



**Pharmacy Programs
Administrator**

PORTAL USER GUIDE – SERVICE HISTORY CHECKER

August 2019

PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – SERVICE HISTORY CHECKER

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INTRODUCTION

The Service History Checker allows users who are linked to an approved HMR, RMMR or MedsCheck Service Provider to check whether a patient has received a previous service within the relevant eligibility period.

This document provides a step by step process for how to access and use the Service History Checker on the Pharmacy Programs Administrator Portal. It describes the following processes:

- Program Registration
- How to use the Service History Checker.

If you require further assistance with using the Pharmacy Programs Administrator Portal, please do not hesitate to contact our Support Centre on **1800 951 285**.

PROGRAM REGISTRATION

The Service History Checker is accessible by users who are linked to a S90 pharmacy, Business Entity or Sole Trader Service Provider approved for at least one of the following Programs: HMR, RMMR or MedsCheck.

This guide will provide an overview of how to register a Service Provider for a Program that allows access to the service history checker.

If you are already registered for one of these programs please proceed to the next page.

1) Open the Home page to display a list of approved Programs for a Service Provider

2) To Register for a new Program, click the Register for New Program link

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

PROGRAM NAME	STATUS	ACTION
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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 from any of the following Programs: MedsCheck, Home Medicines Review or Residential Medication Management Review

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Program Registration

MedsCheck
Staged Supply
Dose Administration Aid
Clinical Interventions
Quality Use Of Medicines
Residential Medication Management Review
Home Medicines Review

4) The Program registration information will be displayed.

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5) The user must click on the **Submit Registration** button after reading the declaration, in order to be approved for Program registration

- i. Agree to continue to meet the above Eligibility Criteria while participating in the MedsCheck Program and advise the Pharmacy Programs Administrator if the pharmacy ceases to be eligible for the MedsCheck Program.
- j. Agree to accept the payment received under this Program as full payment and provide any services under the Program at no cost to Patients

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](#)

6) The Program registration will be automatically approved.

HOW TO USE THE SERVICE HISTORY CHECKER

This section provides an overview of how to use the Service History Checker.

Please note: as services may have been conducted with a patient but not yet claimed in the PPA Portal the Service History Checker does not eliminate the need for a conversation with the patient regarding any previous services they may have received.

- 1) Open the Home page to display a list of approved Programs for a Service Provider
- 2) To use the Service History Checker, click the **View** button next to any of the following three programs:
 - MedsCheck and Diabetes MedsCheck
 - Home Medicines Review
 - Residential Medication Management Review

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PROGRAM NAME	STATUS	ACTION
MedsCheck and Diabetes MedsCheck	Granted	View

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3) Click on the **Service History Checker** tab

MEDSCHECK - A NICE PHARMACY

Health Outcomes Data Health Outcomes Data

Regular MedsCheck Diabetes MedsCheck Patient Registration 6 Month Follow Up View Claims **Service History Checker**

Claim type: All ▼

4) Select the Program you wish to check previous Service History eligibility for from the **Program Type** drop down menu

Health Outcomes Data Health Outcomes Data

Regular MedsCheck Diabetes MedsCheck Patient Registration 6 Month Follow Up View Claims Service History Checker

Please note: It's possible other services have been conducted with a patient but not yet claimed in the PPA Portal. This checker therefore does not eliminate the need for a conversation with the patient regarding any previous services received.

Program Type

MedsCheck and Diabetes MedsCheck
Home Medicines Review
Residential Medication Management Review

Medicare/DVA Number

Check History

5) Enter in the Patient's Medicare or DVA number

Health Outcomes Data Health Outcomes Data

Regular MedsCheck Diabetes MedsCheck Patient Registration 6 Month Follow Up View Claims Service History Checker

Please note: It's possible other services have been conducted with a patient but not yet claimed in the PPA Portal. This checker therefore does not eliminate the need for a conversation with the patient regarding any previous services received.

Program Type

MedsCheck and Diabetes MedsCheck ▼

Medicare/DVA Number

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Check History

6) Click the **Check History** button

Health Outcomes Data Health Outcomes Data

Regular MedsCheck Diabetes MedsCheck Patient Registration 6 Month Follow Up View Claims Service History Checker

Please note: It's possible other services have been conducted with a patient but not yet claimed in the PPA Portal. This checker therefore does not eliminate the need for a conversation with the patient regarding any previous services received.

Program Type

MedsCheck and Diabetes MedsCheck ▼

Medicare/DVA Number

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Check History

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- 7) For the MedsCheck History Checker if the patient has not had a MedsCheck, HMR or RMMR service within the last 12 months you will receive the following message:

The patient HAS NOT had a previous HMR/RMMR/MedsCheck in the last 12 months.

- 8) For the MedsCheck History Checker if the patient has had a MedsCheck, HMR or RMMR service within the last 12 months you will receive the following message:

The patient HAS had a previous HMR/RMMR/MedsCheck in the last 12 months.

- 9) For the HMR and RMMR History Checker if the patient has not had an HMR or RMMR service within the last 24 months you will receive the following message:

The patient HAS NOT had a previous HMR/RMMR in the last 24 months.

- 10) For the HMR and RMMR History Checker if the patient has had a HMR or RMMR service within the last 24 months you will receive the following message:

The patient HAS had a previous HMR/RMMR in the last 24 months.

If the patient has had a HMR or RMMR service within the last 24 months please refer to the HMR and RMMR Program Rules found at www.ppaonline.com.au for further information on whether the patient is still eligible for a subsequent HMR or RMMR.



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