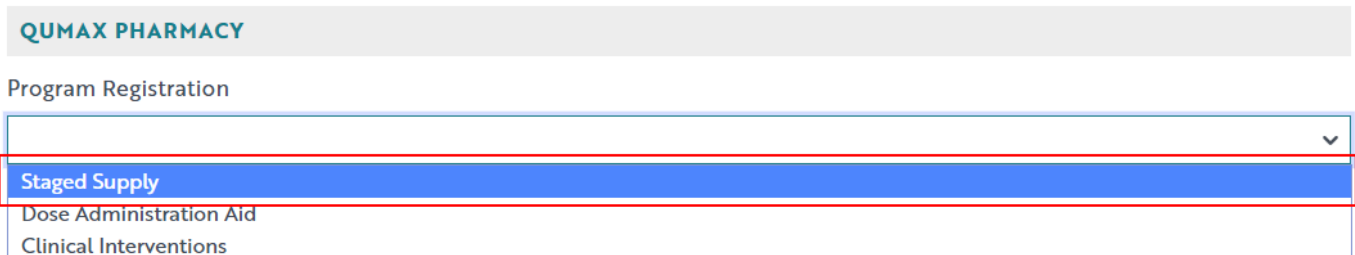


QUMAX PHARMACY

[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 **Staged Supply**



QUMAX PHARMACY

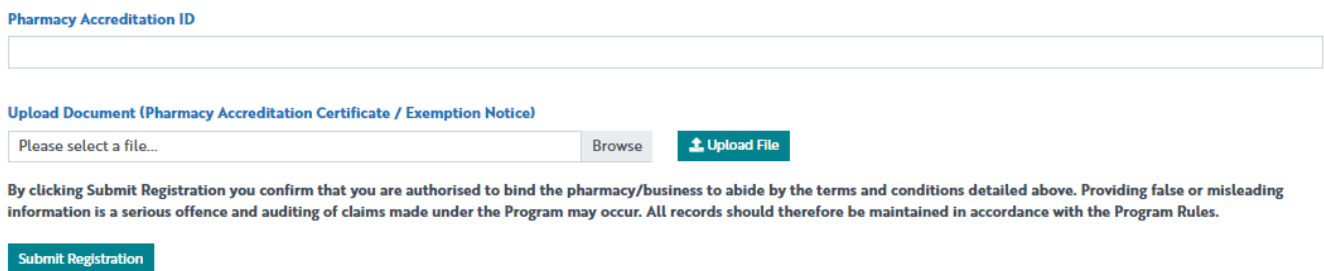
Program Registration

Staged Supply

Dose Administration Aid

Clinical Interventions

- 4) The Staged Supply program registration information will be displayed (part of form shown below)



Pharmacy Accreditation ID

Upload Document (Pharmacy Accreditation Certificate / Exemption Notice)

Please select a file... [Browse](#) [Upload File](#)

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) Enter a Pharmacy Accreditation ID or upload a Pharmacy Accreditation Certificate / Exemption Notice
- 6) If you would like to provide a Pharmacy Accreditation Certificate / Exemption Notice, click the **Browse** button and then choose a file to be uploaded
 - i. Once a file is chosen click **Upload File**
 - ii. The uploaded file can be viewed by clicking **download document** or removed by clicking **"X"**

- 7) The User can then click **Submit Registration** to continue. If an invalid Pharmacy Accreditation ID is entered, an error message will appear. Double check the Pharmacy Accreditation ID and amend where necessary. If you are still having trouble then contact the support centre for assistance
- 8) Once 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.

STAGED SUPPLY SERVICE CLAIM

This section details how to submit a Staged Supply Service Claim through the Pharmacy Programs Administrator Portal.

- 1) In order to submit a Staged Supply Service Claim you must first register for the program and be approved
- 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 to make a claim against a program under the relevant service provider

QUMAX PHARMACY		
View Remittance Advices + Register for New Program Update Details		
PROGRAM NAME	STATUS	ACTION
QUMAX Community Pharmacy	Granted	View
QUM	Granted	View
ATSIPATS	Granted	View
Medscheck	Granted	View
Staged Supply	Granted	View

- 4) Once you have clicked on **View**, the following screen will display. Click on the **Service Claim** tab



- 5) The **Staged Supply Service Claim** screen will display (part of form shown below). A message detailing how many patients you have submitted a claim for during the month will display at the top.

