



Pharmacy Programs
Administrator

HOSPITAL PHARMACY PORTAL USER GUIDE – TAKE HOME NALOXONE PILOT

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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 pharmacy)
- 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.

[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



Hi 

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

WELCOME TO THE PHARMACY PROGRAMS ADMINISTRATOR PORTAL

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

1. Register for a Role (Mandatory)

- 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 7CPA programs, there are many role options available, but to register for the THN Pilot you must select **Take Home Naloxone Pilot Participant**

! Total number of entries: 1

- Registered Pharmacist
- Accredited Pharmacist
- Service Provider Contact
- Intern Pharmacist
- Professional Educator
- AHA/MPS Head Pharmacist
- Mentor
- Student
- Chief Executive Officer (ACCHO or ELS)
- Chief Operating Officer (NACCHO)
- Director of Proprietary Limited (P/L) Company
- Medical Director - ACCHO
- Head of Pharmacy School
- Take Home Naloxone Pilot Participant**

- 4) You will then be able to submit your role registration, by clicking the **Submit** button

ROLE REGISTRATION

Select a role type to register for

This role is reserved for users who are participating in the Take Home Naloxone (THN) Pilot program.



- 5) 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**.

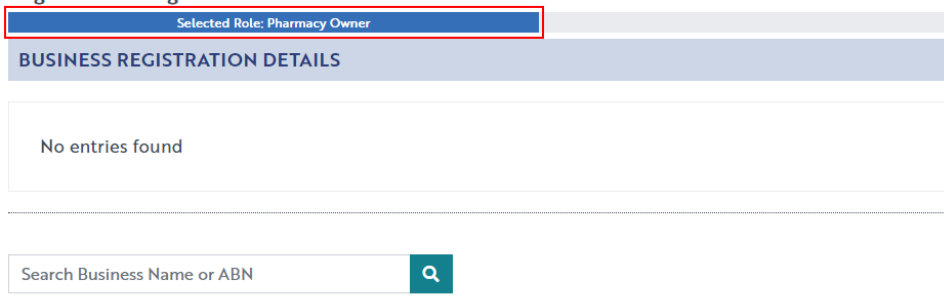
The **Main Authorised Person** is the only person who can:

- 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

Registration Progress



Selected Role: Pharmacy Owner

BUSINESS REGISTRATION DETAILS

No entries found

Search Business Name or ABN

Can't find your Service Provider? [Register a new one.](#)

- 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

As the individual registering a new Service Provider (e.g. pharmacy or business), you agree that you are authorised to bind this Service Provider on behalf of all owners. You will become the Main Authorised Person for the Service Provider. The Main Authorised Person is the only person who can:

- a. Approve other individuals to act on behalf of the Service Provider in terms of registering for programs or submitting claims.
- b. Update information relating to the Service Provider including Bank Account details, Address details (physical and postal), and Contact details.

PHARMACY / BUSINESS DETAILS

Type of Pharmacy / Business

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- 3) Click on the drop-down box labelled **Type of Pharmacy / Business** to select the type of Service Provider you wish to register

PHARMACY / BUSINESS DETAILS

Type of Pharmacy / Business

▼

- Take Home Naloxone - Authorised Alternative Supplier
- Take Home Naloxone - S92 Practitioner
- Take Home Naloxone - S94 Private Hospital
- Take Home Naloxone - S94 Public Hospital

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.

PHARMACY / BUSINESS DETAILS

Type of Pharmacy / Business

Name

ABN

GST Registered

Yes

No

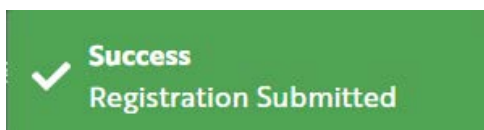
Section 94 approval number

The following sections should be completed with the address, contact, and bank account details for the Service Provider itself (i.e. the business details). You will be able to provide your individual contact details as they relate to the Service Provider separately.

PHYSICAL ADDRESS

Address Line 1

- 4) A new screen will display, asking you for the Main Contact Details. Enter in your preferred contact details for any formal communications. Please note that all finance notifications will be sent to the email address provided. 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

[Need help?](#)

SERVICE PROVIDERS

THN PRIVATE HOSPITAL TEST ACCOUNT
Service Provider Status: **Granted** ▼

View Remittance Advices
+ Register for New Program
Update Details

PROGRAM NAME	STATUS	ACTION

- 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

THN PRIVATE HOSPITAL TEST ACCOUNT

Program Registration

Take Home Naloxone Pilot

- 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

Declaration

To be eligible to participate in the Take Home Naloxone Pilot Program, a hospital pharmacy must:

- a. Be approved to dispense pharmaceutical benefits as part of the Pharmaceutical Benefits Scheme (PBS) defined in Section 94 of the National Health Act 1953 (Cth)(Section 94 Pharmacy)
- b. Agree that your pharmacy trading name and location may be listed on the Department of Health's pilot website and/or provided to participating state health departments for communications relating to the pilot
- c. Confirm that it is registered for GST
- d. Agree to provide services in accordance with the Take Home Naloxone Pilot Guidelines, available for download from www.ppaonline.com.au

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 Take Home Naloxone Pilot Guidelines.

