



PROGRAM TRANSITION GUIDE

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TABLE OF CONTENTS

INTRODUCTION	2
Dose Administration Aids (DAA)	2
MedsCheck and Diabetes MedsCheck	2
Staged Supply.....	3
Home Medicines Review (HMR)	4
Home Medicines Review – Rural Loading Allowance (HMR-RLA)	4
Residential Medication Management Review (RMMR).....	5
Quality Use of Medicines.....	6
Clinical Interventions	6
Rural Pharmacy Maintenance Allowance (RPMA)	7
S100 Pharmacy Support Allowance	7
Rural Pharmacy Scholarship Scheme (RPSS) and Rural Pharmacy Scholarship Mentor Scheme (RPSMS).....	8
Aboriginal and Torres Strait Islander Pharmacy Scholarship Scheme	8
Intern Incentive Allowance and Extension Program	9
Aboriginal and Torres Strait Islander Pharmacy Assistant Traineeship Scheme	9
Rural Pharmacy Student Placement Allowance, Rural Pharmacy Liaison Officer (RPLO) and Administrative Support to Pharmacy Schools	9
Quality Use of Medicines Maximised for Aboriginal and Torres Strait Islander People (QUMAX)	9
Emergency Locum Service (ELS)	10
Rural Intern Training Allowance (RITA)	10
Continuing Professional Education Allowance (CPEA).....	10

INTRODUCTION

On February 1 2019, the Pharmacy Programs Administrator assumed responsibility for the administration of the 23 Community Pharmacy Programs funded under the 6CPA, from the Pharmacy Guild of Australia (the Guild).

This document provides additional transition detail specific to each Program.

Dose Administration Aids (DAA)

From 1 February 2019 Service Providers will need to submit all new DAA claims to the Pharmacy Programs Administrator via the new Portal.

The Guild will be responsible for processing and paying DAA claims submitted up to and including 31 January 2019, including resubmissions in relation to these claims.

Things to be aware of:

- DAA services delivered in January 2019 can be claimed via the Pharmacy Programs Administrator in the new Portal, provided they were not previously claimed via the Guild's 6CPA Portal.
- Claims in respect of services delivered in January will be subject to review, and repayment will be required if duplicate claims are made.
- DAA claims will be validated in real time. This means that claims will be approved instantly, and payment made within three days of submission.

MedsCheck and Diabetes MedsCheck

From 1 February 2019 Service Providers will need to submit all new MedsCheck and Diabetes MedsCheck claims to the Pharmacy Programs Administrator via the new Portal.

The Guild will be responsible for processing and paying MedsCheck and Diabetes MedsCheck claims submitted up to and including 31 January 2019, including resubmissions in relation to these claims.

Things to be aware of:

- MedsCheck and Diabetes MedsCheck services delivered in January 2019 can be claimed via the Pharmacy Programs Administrator in the new Portal, provided they were not previously claimed via the Guild's 6CPA Portal.
- Claims in respect of services delivered in January will be subject to review, and repayment will be required if duplicate claims are made.

PROGRAM TRANSITION GUIDE

- MedsCheck and Diabetes MedsCheck claims will be validated in real time. This means that claims will be approved instantly, and payment made within three days of submission.
- In order to achieve real-time validation and offer the rapid payment timeframes referred to above, it has not been possible to offer the option of submitting claims data via the upload of the spreadsheets used previously. For the short-term therefore, all MedsCheck and Diabetes MedsCheck claims data must be entered directly into the new Portal. We are aware this will have an impact on claimants who have previously uploaded claim spreadsheets generated from other software systems. Over the next six months the Pharmacy Programs Administrator will be working with software vendors towards integration between software packages and the new Portal to enable the automatic transfer of data for claiming purposes.

Staged Supply

From 1 February 2019 Service Providers will need to submit all new Staged Supply claims to the Pharmacy Programs Administrator via the new Portal.

The Guild will be responsible for processing and paying Staged Supply claims submitted up to and including 31 January 2019, including resubmissions in relation to these claims.

