



**Pharmacy Programs
Administrator**

COMMUNITY PHARMACY PORTAL USER GUIDE – COVID-19 HOME MEDICINES SERVICE

1 April 2020

PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – COVID-19 HOME MEDICINES SERVICE

INTRODUCTION.....	1
HOME MEDICINES SERVICE PROGRAM REGISTRATION	2
HOME MEDICINES SERVICE CLAIM	4

INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step by step process for registering and claiming for the COVID-19 Home Medicines Service. It describes the following processes:

- COVID-19 Home Medicines Service Program Registration
- COVID-19 Home Medicines Service Claim

For best performance, we recommend the most recent version of the following browsers: **Chrome, Firefox and Safari**. 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.



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

COVID-19 HOME MEDICINES SERVICE PROGRAM REGISTRATION

This section details how to submit a Home Medicines Service Program Registration through the Pharmacy Programs Administrator Portal.

1) Open the **Home** page to display a list of your approved Service Provider(s)

To Register for a new program, click the **Register for New Program** link. Please note that the Main Authorised Person (MAP) is the only user type that can register for new programs

TEST PHARMACY		
\$ View Remittance Advices	+ Register for New Program	📄 Update Details
PROGRAM NAME	STATUS	ACTION

2) The Program Registration screen will display a list of all programs a Service Provider may register for. Use the drop-down list to select **COVID-19 Home Medicines Service**

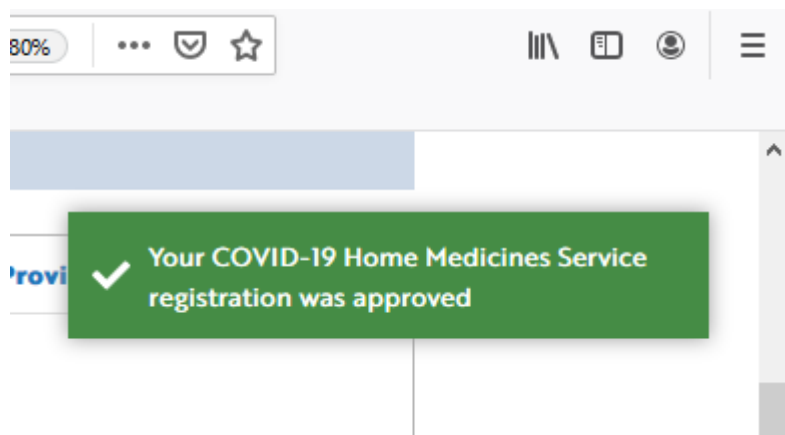
TEST PHARMACY
Program Registration
MedsCheck
Staged Supply
Dose Administration Aid
Clinical Interventions
Quality Use Of Medicines
Residential Medication Management Review
Home Medicines Review
Rural Pharmacy Maintenance Allowance
Section 100 Pharmacy Support Allowance
Home Medicines Review Rural Loading Allowance
Intern Incentive Allowance for Rural Pharmacies
Intern Incentive Allowance for Rural Pharmacies – Extension Program
Aboriginal and Torres Strait Islander Pharmacy Assistant Traineeship Scheme
Quality Use Of Medicines Maximised For Aboriginal & Torres Strait Islander People Community Pharmacy
COVID-19 Home Medicines Service

- 3) The COVID-19 Home Medicines Service program registration information will be displayed. This is simply a declaration outlining the conditions you must abide by in order to be eligible to participate in the COVID-19 Home Medicines Service Program.

The User can then click **Submit Registration** to continue.

- 4) Once submitted, your Program Registration will be automatically approved and you should receive a notification in the top right corner of your browser window.

You are now ready to submit a claim.




COVID-19 HOME MEDICINES SERVICE CLAIM

This section details how to submit a COVID-19 Home Medicines Service claim through the Pharmacy Programs Administrator Portal.

- 1) In order to submit a COVID-19 Home Medicines Service 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

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

PROGRAM NAME	STATUS	ACTION
COVID-19 Home Medicines Service	Granted	<div style="border: 2px solid red; padding: 2px; display: inline-block;">  View </div>

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

COVID-19 HOME MEDICINES SERVICE

Service Claim

View Claims

- 5) The **COVID-19 Home Medicines Service Claim** screen will display (Note: part of form shown below for illustrative purposes only).

COVID-19 HOME MEDICINES SERVICE

Service Claim

View Claims

Written/Verbal Patient Consent Held?

Written patient consent held
 Verbal patient consent obtained

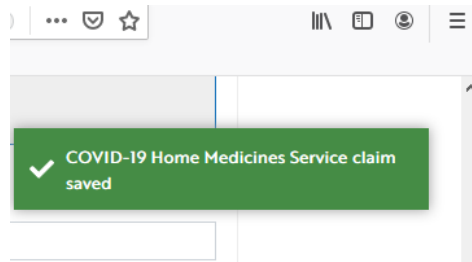
If you do not hold written patient consent, you must obtain consent from your patient verbally by [Click here to download the Verbal Patient Consent that you must read to your patient.](#)

Patient Medicare/DVA Number

Date of Delivery

6) Complete the remaining fields in the **Service Claim**.

If you need to return to the claim at another time, for example, you need to obtain patient consent before continuing with the service, scroll down and click the **Save** button. You will get a notification in the top right of your browser window when the claim has saved successfully



7) You can then continue the saved claim by clicking the **View Claims** tab and then the **Continue Submission** button

COVID-19 HOME MEDICINES SERVICE

Service Claim **View Claims**

ENTRIES

ID	PATIENT MEDICARE/DVA NUMBER	DATE OF DELIVERY	DATE SUBMITTED	APPROVAL STATUS	ACTIONS
9106	-	-	-	PreSubmission	Continue Submission

First « 1 » Last

Total number of entries: 1

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) Once your claim is submitted successfully it will have a status of **Granted**

10) 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 **View Claims** tab all submitted and/or saved claims will display.

COVID-19 HOME MEDICINES SERVICE

Service Claim **View Claims**

ENTRIES

ID	PATIENT MEDICARE/DVA NUMBER	DATE OF DELIVERY	DATE SUBMITTED	APPROVAL STATUS	ACTIONS
9107	1234345432	18/03/2020	-	PreSubmission	Continue Submission
9106	12348563213	18/03/2020	-	Granted	Continue Submission