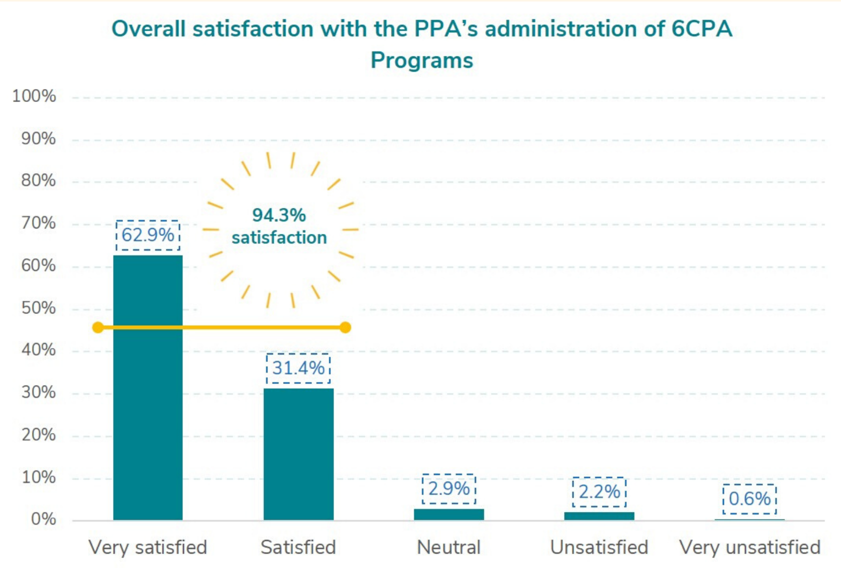
Annual satisfaction survey

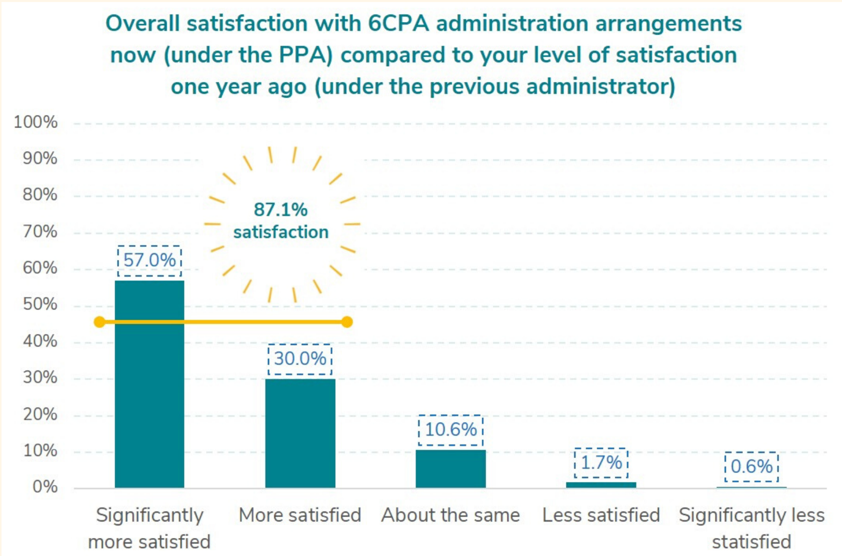
Summary of results - 2019

In December 2019, all users of the Pharmacy Programs Administrator (PPA) Portal were asked to complete a satisfaction survey. Over 500 responses were received, which are summarised in this document.