Things to be aware of:

- Staged Supply services delivered in January 2019 can be claimed via the Pharmacy Programs Administrator in the new Portal, provided they were not previously claimed via the Guild's 6CPA Portal.
- Claims in respect of services delivered in January will be subject to review, and repayment will be required if duplicate claims are made.
- Staged Supply claims will be validated in real time. This means that claims will be approved instantly, and payment made within three days of submission.
- In order to achieve real-time validation and offer these rapid payment timeframes referred to above, it has not been possible to offer the option of submitting claims data via the upload of the spreadsheets used previously. All Staged Supply claims data must be entered directly into the new Portal. We are aware this will have an impact on those claimants who have previously uploaded claim spreadsheets generated from other software systems. In the future the Pharmacy Programs Administrator will be working with software vendors towards integration between software packages and the new Portal to enable the automatic transfer of data for claiming purposes.

PROGRAM TRANSITION GUIDE

Home Medicines Review (HMR)

From 1 February 2019 Service Providers will need to submit all new HMR claims and associated Program Variations (Prior Approvals) to the Pharmacy Programs Administrator via the new Portal.

The Guild will be responsible for processing and paying HMR claims submitted up to and including 31 January 2019, including resubmissions in relation to these claims.

Things to be aware of:

- HMR services delivered in January 2019 can be claimed via the Pharmacy Programs Administrator in the new Portal, provided they were not previously claimed via the Guild's 6CPA Portal.
- Claims in respect of services delivered in January will be subject to review, and repayment will be required if duplicate claims are made.
- HMR claims will be validated in real time. This means that claims will be approved instantly, and payment made within three days of submission.
- In order to achieve real-time validation and offer the rapid payment timeframes referred to above, it has not been possible to offer the option of submitting claims data via the upload of the spreadsheets used previously. For the short-term therefore, all HMR claims data must be entered directly into the new Portal. We are aware this will have an impact on claimants who have previously uploaded claim spreadsheets generated from other software systems. Over the next six months the Pharmacy Programs Administrator will be working with software vendors towards integration between software packages and the new Portal to enable the automatic transfer of data for claiming purposes.

Home Medicines Review – Rural Loading Allowance (HMR-RLA)

From 1 February 2019 Service Providers will need to submit all new HMR-RLA claims to the Pharmacy Programs Administrator via the new Portal.

The Guild will be responsible for processing and paying HMR-RLA claims submitted up to and including 31 January 2019, including resubmissions in relation to these claims.

Things to be aware of:

- HMR-RLA services delivered in December 2018 or January 2019 can be claimed via the Pharmacy Programs Administrator in the new Portal, provided they were not previously claimed via the Pharmacy Guild.
- Claims in respect of services delivered in December 2018 and January 2019 will be subject to review, and repayment will be required if duplicate claims are made.

PROGRAM TRANSITION GUIDE

Residential Medication Management Review (RMMR)

From 1 February 2019 Service Providers will need to submit all new RMMR claims and associated Program Variations (Prior Approvals) to the Pharmacy Programs Administrator via the new Portal.

The Guild will be responsible for processing and paying RMMR claims submitted up to and including 31 January 2019, including resubmissions in relation to these claims.

Things to be aware of:

- RMMR services delivered in January 2019 can be claimed via the Pharmacy Programs Administrator in the new Portal, provided they were not previously claimed via the Guild's 6CPA Portal.
- Claims in respect of services delivered in January will be subject to review, and repayment will be required if duplicate claims are made.
- Service Providers have the option of entering claims direct into the new Portal. Claims entered in this way will be validated in real time and payment made within three days of submission. Claims submitted by uploading spreadsheets will be subject to manual processes and extended payment timeframes
- In order to achieve real-time validation and offer the rapid payment timeframes referred to above, it has not been possible to offer the option of submitting claims data via the upload of the spreadsheets used previously. For the short-term therefore, all HMR claims data must be entered directly into the new Portal. We are aware this will have an impact on claimants who have previously uploaded claim spreadsheets generated from other software systems. Over the next six months the Pharmacy Programs Administrator will be working with software vendors towards integration between software packages and the new Portal to enable the automatic transfer of data for claiming purposes.
- The Pharmacy Guild provided data to the Pharmacy Programs Administrator for migration purposes in mid-November 2018. The remainder of data up to and including 31 January 2019 will be provided in late February 2019. At this stage therefore we do not have a record of any aged care facility service agreements registered with the Guild from mid-November 2018. If you have recently registered any aged care facilities that are not shown in the Portal, or have new Service Agreements that are not shown you may choose to wait until the remaining data has been migrated from the Pharmacy Guild in late February or if you wish to make claims immediately, you can re-register the aged care facility service agreements.