STAGE SUPPLY

Service Claim
Initial Patient Registration
Six Month Follow Up
View Claims

Service claims submitted this month: 1 out of 15

Patient Medicare Number or DVA Number

- 6) If you have submitted a claim for a patient during a previous month, once you enter in their Medicare or DVA Number the rest of the claim will auto-populate with the data submitted in the previous claim

Pharmacy Programs Administrator Portal User Guide – Staged Supply

- 7) Complete/edit the remaining fields in the Staged Supply Service Claim. If you need to return to the claim at another time, scroll down and click the **Save** button. You can then continue the saved claim by clicking the **View Claims** tab and then the **Continue Submission** button
- 8) Once you have finished completing all fields on the screen and corrected any errors (if required) click on the **Submit** button. An approval message will then appear
- 9) To see a list of all submitted and/or saved claims, click on the **View Claims** tab. You can also filter for the type of claim you want to view by selecting an option from the **Claim type** dropdown menu.

STAGED SUPPLY

Service Claim		Initial Patient Registration		Six Month Follow Up		View Claims
Claim type:	<div style="border: 1px solid black; padding: 2px;"> All <ul style="list-style-type: none"> <li style="background-color: #0070C0; color: white; padding: 2px;">All <li style="padding: 2px;">Service Claim <li style="padding: 2px;">Initial Patient Registration <li style="padding: 2px;">Six Month Follow Up </div>					
Stage Supply						
CLAIM ID		CLAIM TYPE		DATE SUBMITTED	CLAIM STATUS	
532	31985089314	Staged Supply Service Claim		29/01/2019	Granted	
352	43061884431	Staged Supply Six Month Follow Up		25/01/2019	Granted	
351	43061884436	Staged Supply Initial Patient Registration		25/01/2019	Granted	
345	31985089316	Staged Supply Six Month Follow Up		25/01/2019	Granted	
343	31985089316	Staged Supply Six Month Follow Up		25/01/2019	Granted	
342	31985089316	Staged Supply Initial Patient Registration		25/01/2019	Granted	

STAGED SUPPLY INITIAL PATIENT REGISTRATION

This section details how to make a Staged Supply Initial Patient Registration Claim through the Pharmacy Programs Administrator Portal.

- 1) In order to submit a Staged Supply Initial Patient Registration Claim you must first register for the program and be approved
- 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 to make a claim against a program under the relevant service provider

QUMAX PHARMACY		
View Remittance Advices + Register for New Program Update Details		
PROGRAM NAME	STATUS	ACTION
QUMAX Community Pharmacy	Granted	View
QUM	Granted	View
ATSIPATS	Granted	View
Medscheck	Granted	View
Staged Supply	Granted	View

- 4) Once you have clicked on **View**, the following screen will display. Click on the **Initial Patient Registration** tab

Service Claim
Initial Patient Registration
Six Month Follow Up
View Claims

- 5) The **Initial Patient Registration** screen will display (part of form shown below). A message detailing how many patients you have submitted an Initial Patient Registration Claim for will display at the top.

Service Claim
Initial Patient Registration
Six Month Follow Up
View Claims

Patients registered: 2 out of 4

Health Outcomes Data

Patient Medicare/DVA Number

Pharmacy Programs Administrator Portal User Guide – Staged Supply

- 6) Complete the fields in the Staged Supply Initial Patient Registration Claim. If you need to return to the claim at another time, scroll down and click the **Save** button. You can then continue any saved claims by clicking the **View Claims** tab and then the **Continue Submission** button
- 7) Once you have finished completing all fields on the screen and corrected any errors (if required) click on the **Submit** button. An approval message will then appear
- 8) To see a list of all submitted and/or saved claims, click on the **View Claims** tab. You can also filter for the type of claim you want to view by selecting an option from the **Claim type** dropdown menu.