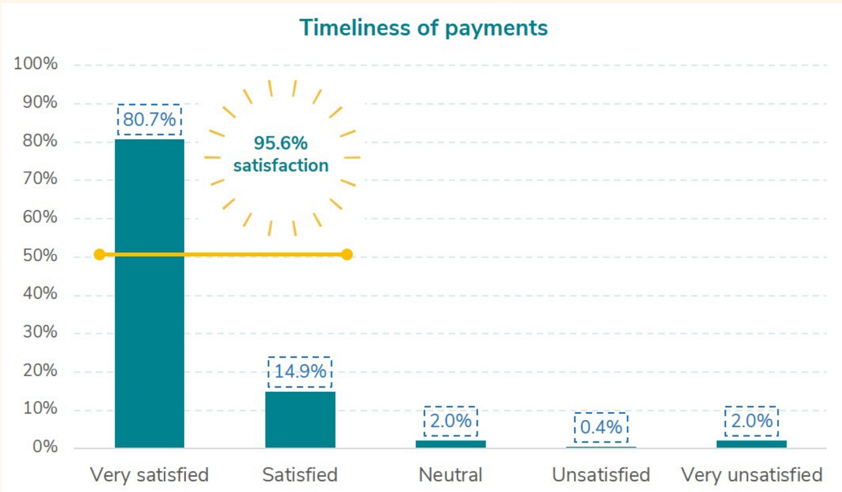
94.3%

of users are satisfied with the PPA's administration



87.1%

of users are more satisfied than in December 2018

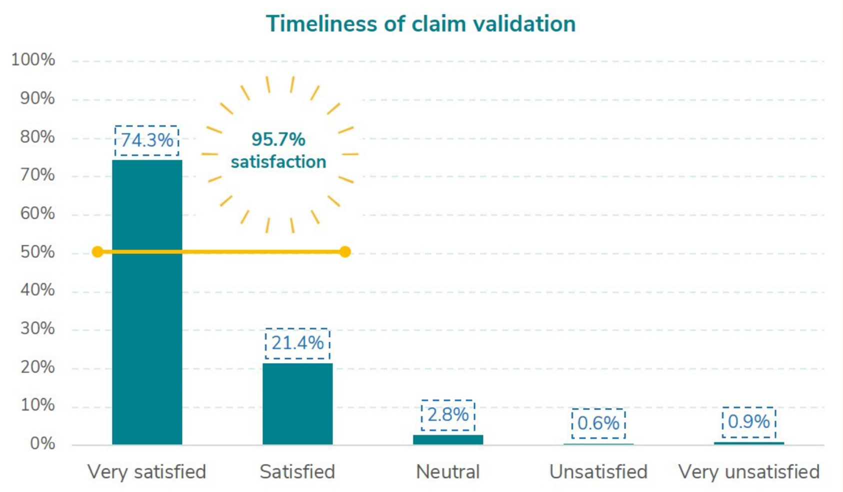


95.7%

of users satisfied with the timeliness of payments

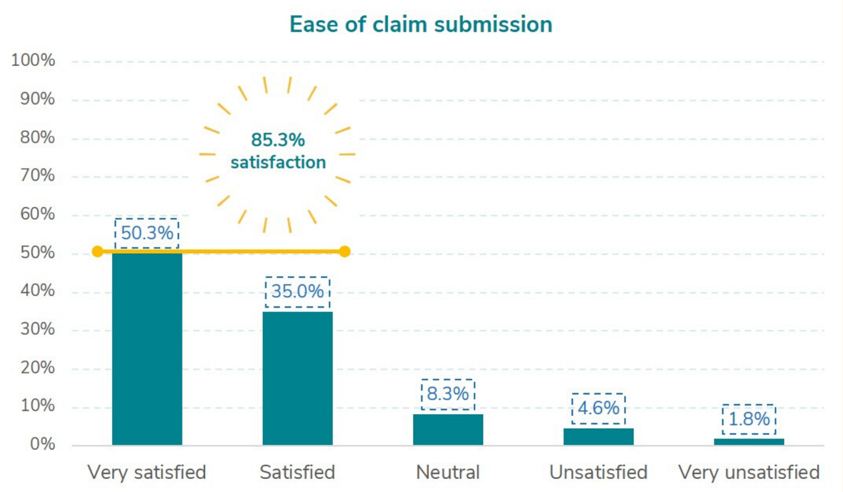
95.7%

