



**Pharmacy Programs
Administrator**

PORTAL USER GUIDE FOR AUTHORISED ALTERNATIVE SUPPLIERS – TAKE HOME NALOXONE PILOT

September 2020

PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – TAKE HOME NALOXONE PILOT

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INTRODUCTION

Welcome from the Pharmacy Programs Administrator. We administer, process and pay claims associated with the 23 Community Pharmacy Programs funded under the Seventh Community Pharmacy Agreement (7CPA) as well as the **Take Home Naloxone (THN) Pilot**.

This Portal User Guide provides a step by step process for Authorised Alternative Suppliers to register for and submit data for the THN Pilot.

This user guide describes the following processes:

- Setting up your user account for the Portal
- Registering for a Role
- Linking you Role to a new Service Provider
- Registering for the THN Pilot Program
- Submitting Individual Supply Claim Data (including Submitting Evaluation Data).

PORTAL ESSENTIALS

For best performance, we recommend using the most recent version of **Chrome**. Whilst you can successfully submit your registration and data using other browsers, they may not have all the features required to provide you with the best user experience.

The PPA Portal was developed to specifications from the Department of Health to support our role in administering the Community Pharmacy Programs funded under the 7CPA. We believe it is important for you to understand this, as the registration process was designed to meet these strict specifications to ensure account security for users claiming for these programs. The Portal has since been adapted to allow for Authorised Alternative Suppliers to take part in the THN Pilot and submit data via the Portal.

If you require further assistance with using the Pharmacy Programs Administrator Portal, please do not hesitate to contact the Pharmacy Programs Administrator Support Centre.



CONTACT THE SUPPORT CENTRE: 1800 951 285 | 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) A welcome page will display, which will outline the steps for registering and claiming in the portal that are in this guide. These steps are general, and this guide is more specifically targeted at AAS users of the Portal.

Scroll to the bottom of the page and click on the **Role** link to register

WELCOME TO THE PHARMACY PROGRAMS ADMINISTRATOR PORTAL

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

1. Register for a Role (Mandatory)

To undertake any claiming activities in the Portal you must first register for a 'Role'.



More information about registering on the Portal can be found [here](#).

To begin please register for a Role.

- 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** as your role

ⓘ 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 a Service Provider and link yourself to this Service Provider.

LINK YOUR ROLE TO A NEW SERVICE PROVIDER

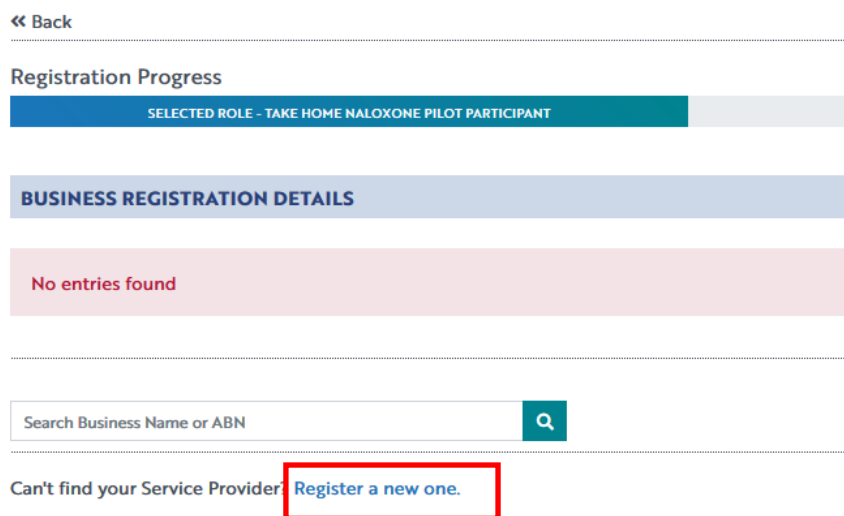
As your organisation does not currently submit information to the PPA Portal, your organisation needs to be registered as a Service Provider in the Portal.

Only the **Main Authorised Person** for your organisation can register the Service Provider in the Portal.

*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 address details (physical and postal), and contact details.*

1) Once you have registered your Role you will be shown the following screen. You will need to register a new Service Provider by clicking on the **Register a new one** link



« Back

Registration Progress

SELECTED ROLE - TAKE HOME NALOXONE PILOT PARTICIPANT

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 claim). You will also be the only person who is able to update information relating to this Service Provider.

