



**Pharmacy Programs
Administrator**

PORTAL USER GUIDE – CLINICAL INTERVENTIONS

1 April 2019

PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – CLINICAL INTERVENTIONS

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INTRODUCTION

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

- Clinical Interventions Program Registration
- Clinical Interventions Quarterly 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.

CLINICAL INTERVENTIONS PROGRAM REGISTRATION

This section details how to submit a Clinical Interventions 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

EXAMPLE PHARMACY ▼

[\\$ View Remittance Advices](#)
[+ Register for new program](#)
[📄 Update Details](#)

PROGRAM NAME	STATUS	ACTION

- 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 **Clinical Interventions**

EXAMPLE PHARMACY

Program Registration

▼

Meds Check

Staged Supply

Dose Administration Aid

Clinical Interventions

Quality Use Of Medicines

Residential Medication Management Review

- 4) The Clinical Interventions Registration information will be displayed (part of form shown below)

Declaration

To be eligible to become an Approved CI Service Provider and participate in the CI Program, a pharmacy must:

- a. Be approved to dispense pharmaceutical benefits as part of the Pharmaceutical Benefits Scheme (PBS) defined in Section 90 of the National Health Act 1953 (Cth)(Section 90 Pharmacy)
- b. Be accredited by an approved Pharmacy Accreditation Program or be in the process of attaining Accreditation within six months of lodging the application to become registered to participate in the Program
- c. Agree to publicly display and comply with the Community Pharmacy Service Charter and Customer Service Statement. A sample Customer Service Statement and a template are available online at www.ppaonline.com.au
- d. Agree to continue to meet the above Eligibility Criteria while participating in the CI Program and advise the Pharmacy Programs Administrator if the pharmacy ceases to be eligible for the CI Program.

To confirm your eligibility for the program you will need to enter a Pharmacy Accreditation ID or upload a Pharmacy Accreditation Certificate

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- 5) Enter a Pharmacy Accreditation ID or upload a Pharmacy Accreditation Certificate
- 6) If you would like to provide a Pharmacy Accreditation Certificate (part of form shown below), click the **Browse** button and then choose a file to be uploaded

To confirm your eligibility for the program you will need to enter a Pharmacy Accreditation ID or upload a Pharmacy Accreditation Certificate

Pharmacy Accreditation ID (QCPP ID)

Upload Document (Pharmacy Accreditation Certificate / Exemption Notice)

Please select a 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.

Once a file is chosen click **Upload File**

- 7) The User can then click **Submit Registration** to continue
- 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.

CLINICAL INTERVENTIONS QUARTERLY CLAIM

This section details how to submit a Clinical Interventions Quarterly Claim through the Pharmacy Programs Administrator Portal.

It is important to note that claims can only be submitted during eligible claim periods, as summarised below.

Eligible Claiming Periods	Claim Due Date
1 January – 31 March	1-14 April
1 April – 30 June	1-14 July
1 July – 30 September	1-14 October
1 October – 31 December	1-14 January

You will only be able to follow the instructions below during eligible claiming periods. Outside this time, claiming for Clinical Interventions is unavailable and you will not be able to navigate to the claim lodgement screen.

- 1) In order to submit a Clinical Interventions Quarterly 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

EXAMPLE PHARMACY		
View Remittance Advices + Register for New Program Update Details		
PROGRAM NAME	STATUS	ACTION
Clinical Interventions	Granted	View

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

CLINICAL INTERVENTIONS - EXAMPLE PHARMACY	
New Claim	View Claims

Pharmacy Programs Administrator Portal User Guide – Clinical Interventions

5) The **New Claim** screen will display (see part of form below). Complete the field highlighted in red.

CLINICAL INTERVENTIONS - EXAMPLE PHARMACY

New Claim [View Claims](#)

Claim date range

- 1 January - 31 March (Claiming Period 01-14 April)
- 1 April - 30 June (Claiming Period 01-14 July)
- 1 July - 30 September (Claiming Period 01-14 October)
- 1 October - 31 December (Claiming Period 01-14 January)

Number of Services

6) Click on the **Submit** button highlighted in red (see part of form below) to submit the claim. An approval message will appear.

Number of Services

123

By clicking the 'Submit' button you acknowledge and agree that:

- a. By submitting a claim on behalf of the pharmacy/business, you agree that you are authorised to submit this claim and bind the pharmacy/business to the Pharmacy Programs Administrator General Terms and Conditions (General Terms) and the Clinical Intervention Program Rules, applicable as at the date of the service/s
- b. You have permission to pass on the details of any pharmacist/s and service recipients included in the claim/s to the Pharmacy Programs Administrator and the Australian Government, as required under the General Terms and Clinical Intervention Program Rules
- c. To the best of your knowledge, all Staged Supply Services included in this claim were supplied in accordance with the General Terms and the Clinical Intervention Program Rules, including those related to patient eligibility
- d. You have used your best endeavours to ensure that all information provided in the claim is complete and correct at the time of submission
- e. Documentation in relation to this claim is available for audit by the Pharmacy Programs Administrator.

[Save](#) [Submit](#)

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7) If you need to save before you submit the claim, you are able to save your claim, by clicking on the **Save** button

Number of Services

By clicking the 'Submit' button you acknowledge and agree that:

- By submitting a claim on behalf of the pharmacy/business, you agree that you are authorised to submit this claim and bind the pharmacy/business to the Pharmacy Programs Administrator General Terms and Conditions (General Terms) and the Clinical Intervention Program Rules, applicable as at the date of the service/s
- You have permission to pass on the details of any pharmacist/s and service recipients included in the claim/s to the Pharmacy Programs Administrator and the Australian Government, as required under the General Terms and Clinical Intervention Program Rules
- To the best of your knowledge, all Staged Supply Services included in this claim were supplied in accordance with the General Terms and the Clinical Intervention Program Rules, including those related to patient eligibility
- You have used your best endeavours to ensure that all information provided in the claim is complete and correct at the time of submission
- Documentation in relation to this claim is available for audit by the Pharmacy Programs Administrator.

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

CLINICAL INTERVENTIONS - EXAMPLE PHARMACY

[New Claim](#) [View Claims](#)

CLINICAL INTERVENTIONS CLAIMS

ID	CLAIM TYPE	APPROVAL DATE	APPROVAL STATUS
3367	CI Service Claim	-	Pending

First « 1 » Last

Show 10 entries

Total number of entries: 1



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