of users satisfied with the timeliness of claim validation



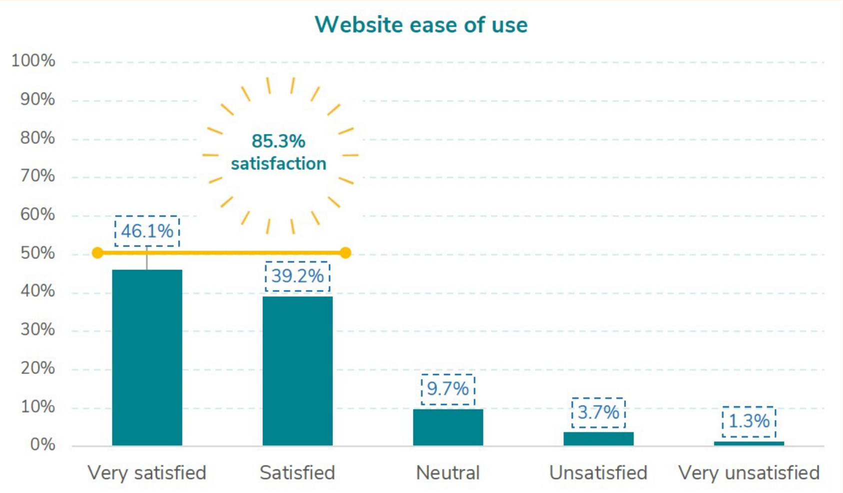
85.3%

of users satisfied with the ease of claim submission



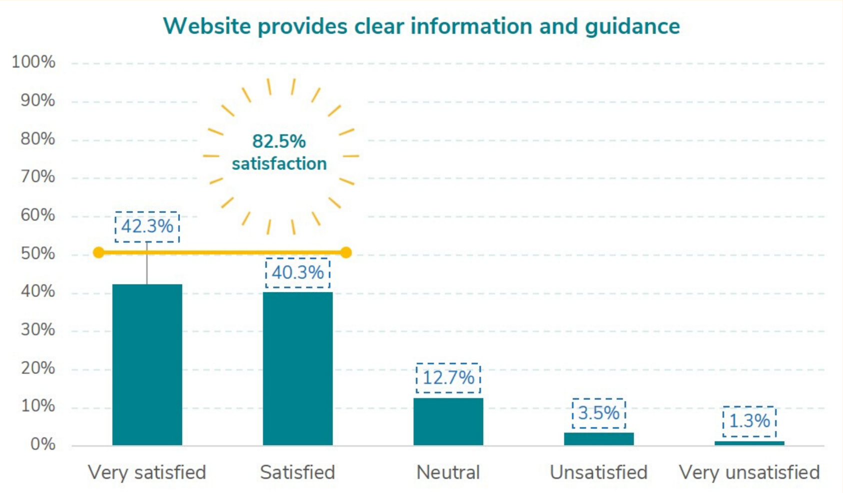
85.3%

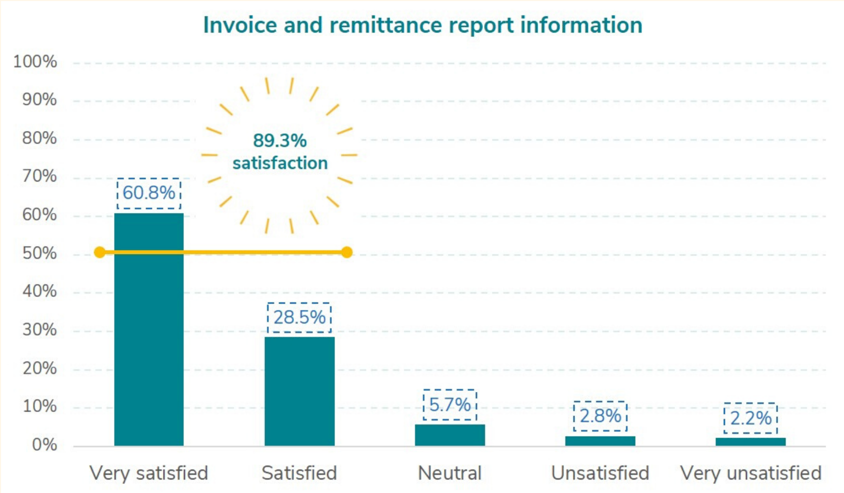
of users satisfied with the ease of using the website