Submit Registration

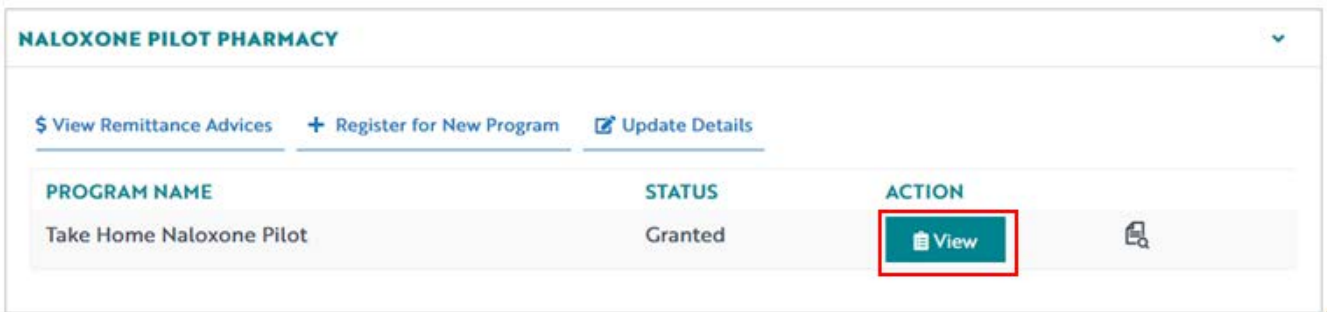
HOSPITAL PHARMACY PORTAL USER GUIDE – TAKE HOME NALOXONE PILOT

- 4) Once submitted, please allow a few days for the program registration to be reviewed and 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.

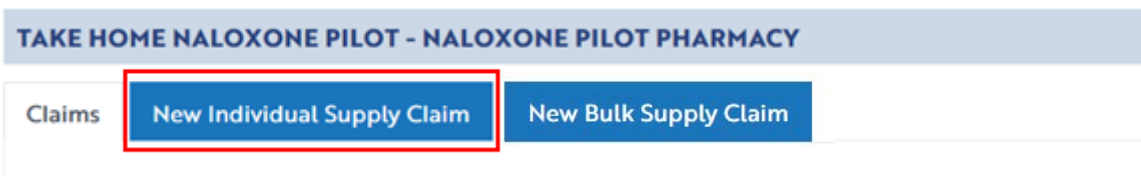
THN PILOT NEW INDIVIDUAL SUPPLY CLAIM

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

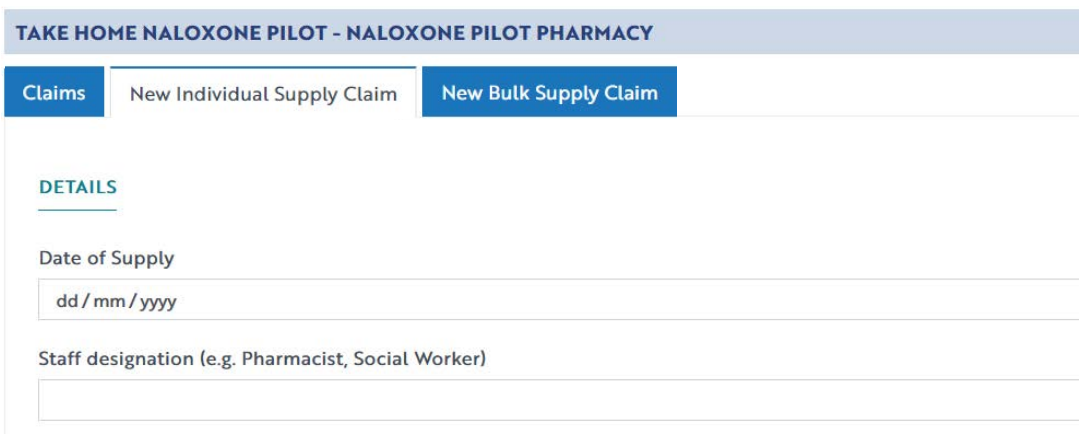
- 1) In order to submit a THN Pilot Individual Supply Claim you must first register for the program and be approved
- 2) Once logged into the Pharmacy Programs Administrator portal, click on the **Home** icon to access a list of approved program registrations against one or more service providers
- 3) 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



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- 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.

PRODUCTS PROVIDED

Please enter a maximum of two total products supplied.

Nyxoid (1.8mg/actuation nasal spray, 2x1 actuation)
1

Junalox (400 ug/mL injection, 5x1 mL ampoules)
1

Prenoxad (1mg/ml injection, 2ml syringe)

Naloxone Juno (400 ug/ml injection, 5x1ml ampoules)

Naloxone Hydrochloride DBL (400 ug/ml injection, 5x1ml ampoules)

Payment total: \$77.88 (incl. GST) - 2 products entered.