STAGED SUPPLY

Service Claim		Initial Patient Registration		Six Month Follow Up		View Claims
Claim type:	<div style="border: 1px solid black; padding: 2px;"> All ▼ <ul style="list-style-type: none"> <li style="background-color: #007bff; color: white; padding: 2px;">All <li style="padding: 2px;">Service Claim <li style="padding: 2px;">Initial Patient Registration <li style="padding: 2px;">Six Month Follow Up </div>					
Stage Supp						
CLAIM ID		CLAIM TYPE		DATE SUBMITTED	CLAIM STATUS	
532	31985089314	Staged Supply Service Claim		29/01/2019	Granted	
352	43061884431	Staged Supply Six Month Follow Up		25/01/2019	Granted	
351	43061884436	Staged Supply Initial Patient Registration		25/01/2019	Granted	
345	31985089316	Staged Supply Six Month Follow Up		25/01/2019	Granted	
343	31985089316	Staged Supply Six Month Follow Up		25/01/2019	Granted	
342	31985089316	Staged Supply Initial Patient Registration		25/01/2019	Granted	

STAGED SUPPLY SIX MONTH FOLLOW UP CLAIM

This section details how to make a Staged Supply Six Month Follow Up Claim through the Pharmacy Programs Administrator Portal.

- 1) To be able to submit a Staged Supply Six Month Follow Up Claim you must have already completed an Initial Patient Registration Claim for the patient
- 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 to make a claim against a program under the relevant service provider

QUMAX PHARMACY

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

PROGRAM NAME	STATUS	ACTION
QUMAX Community Pharmacy	Granted	View
QUM	Granted	View
ATSIPATS	Granted	View
Medscheck	Granted	View
Staged Supply	Granted	View

- 4) Once you have clicked on **View**, the following screen will display. Click on the **Six Month Follow Up** tab



- 5) Click the **Follow-Up Claim** button against the Initial Patient Registration record you wish to conduct a follow-up for. This button will only appear active after six months have passed since the date of Initial Patient Registration, or four months have passed and a service claim has been submitted for the Patient indicating that they have left the Staged Supply Program. If insufficient time has passed you will be unable to start a follow up claim for the Patient.

STAGED SUPPLY

[Service Claim](#)
[Initial Patient Registration](#)
[Six Month Follow Up](#)
[View Claims](#)

Claim type:

Stage Supply Claims Search

CLAIM ID	MEDICARE OR DVA	CLAIM TYPE	DATE SUBMITTED	CLAIM STATUS			
533	43061884433	Staged Supply Initial Patient Registration	29/01/2019	Granted		Follow-Up Claim	Payment ▾
479	65433193211	Staged Supply Initial Patient Registration	27/01/2019	Granted		Follow-Up Claim	Payment ▾

Pharmacy Programs Administrator Portal User Guide – Staged Supply

- 6) The **Six Month Follow Up** screen will display (section of form shown below). Some fields such as Patient Medicare or DVA Number and Patient Given Name(s) will be pre-populated based on data captured in the Initial Patient Registration Claim.

Service Claim
Initial Patient Registration
Six Month Follow Up
View Claims

Health Outcomes Data

Patient Medicare Number or DVA Number

65433193211

Patient Given Name(s)

James

- 7) Complete the remaining fields in the Staged Supply Six Month Follow Up Claim. If you need to return to the claim at another time, scroll down and click the **Save** button. You can then continue any saved claims by clicking the **View Claims** tab and then the **Continue Submission** button
- 8) Once you have finished completing all fields on the screen and corrected any errors (if required) click on the **Submit** button. An approval message will then appear
- 8) To see a list of all submitted and/or saved claims, click on the **View Claims** tab. You can also filter for the type of claim you want to view by selecting an option from the **Claim type** dropdown menu.

STAGED SUPPLY

Service Claim
Initial Patient Registration
Six Month Follow Up
View Claims

Claim type: All ▼

All

Service Claim

Initial Patient Registration

Six Month Follow Up

Stage Supp

CLAIM ID		CLAIM TYPE	DATE SUBMITTED	CLAIM STATUS
532	31985089314	Staged Supply Service Claim	29/01/2019	Granted
352	43061884431	Staged Supply Six Month Follow Up	25/01/2019	Granted
351	43061884436	Staged Supply Initial Patient Registration	25/01/2019	Granted



CONTACT THE SUPPORT CENTRE: 1800 951 285 | support@ppaonline.com.au