Portal User Guide for AAS – Take Home Naloxone Pilot

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

- 3) Click on the drop-down box underneath **Type of Pharmacy / Business** to select **Take Home Naloxone – Authorised Alternative Supplier** as the type of Service Provider you wish to register

- 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

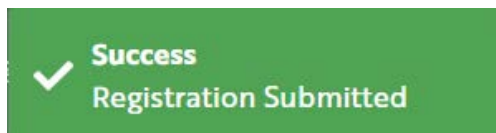
Type of Pharmacy / Business

Take Home Naloxone - Authorised Alternative Supplier

- Take Home Naloxone - WAMHC
- Take Home Naloxone - S92 Practitioner
- Take Home Naloxone - S94 Private Hospital
- Take Home Naloxone - S94 Public Hospital
- Take Home Naloxone - Wholesaler

Once you have selected the Service Provider type, complete all the required fields.

- 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 email address. Click on the **Submit** button to complete the registration process



- 5) A confirmation message will then appear in the top right-hand corner of the screen.

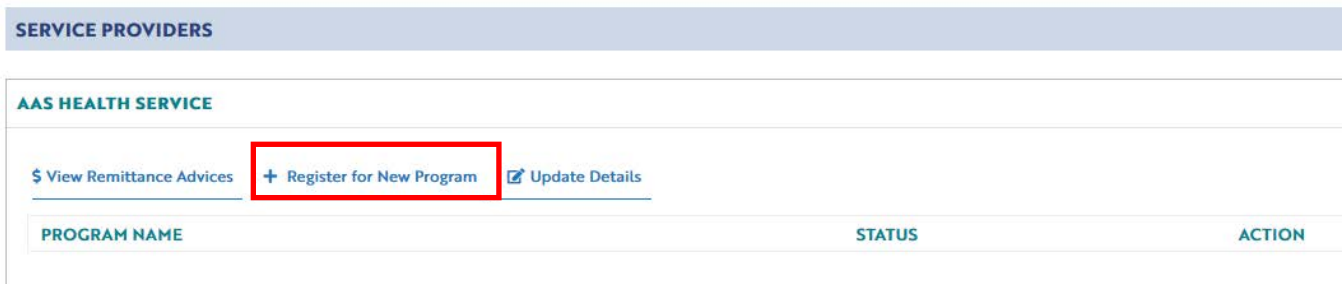
Please note it may take a few days for your registration to be reviewed and approved by someone in our Support Centre. You will receive an email notification when it has been approved.

Please note, if you need to be the MAP for multiple services, please complete one Service Provider registration, then email the Support Centre with a list of the other Service Providers you need to register for. They will assist with this process. You should continue the registration process for the first Service Provider (i.e. complete the other steps in this Guide).

REGISTERING FOR THE THN PILOT PROGRAM

Once your Service Provider registration is approved by an Operator, and if you are the Main Authorised Person (MAP) 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



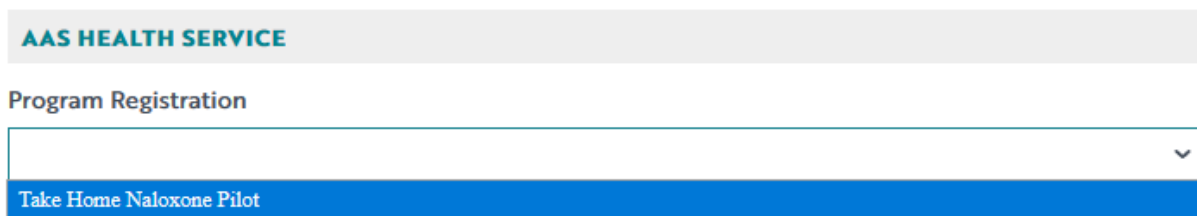
SERVICE PROVIDERS

AAS HEALTH SERVICE

[\\$ 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.



AAS HEALTH SERVICE

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. Once you click submit registration, a message confirming it has been submitted will appear (see screenshots on following page).

AAS HEALTH SERVICE

Program Registration

▼
 Take Home Naloxone Pilot

Declaration

To be eligible to participate in the Take Home Naloxone Pilot Program, an Approved Alternative Supplier must:

- a. Be authorised by the relevant State health authority to provide naloxone under the Take Home Naloxone Pilot Program in accordance with section 6 of the National Health (Take Home Naloxone Pilot) Special Arrangement 2019
- b. Agree that your organisation 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. 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 organisation to abide by the terms and conditions detailed above.

Submit Registration

Pharmacy Programs Administrator

[Home](#)
[Registrations](#)
Test44 ▼
Notifications
Logout

✓

Naloxone Supply Program Registration submitted - this registration requires Operator approval. You will be notified when an outcome has been determined.

