



**Pharmacy Programs
Administrator**

PROGRAM RULES

Staged Supply

July 2021



Australian Government
Department of Health

This program is funded by the Australian Government Department of Health as part of the Seventh Community Pharmacy Agreement.



STAGED SUPPLY

TABLE OF CONTENTS

1	INTRODUCTION	1
2	BACKGROUND.....	1
3	ELIGIBILITY	1
3.1	Service Provider Eligibility Criteria	1
3.2	Patient Eligibility Criteria.....	2
3.3	Patient Consent	2
4	STAGED SUPPLY PROGRAM ELEMENTS	2
4.1	Staged Supply Services	2
4.2	Health Outcome Data Collection	3
5	FEES	3
6	FUNDING AVAILABILITY	3
7	CLAIMS.....	3
7.1	Claim Submission	4
7.2	Claim Lodgement.....	4
7.3	Supporting Documentation	4
8	AUDIT AND COMPLAINECE REQUIREMENTS	5
9	RESOURCES	5
	APPENDIX A STAGED SUPPLY SERVICE INFORMATION STATEMENT	6



STAGED SUPPLY

1 INTRODUCTION

Staged Supply involves the provision of Pharmaceutical Benefits Scheme (PBS) medicines in instalments when requested by the prescriber. The Program is designed to assist Patients who are at risk of drug dependency or who are otherwise unable to manage their medicines safely.

This document outlines the Program Rules governing the Staged Supply Program. This document must be read in conjunction with the *Pharmacy Programs Administrator General Terms and Conditions* (General Terms), relevant Professional Standards and Pharmacy Board Guidelines. Definitions in the General Terms apply in these Program Rules.

2 BACKGROUND

The Staged Supply Program is funded under the Seventh Community Pharmacy Agreement (7CPA). The Program aims to improve medication adherence and reduce the risk of self-harm or harm to others through accidental or intentional misuse, abuse or diversion of prescribed medicines.

For the purposes of this Program, Staged Supply is the provision of PBS medicines in instalments where requested by the prescriber. Staged Supply instalments may be made daily, weekly or as requested by the prescriber.

The Staged Supply Program specifically excludes medicines supplied under the Section 100 Opioid Dependence Treatment Program.

3 ELIGIBILITY

3.1 Service Provider Eligibility Criteria

To be eligible to become an Approved Staged Supply Service Provider and participate in the Staged Supply Program, a Pharmacy must:

- Be approved to dispense pharmaceutical benefits as part of the Pharmaceutical Benefits Scheme (PBS) defined in Section 90 of the *National Health Act 1953* (Section 90 Pharmacy)
- Be accredited by an approved Pharmacy Accreditation Program or be in the process of attaining accreditation within six months of applying to participate in the Program. The Australian Government Department of Health may waive the requirement to hold or be seeking accreditation in order to ensure patients can access the Program
- Agree to publicly display and comply with the *Community Pharmacy Service Charter* and *Customer Service Statement* (available [here](#))
- Abide by the General Terms (available [here](#))
- Undertake to provide Staged Supply Services in accordance with these Program Rules, relevant Professional Standards and Pharmacy Board Guidelines
- Undertake to obtain appropriate written consent for provision of Staged Supply Services prior to providing the service. A consent form is available here and at Appendix A of this document
- Ensure that the preparation and supply of the instalment occurs in an area which accords with legislative requirements for dispensing medications



STAGED SUPPLY

- Comply with legislative requirements in relation to storage of and staff access to medicines that are held in the pharmacy, including ensuring that the area where the medicines are stored is not accessible to the public
- Agree to accept the payment received under this Program as full payment and provide all aspects of the Staged Supply Service at no cost to participating patients.

3.2 Patient Eligibility Criteria

To be eligible for a Staged Supply Service funded under the Program, the patient must:

- Be a Medicare and/or Department of Veterans' Affairs (DVA) cardholder
- Hold a current, valid, government-issued concession card
- Live at home or in a community setting
- Have been referred for a Staged Supply Service by their prescriber
- Have been prescribed one or more of the following types of medications as a pharmaceutical benefit:
 - Opioid analgesics
 - Antipsychotics
 - Anxiolytics
 - Hypnotics and sedatives
 - Antidepressants
 - Psycho-stimulants.

Staged Supply Services funded under this Program are not available to in-patients of public or private hospitals, day hospital facilities or transitional care facilities, or residents of Aged Care Facilities or correctional facilities.

Staged Supply Services funded under this Program are not available to Patients receiving Staged Supply Services funded under other federal, state or territory government programs.