PROGRAM TRANSITION GUIDE

Quality Use of Medicines

From 1 February 2019 Service Providers will need to submit all new QUM claims to the Pharmacy Programs Administrator via the new Portal.

The Guild will be responsible for processing and paying QUM claims submitted up to and including 31 January 2019, including resubmissions in relation to these claims.

Things to be aware of:

- QUM claims will be validated in real time. This means that claims will be approved instantly, and payment made within three days of submission.
- The Pharmacy Guild provided data to the Pharmacy Programs Administrator for migration purposes in mid-November 2018. The remainder of data up to and including 31 January 2019 will be provided in late February 2019. At this stage therefore we do not have a record of any aged care facility service agreements registered with the Guild from mid-November 2018. If you have recently registered any aged care facilities that are not shown in the Portal, or have new Service Agreements that are not shown you may choose to wait until the remaining data has been migrated from the Pharmacy Guild in late February or if you wish to make claims immediately, you can re-register the aged care facility service agreements.

Clinical Interventions

From 1 February 2019 Service Providers will need to submit all new Clinical Interventions claims to the Pharmacy Programs Administrator via the new Portal. The Portal will be open to accept Clinical Interventions claims from 1 April 2019 to 14 April 2019 in respect of the period January – March 2019.

The Guild will process and pay claims for the October to December 2018 period submitted to the Guild during the claiming window from 1 to 14 January 2019

Things to be aware of:

- The Pharmacy Programs Administrator will accept Exceptional Circumstance submissions related to Clinical Intervention claims submitted for the October to December 2018 period. Please complete the Exceptional Circumstances form located on the Pharmacy Programs Administrator website and send to support@ppaonline.com.au

PROGRAM TRANSITION GUIDE

Rural Pharmacy Maintenance Allowance (RPMA)

Existing Registrants:

- The Pharmacy Programs Administrator will process payments for February 2019 in March 2019
- The Guild will calculate and process payments for January in February 2019.

New Registrants:

- The Guild will provide the Pharmacy Programs Administrator with details of any new registrations made in January 2019. The Pharmacy Programs Administrator will process these registrations and make payments in March 2019.
- All new registration requests from 1 February 2019 onwards should be submitted to the Pharmacy Programs Administrator via the new Portal.

S100 Pharmacy Support Allowance

From 1 February 2019 Service Providers will need to submit all new S100 Pharmacy Support Allowance claims to the Pharmacy Programs Administrator via the new Portal.

The Guild will be responsible for processing and paying S100 Pharmacy Support Allowance claims submitted up to and including 31 January 2019, including resubmissions in relation to these claims.

Things to be aware of:

- If you submitted required documentation during January 2019 to the Department of Health and are yet to be paid, then the Department of Health has provided this documentation to the Pharmacy Programs Administrator for processing. You will need to ensure your Service Provider details are up to date on the new Portal in order to receive payment. A Pharmacy Programs Administrator staff member will contact you before processing these payments.

PROGRAM TRANSITION GUIDE

Rural Pharmacy Scholarship Scheme (RPSS) and Rural Pharmacy Scholarship Mentor Scheme (RPSMS)

Existing Scholarship Holders/Mentors:

- The Guild will assess 2018 'End of Year' deliverables and make the associated final payment for 2018 to existing scholarship holders.
- The Pharmacy Programs Administrator will assess 2019 'Beginning of Year' deliverables and make the associated 2019 payments to existing scholarship holders. Existing scholarship holders will submit 2019 'Beginning of Year' deliverables to the Pharmacy Programs Administrator.
- The Guild will assess and make payments for mentor "End of Year" claims for 2018.

New Applications:

- For the Rural Pharmacy Scholarship Scheme application round ending 25 January 2019:
 - The Guild will receive all applications until 31 January 2019.
 - The Pharmacy Programs Administrator will assess and award all scholarships from 1 February 2019.
- For all subsequent application rounds, the Pharmacy Programs Administrator will undertake all administration activities (i.e. receive and assess applications and award scholarships).