82.5%

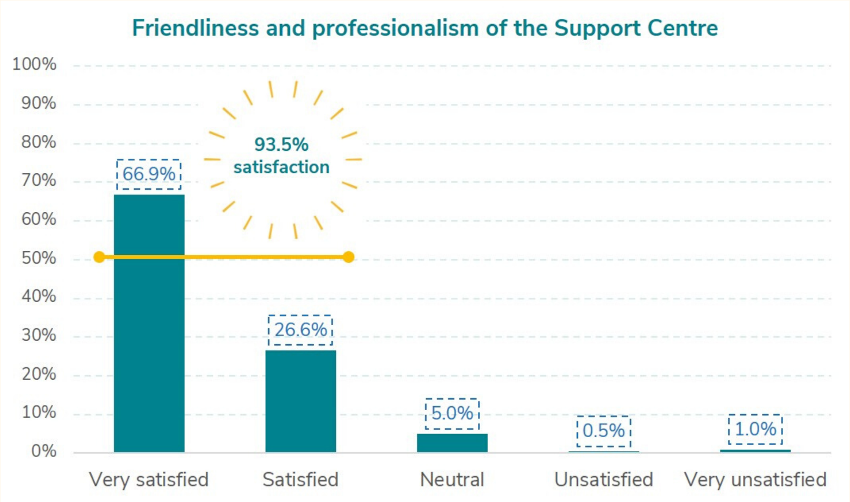
of users satisfied with the information on the website





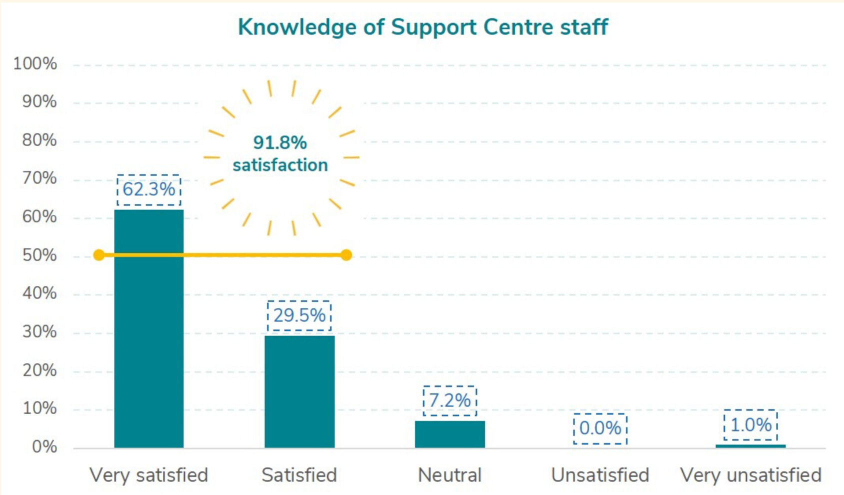
89.3%

of users satisfied with invoice and remittance report information



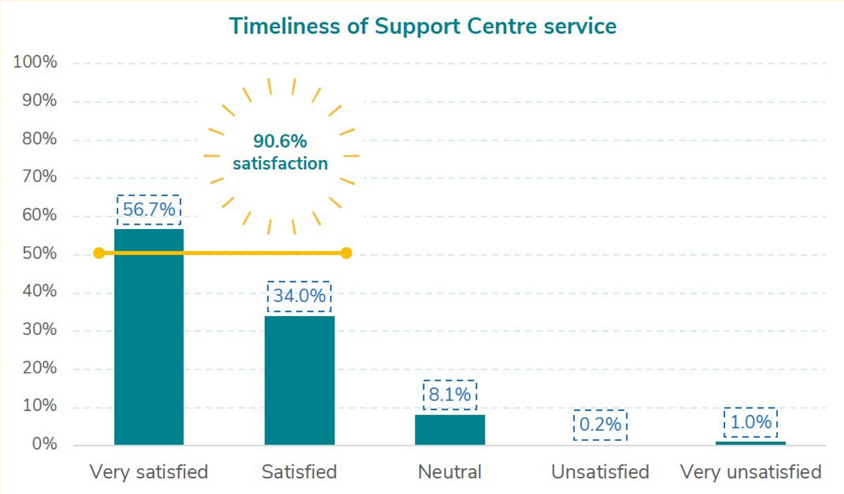
95.6%

of users satisfied with the friendliness and professionalism of the Support Centre



91.8%

of users satisfied with Support Centre staff knowledge



90.6%

of users satisfied with the timeliness of Support Centre service

Survey respondents were also asked about what they liked about the Portal and what improvements they would like to see. These wordclouds use the size of phrases to show how frequently an issue was raised in the Annual Survey comments.

