PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – TAKE HOME NALOXONE PILOT

INTRODUCTION

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REGISTER FOR A ROLE

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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 your Role to an existing Service Provider
- Linking your Role to a new Service Provider
- Registering for the THN Pilot Program
- Submitting Individual Supply Claim Data

PORTAL ESSENTIALS

For best performance, we recommend using the most recent version of Google 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.
SET UP YOUR USER ACCOUNT FOR THE PORTAL

1) Navigate to the Portal via the website [https://ppaonline.com.au](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**

   ![Email verification message]

   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
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

![Submit button](image)

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

5) You are now ready to link your role to a Service Provider.
LINK YOUR ROLE TO AN EXISTING SERVICE PROVIDER

Once you have successfully submitted your Take Home Naloxone Pilot Participant role registration, you are now ready to link your role to a Service Provider.

If the Service Provider (Authorised Alternative Supplier) already has an account in the Portal, you can follow these steps.

If you are intending to link your role to a Service Provider that does not have an account in the Portal, please see the next section titled Link your role to a new Service Provider.

1) Select the Registrations button at the top of your screen

2) Then click on the Select Role button to the right of your Take Home Naloxone Participant role

3) At the bottom of your screen, you will now be able to search for an existing Service Provider by their business name or their ABN.
4) Once you have search for and found the Service Provider you wish to link your role to, you can click the **Select** button. If the Service provider does not display in the search results, they may not yet have an account in the PPA Portal. Please go to the next section titled **Link your role to a new Service Provider**

<table>
<thead>
<tr>
<th>#</th>
<th>BUSINESS NAME</th>
<th>ABN</th>
<th>TYPE</th>
<th>CREATED ON</th>
</tr>
</thead>
<tbody>
<tr>
<td>572</td>
<td>Naloxone AAS</td>
<td></td>
<td>THN Authorised Alternative Supplier</td>
<td>03/12/2019</td>
</tr>
</tbody>
</table>

5) 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.

6) 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 processed.
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.

2) The following screen will display. The individual registering for the new Service Provider will automatically be delegated as the Main Authorised Person (MAP) for that Service Provider. The MAP is 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). The MAP is also 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

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

PHARMACY / BUSINESS DETAILS

Type of Pharmacy / Business

- Take Home Naloxone – Authorised Alternative Supplier
- Take Home Naloxone – Nurse
- Take Home Naloxone – Pharmacists
- Take Home Naloxone – Private Hospital
- Take Home Naloxone – Public Hospital
- Take Home Naloxone – Wholesale

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

<table>
<thead>
<tr>
<th>SERVICE PROVIDERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAS HEALTH SERVICE</td>
</tr>
<tr>
<td>$ View Remittance Advises</td>
</tr>
</tbody>
</table>

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.

![Program Registration](image)

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 |

**SERVICE PROVIDERS**

**AAS HEALTH SERVICE**

| Service Provider Status: Granted |

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take Home Naloxone Pilot</td>
<td>Pending</td>
<td><strong>View</strong></td>
</tr>
</tbody>
</table>

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

5) Once approved, you will be able to begin submitting data for the Take Home Naloxone Pilot. The status will change to “Granted”.

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**SERVICE PROVIDERS**

**AAS HEALTH SERVICE**

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Service Provider Status: Granted

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Service Provider Status: Granted
SUBMITTING INDIVIDUAL SUPPLY CLAIM DATA

This section details how to submit Individual Supply Claim Data through the PPA Portal. 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.

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

![View button and New Individual Supply Claim tab](image-url)
5) The THN Pilot New Individual Supply Claim form will display

![THN Pilot New Individual Supply Claim form](image)

**DETAILS**

- **Date of Supply**: 29/06/2021

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

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

6) Complete the mandatory fields in the **New Individual Supply Claim**. This includes entering the date the naloxone was supplied, the designation of the staff member providing the naloxone (for example Social Worker) and the type and quantity of naloxone supplied. Note that this claim form 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 per claim.

![Products Provided](image)

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.

The payment amount for the claim will always be $0.00 as AAS do not receive payment for the supply of Naloxone under the THN Pilot.
7) 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.

8) 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. To continue a previously saved claim, click the Claims tab and then the **Continue Submission** button associated with that claim.

9) Should you require any assistance, please don’t hesitate to contact the PPA Support Centre on 1800 951 285 or via support@ppaonline.com.au