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

- 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). All submitted and/or saved claims will be displayed under the **Claims** tab

TAKE HOME NALOXONE PILOT - NALOXONE PILOT PHARMACY

Claims [New Individual Supply Claim](#) [New Bulk Supply Claim](#)


ENTRIES 

ID	DATE SUBMITTED	DATE OF SUPPLY	APPROVAL STATUS		
7581	-	01/12/2019	PreSubmission	Continue Submission	
7580	26/11/2019	01/12/2019	Granted		 Payment

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

S94 PRIVATE HOSPITAL MP7		Service Provider Status: Granted ▼	
View Remittance Advices + Register for New Program Update Details			
PROGRAM NAME	STATUS	ACTION	
Take Home Naloxone Pilot	Granted	View	

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

TAKE HOME NALOXONE PILOT - S94 PRIVATE HOSPITAL MP7

Claims

New Individual Supply Claim

New Bulk Supply Claim

- 5) The **THN Pilot New Bulk Supply Claim** screen will display

TAKE HOME NALOXONE PILOT - S94 PRIVATE HOSPITAL MP7

Claims

New Individual Supply Claim

New Bulk Supply Claim

SEARCH FOR AUTHORISED ALTERNATIVE SUPPLIER (AAS)

AAS Search

SUPPLY DETAILS

AAS

AAS Postcode

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- 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.

TAKE HOME NALOXONE PILOT - S94 PRIVATE HOSPITAL MP7

Claims | **New Individual Supply Claim** | New Bulk Supply Claim

SEARCH FOR AUTHORISED ALTERNATIVE SUPPLIER (AAS)

Supers

SELECT AAS 

AAS NAME	AAS STREET ADDRESS 1	STATE	POSTCODE	
SuperSpeciality Hospital	Test AddressName	New South Wales	2632	Select AAS
SuperSpeciality HospitalUpdated	New ADDRESS	New South Wales	2000	Select AAS

First « 1 » Last Show 10 entries

Total number of entries: 2


- 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 State Health AAS registration records are up to date and have been provided to the PPA Support Centre.

TAKE HOME NALOXONE PILOT - S94 PRIVATE HOSPITAL MP7

Claims | **New Individual Supply Claim** | New Bulk Supply Claim

SEARCH FOR AUTHORISED ALTERNATIVE SUPPLIER (AAS)

Supers

SELECT AAS 

AAS NAME	AAS STREET ADDRESS 1	STATE	POSTCODE	
SuperSpeciality Hospital	Test AddressName	New South Wales	2632	Select AAS
SuperSpeciality HospitalUpdated	New ADDRESS	New South Wales	2000	Select AAS

First « 1 » Last Show 10 entries

Total number of entries: 2

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- 8) Once you have selected the correct AAS, you can complete the remaining fields in the **New Bulk Supply Claim** (see below). Please note:
- The staff designation refers to the staff member lodging the claim, for example, pharmacist, nurse, social worker, etc.
 - 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.

Date of Supply
01/09/2020 📅

* Please note: Junalox can be supplied from 27 August 2020. Claims for Junalox supplied prior to this date should not be submitted.

Staff Designation

Upload Invoice / Supporting Evidence
Please select a file... Browse 📎 Upload File

+ Upload Additional Files

PRODUCTS PROVIDED

Nyxoid (1.8mg/actuation nasal spray, 2xl actuation)

Junalox (400 ug/ml. injection, 5x1 mL ampoules)

Prenoxad (1mg/ml injection, 2ml syringe)

Naloxone Juno (400 ug/ml injection, 5x1ml ampoules)

Naloxone Hydrochloride DBL (400 ug/ml injection, 5x1ml ampoules)

SUMMARY

Total Quantity
0

Total Payment (excl. GST)
0.00

Payment total: \$0.00 (incl. GST) - 0 products entered.

Save Submit

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

Upload Invoice / Supporting Evidence
Please select a file... Browse 📎 Upload File

+ Upload additional files

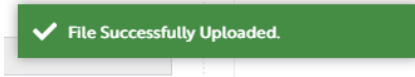
- 10) Select **Upload File**

Upload Invoice / Supporting Evidence
AAS stock transfer notice.pdf Browse 📎 Upload File

+ Upload additional files

HOSPITAL PHARMACY PORTAL USER GUIDE – TAKE HOME NALOXONE PILOT

11) You will receive the following message in the top right of the screen once your file has been 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

Total Quantity

43

Total Payment (excl. GST)

1555.68

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








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 MP7

Claims **New Individual Supply Claim** **New Bulk Supply Claim**

ENTRIES Search 

ID	DATE SUBMITTED	DATE OF SUPPLY	CLAIM TYPE	APPROVAL STATUS	ACTIONS	VIEW PAYMENT
10593	02/03/2020	01/12/2019	Naloxone Bulk Supply Claim	Pending	-	
10592	-	01/03/2020	Naloxone Bulk Supply Claim	PreSubmission	Continue Submission	
10056	20/02/2020	01/01/2020	Naloxone Individual Supply Claim	Granted		  Payment

First « **1** » Last Show entries

 Total number of entries: 3