Smooth transition
Easy to see caps
Real time validation
Service tracking
Improvement on previous system
Payment speed
Support team
Easy to use
Integration
Easy DAA claims
Easy to navigate
Communication

Things users thought the Pharmacy Programs Administrator was doing well included fast payments, quick claim validation, existing integration with external software vendors and a friendly support centre.

Things users thought the Pharmacy Programs Administrator could do better included reducing repeat data entry for claim forms, providing greater detail on remittance advices and increasing integrations with software vendors.

Direct integration
Show QUM claim dates
CI payments not enough detail
Search feature
RMMR payments reconcilliation
Claiming messy
Determining if cap reached is hard
Better communication about DAA cap increase process
RMMR claim screen default
Too much data entry
Dates input
Streamline Staged Supply data entry
CI payments too slow
User registration complicated
Website not user friendly
More integration
More information about 6 month reviews
Provide monthly payment statements
Advise when details are missing
More reporting features
Fix errors without cancelling
Want how to use flowchart
Site sometimes slow
More prefilled data

DID YOU KNOW?

Survey comments received indicate that users may not be aware of all of the Portal features available. Here are some tips on how to get the most out of the Portal.

1 WHERE CAN I SEE MY CAP COUNT FOR PROGRAMS WITH CAPS?

MedsChecks, DAA and Staged Supply have dynamic, real-time cap counters when you start data entry. It will tell you what your cap is and what number this claim is in relation to that cap. If you're having trouble finding this for each program, our Support Centre can assist. We are also currently considering additional cap information at the top of relevant program pages.

2 CAN YOU SEND ME CLAIMING REMINDERS?

We do! Multiple email reminders are sent for programs where there are limited claiming windows, like the Clinical Interventions program and the RPMA program. For almost all other programs, claims must be lodged by the end of the the next calendar month, so no reminders are sent. If your pharmacy is not receiving reminder emails please ensure you check the email address recorded for your pharmacy on the Portal. If this is correct you may need to check your junk mail and whitelist emails ending in @noreply.ppaonline.com.au

3 WHY DO I HAVE TO INDIVIDUALLY TYPE CLAIMS INSTEAD OF UPLOADING THEM?

In order to have the real-time validation that allows for rapid payments, we can't facilitate bulk data uploads. We understand that data entry can be time-consuming so we'll keep working to allow software vendors to progressively integrate with the PPA portal where we can.

4 I'D LIKE TO UPLOAD MORE THAN ONE DOCUMENT AT A TIME WHEN CLAIMING FOR PROGRAMS SUCH AS THE RURAL CONTINUING EDUCATION ALLOWANCE. CAN I DO THIS?

Yes you can. Multiple documents can be uploaded by using the zip functionality on your computer, which puts multiple files into one folder which can then be uploaded into the claim. How you zip files depends on your computer and software, however instructions can be found by searching "how to zip files" on the internet.

5 HOW CAN I CHECK IF AND WHEN A PATIENT HAS HAD A PREVIOUS SERVICE?

A service history checker is available in the portal and can be used by anyone who is linked to a Service Provider that is registered for either the HMR, MedsCheck or RMMR programs. You can find it under these program tabs. This checker will let you know whether a patient has had a HMR or RMMR within the previous 24 months, or a MedsCheck in the last 12 months. Information such as the date and Service Provider who conducted the last HMR Service cannot be made available in the PPA service history checker due to privacy reasons. It is therefore important that Service Providers communicate with the Patient and Referrer to ensure a more recent HMR Patient Interview has not taken place prior to undertaking any follow-up services. More information on how to user the service history checker can be found in this Guide.

