INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step by step process for registering and claiming for the Take Home Naloxone (THN) Pilot. It describes the following processes:

- Set up a user account for the Portal
- Register for a Role
- Register or request to be linked to a Service Provider (your hospital)
- Register for the THN Pilot Program
- Submit a THN Pilot Individual Supply Claim
- Submit a THN Pilot Bulk Supply Claim.

For best performance, we recommend the most recent version of the Chrome browser is used. 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 on 1800 951 285 or email support@ppaonline.com.au.
SET UP YOUR USER ACCOUNT FOR THE PORTAL

1) Navigate to the Portal via the website https://ppaonline.com.au. The Pharmacy Programs Administrator Portal Login page will display

   - Email
   - Password
   - Remember me?
   - By logging in to the PPA Portal you agree to be bound by the Pharmacy Programs Administrator General Terms and Conditions.

   Log in  Cancel

   Forgot your password?
   Register as a new user

2) Click on the **Register as a new user** link. The New User Registration Form will display

   NEW USER REGISTRATION FORM

   Given Name(s)
   Family Name

3) Complete the fields as required and click **Register**. A confirmation email will be sent to your email address for verification

   EMAIL VERIFICATION

   This email has been sent to you to confirm your email address. If you didn’t provide this email address to the Pharmacy Programs Administrator then please ignore this email.

   Verify your email address

   Please click the link below to confirm your email address to the Pharmacy Programs Administrator:

   Please click here

   Kind regards.

4) Once you have verified your email, you will be able to log in.

   Confirm email
   Thank you for confirming your email: Please click here to log in.
REGISTER FOR A ROLE

1) Navigate to the Portal via the website https://ppaonline.com.au. The login page will display. Enter your account details and click on the Log In button.

   - Email
   - Password
   - Remember me?
   - Log in

   Forgot your password?
   Register as a new user

2) The following will display (partial screenshot below)

   WELCOME TO THE PHARMACY PROGRAMS ADMINISTRATOR PORTAL

   To begin, you will need to finish setting up your account:

   1. Register for a Role (Mandatory)

   Click on the register for a Role link at the bottom of the welcome page.

3) The role/s that you hold influence the Programs and Service Providers for which you can register. As the PPA Portal also manages claiming for 6CPA programs, there are many role options available, but to register for the THN Pilot you must select Take Home Naloxone Pilot Participant.

4) You will then be able to submit your role registration, by clicking the Submit button.
You are now ready to create and link yourself to a Service Provider (i.e. your S94 hospital pharmacy).
LINK YOUR ROLE TO A NEW SERVICE PROVIDER

To link your Role to a Service Provider that is not already in the portal, you will first need to register your pharmacy as a Service Provider. To do this you must be that Service Provider’s Main Authorised Person.

The Main Authorised Person is the only person who can:

- Approve other individuals to act on behalf of the Service Provider in terms of registering for programs or submitting claims.
- Update information relating to the Service Provider including bank account details, address details (physical and postal), and contact details.

For the registration to be successful you must meet the eligibility requirements to hold the Main Authorised Person role for the new Service Provider.

1) Once you have registered your Role you will be shown the following screen. If you wish to register a new Service Provider, click on the Register a new one link

2) The following screen will display. You will be informed that as you are registering a new Service Provider, you will be set as the Main Authorised Person for that Service Provider. You are the only person for that Service Provider who will be able to approve other users to act on behalf of the Service Provider (e.g. submit a service claim). You will also be the only person who is able to update information relating to this Service Provider.

3) Click on the drop-down box underneath Type of Pharmacy / Business to select the type of Service Provider you wish to register.
Once you have selected a Service Provider type, complete the required fields. To participate in the program your pharmacy needs an ABN and must be registered for GST.

The Section 94 approval number is sometimes also called a Pharmacy Approval Number (PAN) and will be in the format HX000X, i.e. H followed by one letter, three numbers and another letter.

4) A new screen will display, asking you for the Main Contact Details. Enter in your preferred contact details for any formal communications. These communications will be sent to this address. Click on the Submit button to complete the registration process.

5) A confirmation message will then appear. Please note it may take a few days for your registration to be reviewed and approved by an Operator.
REGISTERING FOR THE THN PILOT PROGRAM

Once your Service Provider registration is approved by an operator, if you are the Main Authorised Person for a Service Provider, you will be able to register that Service Provider for the THN Pilot.