Where a Patient does not meet the eligibility criteria, the Staged Supply Service Provider may offer the service at the Patient's own cost. A lack of eligibility for funding under this Program does not invalidate a Patient's (or carer's) request to provide medicines in a manner equivalent to staged supply.

3.3 Patient Consent

The Staged Supply Service Provider must obtain appropriate written consent from the Patient or the Patient's carer prior to providing a Staged Supply Service. A consent form is available online [here](#).

4 STAGED SUPPLY PROGRAM ELEMENTS

4.1 Staged Supply Services

A Staged Supply Service must be conducted in accordance with the Pharmacy Board Guidelines and PSA Standards, including the routine monitoring and assessment of the Patient.



STAGED SUPPLY

Staged Supply Service Providers may claim a fee for the provision of one medication under a Staged Supply Arrangement for up to 15 eligible patients per month. Supporting documentation must be retained for each service claimed as per clause 7.3.

To be eligible to claim for Staged Supply Services under this Program, the Staged Supply Service Provider must collect information and submit it via the Pharmacy Programs Administrator Portal.

4.2 Health Outcome Data Collection

The Staged Supply Program was redesigned in 2017 to support the collection of information to assist with assessment of the effectiveness of the Program and to monitor the Program's delivery of health outcomes for Patients. From 1 March 2020 collection of this data is no longer required.

5 FEES

Approved Service Providers can claim the following payments under the Program:

Description	Fee (per patient)
Provision of first Staged Supply Service each week (first day)	\$8.12
Each additional provision of a Staged Supply Service during the week (subsequent days)	\$4.12

No additional Patient charges may be levied for participating patients who are funded through the Staged Supply Program.

Note: Patients will still be required to pay to obtain the medicines provided through the Staged Supply Service including the PBS co-payment (if applicable).

Forms to aid with the collection of this information are available from www.ppaonline.com.au

6 FUNDING AVAILABILITY

Each pharmacy may receive funding for the provision of Staged Supply Services up to a maximum of fifteen patients per month.

Caps will be monitored and may be modified to ensure the funding does not exceed the allocated budget.

7 CLAIMS

To become an Approved Staged Supply Service Provider and participate in the Staged Supply Program, eligible Pharmacies must first register via the Pharmaceutical Programs Administrator Portal.



STAGED SUPPLY

7.1 Claim Submission

An Approved Staged Supply Service Provider may submit claims on a monthly basis for providing Staged Supply Services to eligible Patients. Claims must be submitted online via the Pharmacy Programs Administrator [Portal](#).

Staged Supply Services must be claimed by the end of the next calendar month (e.g. Staged Supply Services provided in March must be claimed by 30 April). Claims submitted outside this timeframe will not be paid and cannot be resubmitted.

All information entered in the claim must be correct as any inconsistencies may result in the claim not being able to be submitted.

7.2 Claim Lodgement

The following information must be provided to the Pharmacy Programs Administrator in order to claim a payment under this Program:

- a. Section 90 number
- b. Pharmacy Accreditation ID
- c. Patient's Medicare/DVA card number
- d. Date of initial Staged Supply
- e. A declaration by the claiming Approved Staged Supply Service Provider that the patient satisfies the eligibility criteria outlined in clause 3.2 of these Program Rules.

7.3 Supporting Documentation

The following information must be retained by the Staged Supply Service Provider for seven years to support any claim for payment made under these Program Rules:

- a. Section 90 number at the time of the provision of the Staged Supply Service
- b. Pharmacy Accreditation ID at the time of the provision of the Staged Supply Service
- c. Registered Pharmacist Identifier (e.g. AHPRA registration number)
- d. Copy of the patient consent form, where relevant
- e. Patient's name and address
- f. Patient's Medicare/DVA Card number
- g. Patient's concession card number
- h. How the Patient has satisfied the other eligibility criteria
- i. List of all prescription and non-prescription medicines the Patient is taking at the time the Staged Supply Service is provided
- j. Date(s) of provision of medicine instalments as a part of the Staged Supply Service.

Supporting documentation can be electronic or hard copy.



STAGED SUPPLY

8 AUDIT AND COMPLAINECE REQUIREMENTS

Service Providers must retain full and true records (including all patient consent forms) in relation to the provision of services for not less than seven years after the claim for payment. Such records must be kept in a manner that permits them to be conveniently and properly audited, and enables the amounts claimed as well as the services provided under the General Terms and these Program Rules to be determined. Service Providers may be subject to audits by the Australian Government Department of Health (or its representative) to ensure that the General Terms and these Program Rules have been complied with, and must provide all and any records requested as part of such audit(s).