6 DAA CLAIMS TAKE ME TOO LONG TO TYPE IN. IS THERE AN EASIER WAY TO CLAIM?

Yes, there is. You can copy and paste from an Excel spreadsheet, which can either be an export from your software vendor, or one you have created yourself. As long as it only contains two columns, Medicare number/DVA number and Date of Service, you'll be able to copy and paste. You can watch this video showing you how to do this. You will need to make sure your dates are formatted correctly (DD/MM/YYYY), Microsoft Office support explain date formatting here.
Alternatively, our Support Centre can assist you.

7 WHY ARE DATES HARD TO ENTER IN THE PPA PORTAL?

Dates in web browsers can be tricky - this is unfortunately something we don't have control over, your broswer dictates how you can see the date and select dates. For example, Microsoft Edge forces you to use a date picker. The easiest solution to this problem is using Chrome when accessing the PPA Portal as it allows dates to easily be typed/pasted in.

WE'RE LISTENING.

We’ve been making improvements based on the feedback you’ve provided to us via the Support Centre and the Annual Satisfaction Survey. Here's what's new or coming soon.

1 CAN I JUST UPLOAD MY OWN CONTRACT EXTENSIONS FOR RMMR AND QUM SERVICE AGREEMENTS INSTEAD OF EMAILING THEM?

Yes! From late February 2020 you can enter your own contract extensions into the Portal. Contract extensions still need to be approved by an Operator to ensure there are no conflicts with other contracts in our system. See the QUM and RMMR User Guides for more information on how to upload contract extensions.

2 THE ROLE REGISTRATION PROCESS AND LINKING MYSELF TO SERVICE PROVIDERS IS QUITE DIFFICULT. WILL YOU BE MAKING IMPROVEMENTS TO THIS PROCESS?

We've heard that you find it confusing and so have added information onto the Portal homepage for brand new Portal users with an overview of the registration process. This overview can also be found by all users on the Portal registrations page by clicking the Need Help link. An updated Registration User Guide is also available to help users navigate how to register themselves for different roles and how to link themselves to one or more Service Providers. We hope this will make the registration process easier, but we note that some elements, such as the role types and the relationships between users and services are mandated by the Department of Health so can't be amended.

3 I'M HAVING TROUBLE RECONCILING MY CLAIMS AND PAYMENTS. CAN YOU INCLUDE MORE DETAILS IN MY REMITTANCE ADVICES, LIKE MEDICARE NUMBERS ETC?

Unfortunately not. Due to strict security and privacy requirements, we can't send emails that contain Medicare numbers or names, so these can't be included in remittance advices. Instead, to help you reconcile your payments, we've created a reconciliation report that provides this detail. It can be viewed and exported from the portal - this Guide shows you how to view, search and download these reconciliation reports. We'll also be working to create some additional reports over the coming months to assist with tax reporting.

4 CAN PROGRAM DOCUMENTS BE IN THE PORTAL?

Yes, soon. A number of users have asked for this feature, so over the coming months we'll add links to the consent forms and other relevant information.

5 DATA ENTRY TAKES ME A WHILE. WILL THE PPA BE INTEGRATING WITH PROFESSIONAL SERVICES SOFTWARE?

We already do! We've rolled out integration specifications for HMRs, MedsCheck and Diabetes MedsCheck service claims. We understand that data entry can be time-consuming so we'll keep working to allow software vendors to progressively integrate with the PPA portal where we can.The next integrations due to be released were for health outcomes data collection for MedsCheck/DAAs/Staged Supply claims, however given the recently announced changes to payments for these programs integrations will no longer be rolled out. We will however, continue to work towards integrating service claims for other programs.

6 CAN YOU MAKE CLAIMING EASIER BY PRE-FILLING DATA FOR US?

We've rolled out pre-filling of information for a range of programs such as Staged Supply. In future we'll also be looking at how we can continue to improve the Portal's pre-fill functionality.

7 CAN YOU JUST SEND A MONTHLY STATEMENT INSTEAD OF A REMITTANCE AFTER EACH PAYMENT?

Unfortunately not. We're required to send you a separate remittance advice each time we pay you. But to help you reconcile payments we created a reconciliation report - you can see instructions for finding and using this report here. We're also working to create some additional reports to assist you with tax reporting, which will also allow you to view claims by month.