SERVICE PROVIDERS

AAS HEALTH SERVICE
Service Provider Status: Granted ▼

\$ View Remittance Advices
+ Register for New Program
🔗 Update Details

PROGRAM NAME	STATUS	ACTION
Take Home Naloxone Pilot	Pending	View

< >

Portal User Guide for AAS – Take Home Naloxone Pilot

- 4) Once submitted, please allow a few days for the program registration to be reviewed and approved by someone in our Support Centre. The status of the program registration will be “pending” until it is approved. You will be notified via email once your program registration has been approved

[Need help?](#)

SERVICE PROVIDERS

AAS HEALTH SERVICE
Service Provider Status: Granted ▼

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

PROGRAM NAME	STATUS	ACTION
Take Home Naloxone Pilot	Pending	View 📄

- 5) Once approved, you will be able to begin start submitting data for the Program. The status will change to “granted”.

[Need help?](#)

SERVICE PROVIDERS

AAS HEALTH SERVICE
Service Provider Status: Granted ▼

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

PROGRAM NAME	STATUS	ACTION
Take Home Naloxone Pilot	Granted	View 📄

SUBMITTING INDIVIDUAL SUPPLY CLAIM AND EVALUATION DATA

This section details how to submit Individual Supply Claim Data through the PPA Portal, as well as Evaluation Data. The Individual Supply Claim asks you to provide information about each instance of Naloxone supply to an individual.

Note: Although the term “claim” is used throughout this section, AAS are not eligible to receive payment for the supply of Naloxone products. As the PPA Portal was specifically designed for use by other types of organisations as a claiming platform in relation to a range of other programs, this terminology has been retained.

- 1) To submit an Individual Supply Claim data, you must first register for the program and be approved (refer to previous section)
- 2) Once logged into the Pharmacy Programs Administrator portal, click on the **Home** icon to access the Take Home Naloxone Pilot program.
- 3) Click on the **View** button to submit individual supply claim data.

[Need help?](#)

SERVICE PROVIDERS

AAS HEALTH SERVICE
Service Provider Status: **Granted** ▼

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

PROGRAM NAME	STATUS	ACTION
Take Home Naloxone Pilot	Granted	<div style="border: 2px solid red; display: inline-block; padding: 2px 5px;">View</div>

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

TAKE HOME NALOXONE PILOT - AAS HEALTH SERVICE

Claims

New Individual Supply Claim

No entries found

Portal User Guide for AAS – Take Home Naloxone Pilot

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

Note: The submission of Evaluation Data is described at the end of this section. Keep “Participant Consent” unticked if you have not received consent from the individual to provide the evaluation data to the PPA (refer screenshot below).

TAKE HOME NALOXONE PILOT - AAS HEALTH SERVICE

Claims

New Individual Supply Claim

DETAILS

Date of Supply

05/01/2020
✕

Staff Designation (e.g. Pharmacist, Social Worker)

Health Worker

Participant Consent

Participant received PIS and consents for de-identified data to be used for evaluation purposes

- 6) Complete the remaining fields in the **New Individual Supply Claim**. Note that this claim is to be used both for the initial supply of Naloxone and any refill supply of Naloxone to the same individual.

A maximum of two total products supplied to an individual can be entered.

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

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.

Portal User Guide for AAS – Take Home Naloxone Pilot

- 7) The payment amount for the claim will be \$0.00 as AAS do not receive payment for the supply of Naloxone.
- 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.

TAKE HOME NALOXONE PILOT - AAS HEALTH SERVICE

Claims
New Individual Supply Claim

ENTRIES Search

ID	DATE SUBMITTED	DATE OF SUPPLY	CLAIM TYPE	APPROVAL STATUS	ACTIONS	VIEW PAYMENT
10402	-	05/02/2020	Naloxone Individual Supply Claim	PreSubmission	Continue Submission	
10389	26/02/2020	05/01/2020	Naloxone Individual Supply Claim	Granted		

First
«
1
»
Last

Show 10 ▼ entries

🔔 Total number of entries: 2

SUBMITTING EVALUATION DATA

If you have received consent from an individual to collect evaluation data for the pilot, then this data must be entered in the Portal at the same time that you enter the data for the Naloxone supply to this individual.

1) Check the box next to “Participant received PIS and consents for de-identified data to be used for evaluation purposes”

TAKE HOME NALOXONE PILOT - AAS HEALTH SERVICE

Claims

New Individual Supply Claim

DETAILS

Date of Supply

Staff Designation (e.g. Pharmacist, Social Worker)

Participant Consent

Participant received PIS and consents for de-identified data to be used for evaluation purposes

2) Several additional questions will be displayed. Complete all required fields and then submit the data as per the instructions outlined in the previous section

Participant Type

- At risk of experiencing overdose
- At risk of witnessing overdose

Opioid Type

- Prescribed opioids (e.g. Prescribed by your GP for you)
- Witness only (I don't use opioids)
- Other source

Other Medications / Substances in Use:

Brief Education / Advice Provided

- Yes
- No

Resources Provided

- Yes
- No