Service Providers must also ensure that they are using current documents when obtaining information or consent from patients. Service Providers that wrongfully or incorrectly receive support and/or do not meet the requirements set out in the General Terms and these Program Rules may be subject to compliance action (as determined by the Australian Government Department of Health or Pharmacy Programs Administrator) and repayment may be required. Under section 137.1 of the Criminal Code, giving false and misleading information is a serious offence. If an audit/compliance action is to be conducted, Service Providers will be required to produce documentation within a specified time frame.

9 RESOURCES

Staged Supply Program resources are available for download at www.ppaonline.com.au.



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



STAGED SUPPLY

APPENDIX A STAGED SUPPLY SERVICE INFORMATION STATEMENT

Your doctor has requested that one or more of the Pharmaceutical Benefits Scheme (PBS) medicines you are taking should be provided to you in instalments. Another name for providing medicines in instalments is the Staged Supply of medicines. This could mean you get your medicines from your pharmacy daily or weekly, as directed by your doctor. The service aims to help to improve medicine use with the goal of improved health outcomes.

Under this program, the medicine provided through Staged Supply needs to be one or more of the following types: opioid analgesics; antipsychotics; anxiolytics; hypnotics and sedatives; antidepressants or psycho-stimulants.

In order to receive this service, you need to be a Medicare and/or Department of Veterans' Affairs (DVA) cardholder, hold a current Australian Government issued concession card, live at home in a community setting and have a referral to the service from your doctor.

Under this service the pharmacist will:

- Assess your eligibility to receive the service
- Obtain informed consent from you to receive the service
- Provide certain PBS medicines to you in instalments
- Store your remaining medicines
- Monitor your progress
- Collect personal and sensitive information from you to enable the pharmacy to claim a payment for delivery of this service.

The Australian Government is paying the pharmacy for the Staged Supply Service. You will not be charged an additional fee by the pharmacy for this service.

You will still be required to pay to obtain the medicines that will be provided through this Staged Supply Service.

A.1 Australian Privacy Principle 5 Notification under the *Privacy Act 1988*

Your personal information is protected by law, including the *Privacy Act 1988*.

A.1.1 Collection of personal information to allow payment to your pharmacist

The Department and the Pharmacy Programs Administrator are collecting your personal information to verify your eligibility to receive the Staged Supply Service and enable the pharmacy to claim a payment for the delivery of the service to you.

Personal information, details about your eligibility for the service, the medications you are taking and other health information will be collected by your pharmacist and disclosed for this purpose.



STAGED SUPPLY

If you consent to receive this service by completing and signing the consent form, your personal information will be collected for this purpose.

If you do not provide your consent to the collection of your information for this purpose, your pharmacist will not be able to assess your eligibility for the service and you will not be able to access a funded Staged Supply Service. In this event, you may be required to pay for the cost of the service to your pharmacist.

A.1.2 Further Information

The Department and the Pharmacy Programs Administrator are unlikely to disclose your personal information to overseas recipients.

The Department can be contacted by telephone on (02) 6289 1555 or free call 1800 020 103 or by using the online enquiries form at www.health.gov.au.

The Pharmacy Programs Administrator can be contacted by telephone on 1800 951 285 or email at support@ppaonline.com.au.

The Department has a privacy policy which you can read at www.health.gov.au/privacy

The Pharmacy Programs Administrator has a privacy policy which you can read at www.ppaonline.com.au.

You can obtain copies of these privacy policies by using the contact details set out above. The privacy policies contain information about:

- How you may access the personal information the Department or Pharmacy Programs Administrator holds about you and how you can seek correction of it
- How you may complain about a breach of the Australian Privacy Principles and how complaints are dealt with.

ACKNOWLEDGEMENT

I have read or had explained to me, and understand, the contents of the Staged Supply Service Information Statement.

CONSENT

- I consent to receive the Staged Supply Service and in doing so I consent to the collection of my personal information by the Pharmacy Programs Administrator and the Australian Government Department of Health to enable the pharmacy to claim a payment for delivery of that service.

Signature		Date	
Print name			



STAGED SUPPLY

If you are signing on behalf of the Participant, please indicate your relationship to the Participant:

- Parent or guardian of child
- Other – Please tick applicable category below:
 - Enduring Guardian, recognised by a relevant State or Territory law
 - Enduring Power of Attorney, recognised by a relevant State or Territory law
 - A person recognised by a relevant State or Territory law
 - A person who has been nominated in writing by the Participant while the Participant was capable of giving consent

This program is funded under the Seventh Community Pharmacy Agreement between the Commonwealth of Australia and the Pharmacy Guild of Australia.



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