

PORTAL USER GUIDE – SERVICE HISTORY CHECKER

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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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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.



- 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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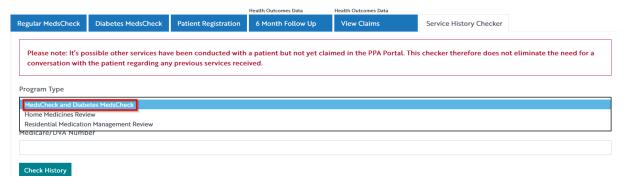




3) Click on the Service History Checker tab



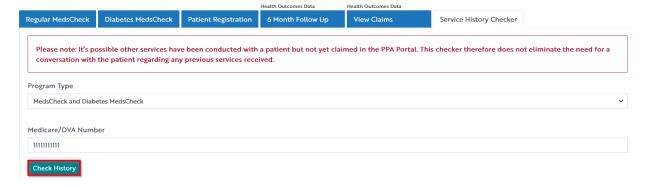
4) Select the Program you wish to check previous Service History eligibility for from the **Program Type** drop down menu



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



6) Click the Check History button





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