Aboriginal and Torres Strait Islander Pharmacy Scholarship Scheme

Existing Scholarship Holders/Mentors:

- The Guild will assess 2018 'End of Year' deliverables and make the associated final payment for 2018 to existing scholarship holders.
- The Pharmacy Programs Administrator will assess 2019 'Beginning of Year' deliverables and make the associated 2019 payments to existing scholarship holders. Existing scholarship holders will submit 2019 'Beginning of Year' deliverables to the Pharmacy Programs Administrator.
- The Guild will assess and make payments for mentor "End of Year" claims for 2018.

New Applications:

- For the Aboriginal and Torres Strait Islander Scholarship Scheme 2019 cohort applications:
 - The Guild will receive all applications until 31 January 2019.
 - The Pharmacy Programs Administrator will assess and award all scholarships from 1 February 2019.
- For all subsequent application rounds, the Pharmacy Programs Administrator will undertake all administration activities (i.e. receive and assess applications and award scholarships).

PROGRAM TRANSITION GUIDE

Intern Incentive Allowance and Extension Program

- The Guild will continue to receive all applications submitted until 31 January 2019. These will be processed as follows:
 - Applications where the Intern has already commenced work will be approved and paid by the Guild.
 - Applications where the Intern has not already commenced work will be transferred to the Pharmacy Programs Administrator for approval and payment.
- The Pharmacy Programs Administrator will receive applications submitted from 1 February 2019, and will approve and pay these applications.

Aboriginal and Torres Strait Islander Pharmacy Assistant Traineeship Scheme

- The Guild will continue to receive all applications submitted until 31 January 2019. These will be processed as follows:
 - Applications where the Pharmacy Assistant has already commenced work will be approved and paid by the Guild.
 - Applications where the Pharmacy Assistant has not already commenced work will be transferred to the Pharmacy Programs Administrator for approval and payment.
- The Pharmacy Programs Administrator will receive applications submitted from 1 February 2019, and will approve and pay these applications.

Rural Pharmacy Student Placement Allowance, Rural Pharmacy Liaison Officer (RPLO) and Administrative Support to Pharmacy Schools

The Pharmacy Programs Administrator will establish new contracts with providers. All deliverables and payments from 1 February 2019 will be managed and paid by the Pharmacy Programs Administrator.

All deliverables and payments associated with contracts with the Guild (up to and including 31 January 2019) will be managed and paid by the Guild.

Quality Use of Medicines Maximised for Aboriginal and Torres Strait Islander People (QUMAX)

For Community Pharmacies

- You will be able to register for the Quality Use of Medicines Maximised for Aboriginal and Torres Strait Islander People Program on the new Portal from 1 February 2019
- Claims related to the March DAA Report can be submitted via the new Portal.

PROGRAM TRANSITION GUIDE

For ACCHOs

- The Pharmacy Programs Administrator will establish new contracts with NACCHO and ACCHOs. All deliverables and payments from 1 February 2019 will be managed and paid by the Pharmacy Programs Administrator.
- There are no changes to how you submit your QUMAX Reporting.

Emergency Locum Service (ELS)

Applications for the ELS can continue to be made via the ELS website at <https://www.els.com.au> or by phone at 1800 357 001.

Rural Intern Training Allowance (RITA)

From 1 February 2019 Service Providers will need to submit all new RITA claims to the Pharmacy Programs Administrator via the new Portal.

The Guild will be responsible for processing and paying RITA claims submitted up to and including 31 January 2019, including resubmissions in relation to these claims.

Things to be aware of:

- RITA services delivered in December 2018 or January 2019 can be claimed via the Pharmacy Programs Administrator in the new Portal, provided they were not previously claimed via the Pharmacy Guild.
- Claims in respect of services delivered in December 2018 and January 2019 will be subject to review, and repayment will be required if duplicate claims are made.

Continuing Professional Education Allowance (CPEA)

From 1 February 2019 Service Providers will need to submit all new CPEA claims to the Pharmacy Programs Administrator via the new Portal.

The Guild will be responsible for processing and paying CPEA claims submitted up to and including 31 January 2019, including resubmissions in relation to these claims.

Things to be aware of:

- CPEA services delivered in December 2018 or January 2019 can be claimed via the Pharmacy Programs Administrator in the new Portal, provided they were not previously claimed via the Pharmacy Guild.
- Claims in respect of services delivered in December 2018 and January 2019 will be subject to review, and repayment will be required if duplicate claims are made.