1) Login to the Portal. The home page will now display your registered Service Provider. Click on the Register for New Program link

2) You will be taken to a Program Registration page. The only program you will be able to select is the THN Pilot. Choose this program

3) The THN Pilot program registration information will be displayed. This is simply a declaration outlining the conditions you and your organisation must abide by in order to be eligible to participate in the THN Pilot. You can then click Submit Registration to continue

4) Once submitted, please allow a few days 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

5) The Program will now appear on your Portal home page underneath the relevant Service Provider with a ‘pending’ status. It may take up to 24 hours for your Program Registration to be approved by an Operator

6) Once approved, you will be able to begin claiming against the Program.
THN PILOT NEW INDIVIDUAL SUPPLY CLAIM

This section details how to submit a THN Pilot Individual Supply Claim through the Pharmacy Programs Administrator Portal.

1) In order to submit a THN Pilot Individual Supply 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.

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

5) The THN Pilot New Individual Supply Claim screen will display (Note: part of form shown below for illustrative purposes only).
6) Complete the remaining fields in the **New Individual Supply Claim**. Note that this claim is to be used both for initial supply claims and any refill supply claims.

If you need to return to the claim at another time, scroll down and click the **Save** button. You can then continue the saved claim by clicking the **Claims** tab and then the **Continue Submission** button.

7) The payment amount for the claim will be calculated in real time and will be displayed at the bottom of the form. The amount varies according to the product, pharmacy and claim type, therefore the screenshot below may not be reflective of the amount your pharmacy will be reimbursed. Note that a maximum of two products supplied for an individual can be claimed in a single claim. An individual may however return and receive naloxone on multiple occasions.

8) Once you have finished completing all fields on the screen and corrected any errors (if required) click on the **Submit** button. A green approval message will then appear in the top right corner.

9) To see a list of all submitted and/or saved claims, click on the Home Icon then **View** (as described in point 3 above). Under the **Claims** tab all submitted and/or saved claims will display.
THN PILOT NEW BULK SUPPLY CLAIM

This section details how to submit a THN Pilot Bulk Supply Claim through the Pharmacy Programs Administrator Portal.

1) In order to submit a THN Pilot Bulk Supply 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.

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

5) The THN Pilot New Bulk Supply Claim screen will display (Note: part of form shown below for illustrative purposes only).
6) To find the AAS you have bulk supplied, start typing in the Search for Authorised Alternative Supplier (AAS) field. A list will appear below the field, showing matching AAS.

7) Select the AAS you wish to claim for using the Select AAS button on the right of the screen. If the AAS is not on the list, you will need to contact the AAS and confirm that they are approved to participate in the program. The AAS then needs to ensure that NSW Health AAS registration records are up to date and have been provided to the PPA Support Centre.
8) Once you have selected the correct AAS, you can complete the remaining fields in the **New Bulk Supply Claim** (see below). Please note:

   **a.** The staff designation refers to the staff member lodging the claim, for example, pharmacist, nurse, social worker, etc.

   **b.** You must upload evidence of the bulk supply. This may be a stock transfer notice, pick slip or other document/s that shows how many units of naloxone were supplied and where they went.

   ![New Bulk Supply Claim Form](image)

9) To add a file, select **Browse** and navigate to the file you need to upload

   ![Browse and Upload File](image)

10) Select **Upload File**

   ![Upload File](image)
11) You will receive the following message in the top right of the screen once your file has been uploaded.

![File Successfully Uploaded]

12) If you need to add multiple files, select the **Upload additional files** button and repeat steps 9 and 10.

13) Once all required data has been entered, a total payment amount will be generated and will display at the bottom of the claim form. Once you have finished entering data, you can click the **Submit** button. All bulk supply claims go to an Operator for approval.

### SUMMARY

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</table>

Payment total: $1,711.25 (incl. GST) - 43 products entered.

![Save][Submit]

14) If you need to return to the claim at another time, scroll down and click the **Save** button. You can then continue the saved claim by clicking the **Claims** tab and then the **Continue Submission** button.

15) To see a list of all submitted and/or saved claims, click on the Home Icon then **View** (as described in point 3 above). Under the **Claims** tab all submitted and/or saved claims will display.

### TAKE HOME NALOXONE PILOT - S94 PRIVATE HOSPITAL HP7

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[First] [Last]

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