



PROGRAM RULES

COVID-19 Home Medicines Service

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Australian Government
Department of Health

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COVID-19 HOME MEDICINES SERVICE

1 INTRODUCTION

This document outlines the Program Rules governing the Home Medicines Service. This document must be read in conjunction with the Pharmacy Programs Administrator (PPA) General Terms and Conditions (General Terms).

Definitions in the General Terms apply in these Program Rules.

2 BACKGROUND

The Home Medicines Service is a temporary program, which aims to support and protect our community from potential exposure to novel coronavirus (COVID-19) by providing a fee per delivery payable to Australian pharmacies for the home delivery of Pharmaceutical Benefits Scheme (PBS) and Repatriation Pharmaceutical Benefits Scheme (RPBS) medications thereby removing the need to visit a Pharmacy.

Patients who meet the eligibility criteria, will be able to order their PBS and RPBS prescriptions remotely and have these items delivered to their homes.

3 ELIGIBILITY CRITERIA

3.1 Pharmacy Eligibility

To be eligible to become a Service Provider under this temporary program, a Pharmacy must:

- Be approved to dispense pharmaceutical benefits as part of the PBS defined in Section 90 of the National Health Act 1953 (Section 90 Pharmacy)
- Agree to ensure that any person delivering medications through this Program abides by the current sanitary and isolation protocols relevant to the containment and management of COVID-19 within the community as issued by each State and Territory
- Be able to support home delivery services
- Register via the PPA Portal (Portal) and continue to meet the above Eligibility Criteria while participating in the Program.

Home Medicines Services must be conducted in accordance with relevant professional practice standards and guidelines, including the following:

- Pharmaceutical Society of Australia's [Professional Practice Standards](#), Standard 3: Dispensing and Other Supply Arrangements
- Pharmaceutical Society of Australia's [Dispensing Practice Guidelines](#), section on Indirect dispensing.

A Service Provider must notify the PPA immediately when it becomes aware of any circumstance, event or fact that may affect the Service Provider's eligibility to participate in the Program, including where their delivery person has breached the sanitary and isolation protocols.

Failure to maintain compliance with any or all of the above Eligibility Criteria may result in the Service Provider being ineligible to participate in the Program.

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3.2 Patient Eligibility

This program is available to Patients who hold a Medicare or Department of Veterans' Affairs (DVA) Card and are:

- Directed to quarantine or isolate under public health orders, because they are either:
 - COVID-positive; or
 - A close contact of a COVID-positive patient; or
 - Receiving COVID treatment; or
- Immunocompromised

Deliveries claimed through the Home Medicines Service Program cannot be made to individual patients more than once per month.

In the case where there are existing contracts in place for the delivery of medicines to residential aged care facilities, Home Medicines Service deliveries cannot be made to residents of residential aged care facilities. Otherwise, this service is available to all patients meeting the above eligibility criteria.

3.3 Patient Consent

The Service Provider must obtain appropriate written or verbal consent from the Patient or the Patient's carer prior to providing the Service. A consent form is available online [here](#).

3.4 Eligible Items

A Home Medicines Service must include at least one of the following eligible items:

- Any PBS medications requiring a prescription; and
- Any RPBS medications requiring a prescription.

This does not preclude the patient from ordering one or more non-Eligible Items to be delivered in the same order.

4 REGISTRATION

To register as a Service Provider, a Community Pharmacy must register via the PPA Portal.

It is the responsibility of the owner/Pharmacist Manager of the Service Provider to ensure that the Pharmacy's registration is up to date at all times. Service Providers must notify the PPA within 14 days of the following changes:

- a. Change of ownership; and
- b. Change of Section 90 approval number.

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5 CLAIMS

5.1 Eligible Services

For the purposes of this program, a Home Medicines Service consists of the delivery of one or more Eligible Items to the home of an eligible patient. Transmission of the prescription to the Service Provider can be through either:

- online ordering;
- mailed prescriptions;
- faxed/emailed prescriptions; or
- electronic transfer of prescriptions technology.

Under the Home Medicines Service Program deliveries to individual patients cannot be made more than once per month.

5.2 Supporting Documentation

The following information must be retained by the Service Provider for seven years to support any claim for payment made under these Program Rules:

- a. Section 90 number at the time of the provision of the Home Medicines Service;
- b. Identifier of Registered Pharmacist who dispensed the medication(s) (e.g. AHPRA registration number);
- c. Identifier of person undertaking the delivery (full name);
- d. How the delivery person complied with the current sanitary and isolation protocols relevant to the containment and management of COVID-19 within the community;
- e. Consent from the Patient - either in writing or verbally with a declaration by the dispensing pharmacist that they have obtained verbal consent;
- f. Patient's name and address;
- g. Patient's Medicare/DVA Card number;
- h. Which of the eligibility criteria in Clause 3.2 applies to this Patient;
- i. List of all PBS/RPBS prescription medicines delivered to the Patient each time a delivery was made

Supporting documentation can be electronic or hard copy.

5.3 Claims Submission

Service Providers must submit claims online via the PPA Portal.

Services must be claimed by the end of the following calendar month (e.g. services provided in April must be claimed by 31 May). Claims submitted outside this time frame will not be paid and cannot be resubmitted.

All information entered on the Claim must be correct as any inconsistencies will prevent claim submission.

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6 PAYMENTS

Approved Service Providers may claim a fee for the provision of a Home Medicines Service to Patients that meet the Eligibility Criteria in Clause 3.2. Supporting documentation is required to be retained for each service claimed as per Clause 5.2.

A fee of \$7.77 is payable by the PPA for provision of each eligible Home Medicines Service.

Service Providers cannot apply any additional Patient charge for a service if it is being claimed through this Program.

All claims for payment must be supported with the required information. Requests for clarification and/or further substantiation must be met within the requested timeframe. Failure to provide a satisfactory response may lead to rejection of the claim for payment.

If a Service Provider fails to comply with the General Terms and/or these Program Rules, Clause 5 of the General Terms will apply and the PPA and the Australian Government may at their discretion pursue debt recovery.

Payment for this Program is retrospective and the Service Provider must retain evidence for seven years (as specified in Clause 7) to substantiate that the Pharmacy met the Program requirements when providing the services.

7 AUDIT AND COMPLIANCE REQUIREMENTS

Service Providers must retain full and true records (including all patient consent forms) in relation to the provision of services for not less than seven years after the claim for payment. Such records must be kept in a manner that permits them to be conveniently and properly audited, and enables the amounts claimed as well as the services provided under the General Terms and these Program Rules to be determined. Service Providers may be subject to audits by the Australian Government Department of Health (or its representative) to ensure that the General Terms and these Program Rules have been complied with, and must provide all and any records requested as part of such audit(s).

Service Providers must also ensure that they are using current documents when obtaining information or consent from patients. Service Providers that wrongfully or incorrectly receive support and/or do not meet the requirements set out in the General Terms and these Program Rules may be subject to compliance action (as determined by the Australian Government Department of Health or Pharmacy Programs Administrator) and repayment may be required. Under section 137.1 of the Criminal Code, giving false and misleading information is a serious offence. If an audit/compliance action is to be conducted, Service Providers will be required to produce documentation within a specified time frame.

8 RESOURCES

Program resources are available for download from www.ppaonline.com.au. This includes a Patient Consent Form.



CONTACT THE SUPPORT CENTRE: 1800 951 285 | support@ppaonline.com.au