



**Pharmacy Programs  
Administrator**

# PORTAL USER GUIDE – INDIGENOUS DOSE ADMINISTRATION AIDS

February 2022

# PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – DOSE ADMINISTRATION AIDS

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## INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step-by-step process for the Indigenous Dose Administration Aids (IDAA) Program. It describes the following processes:

- IDAA Program Registration
- IDAA Service Claim

You can use an Excel spreadsheet to record multiple IDAA Services if you wish and copy and paste these into the Portal IDAA claiming page. More information can be found under the IDAA Service Claim section.

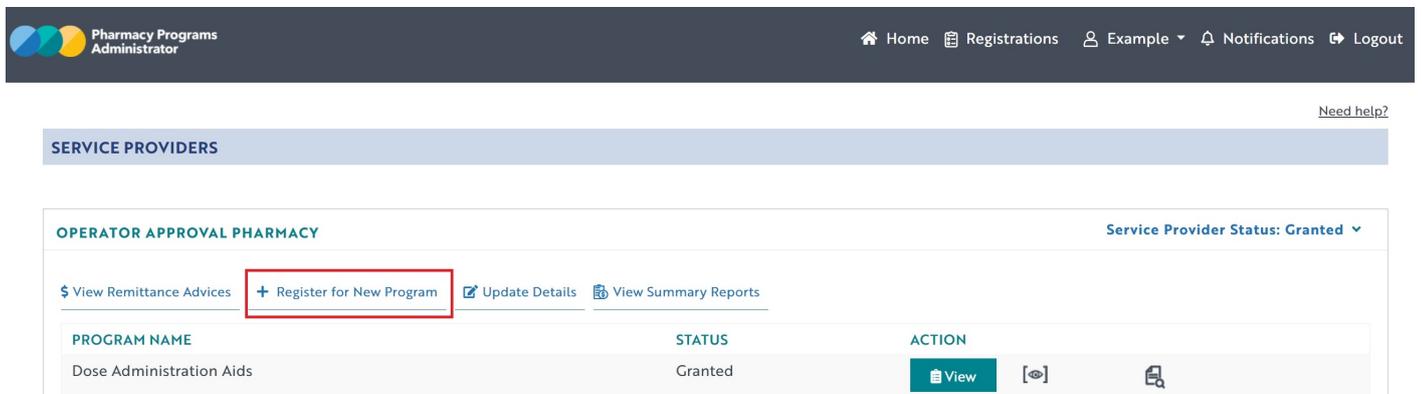
For best performance, we recommend the most recent version of the **Google Chrome** browser is used. Whilst you can successfully submit your registration and make claims using other browsers, they may not have all the features required to provide you with the best user experience.

If you require further assistance with using the Pharmacy Programs Administrator Portal, please do not hesitate to contact the Pharmacy Programs Administrator Support Centre on 1800 951 285 or email [support@ppaonline.com.au](mailto:support@ppaonline.com.au).

## IDAA PROGRAM REGISTRATION

This section details how to submit an IDAA Program Registration through the Pharmacy Programs Administrator (PPA) Portal.

- 1) Open the PPA Portal **Home** page to display a list of your approved Service Provider(s)
- 2) To register for the IDAA Program click the **Register for New Program** link underneath the name of the Service Provider you are trying to register for the Program.  
*Please note* only the Main Authorised Person for the Service Provider can register for new Programs



Pharmacy Programs Administrator | Home | Registrations | Example | Notifications | Logout

[Need help?](#)

**SERVICE PROVIDERS**

**OPERATOR APPROVAL PHARMACY** Service Provider Status: **Granted** ▾

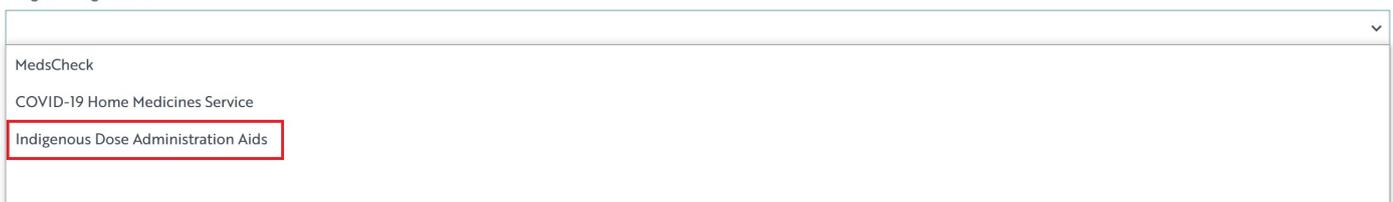
[View Remittance Advices](#)
[+ Register for New Program](#)
[Update Details](#)
[View Summary Reports](#)

PROGRAM NAME	STATUS	ACTION
Dose Administration Aids	Granted	<a href="#">View</a> <a href="#">[🗨️]</a> <a href="#">[📄]</a>

- 3) The Program Registration screen will display a list of all programs a Service Provider may register for. Use the drop-down list to select **Indigenous Dose Administration Aids**

### OPERATOR APPROVAL PHARMACY

Program Registration



Program Registration ▾

- MedsCheck
- COVID-19 Home Medicines Service
- Indigenous Dose Administration Aids**

- 4) The IDAA Program Registration information will then be displayed. A reminder notice will appear to inform pharmacies that claims submitted under this Program must be for Aboriginal and Torres Strait Islander patients only

### OPERATOR APPROVAL PHARMACY

Program Registration

Indigenous Dose Administration Aids



Only services provided to Aboriginal and Torres Strait Islander patients may be claimed under the Indigenous Dose Administration Aids Program. Services for other patients **must** continue to be claimed via the Dose Administration Aids Program.

- 5) Ensure you carefully read through the IDAA Program Declaration, then click the **Submit Registration** button at the bottom of the page to continue

#### Declaration

To be eligible to become an Approved Indigenous Dose Administration Aids (IDAA) Service Provider and participate in the Indigenous Dose Administration Aids Program, a Service Provider must:

- a. Be approved to dispense pharmaceutical benefits as part of the Pharmaceutical Benefits Scheme (PBS) defined in Section 90 of the National Health Act 1953 (Cth)(Section 90 Pharmacy)
- b. Agree to deliver IDAA Services in accordance with the Pharmacy Programs Administrator General Terms and Conditions and IDAA Program Rules, including those related to patient eligibility
- c. Provide IDAA Services in accordance with relevant Professional Standards and Pharmacy Board Guidelines
- d. Obtain appropriate written or verbal consent for provision of the IDAA Service prior to providing the Service
- e. Ensure that the IDAA Service is carried out by a Registered Pharmacist and any interviews or consultations are undertaken with the patient and/or patient's carer with consideration to the patient's comfort and right to privacy
- f. Comply with legislative requirements in relation to the storage and access by staff to medicines that are packed in an IDAA and that the area where the IDAAs are packed is not accessible to the public
- g. Ensure the Registered Pharmacist conducting the IDAA interview is not responsible for dispensing or undertaking other professional duties
- h. Agree to cooperate in providing information requested by the Pharmacy Programs Administrator or the Australian Government in support of investigations or audits of Indigenous Dose Administration Aids claims
- i. Agree to continue to meet the above Eligibility Criteria while participating in the IDAA Program and advise the Pharmacy Programs Administrator if the pharmacy ceases to be eligible for the Program.

By clicking Submit Registration you declare that:

- a. All persons delivering the IDAA service for which claims are submitted have undertaken cultural competency training
- b. You are authorised to bind the pharmacy/business to abide by the terms and conditions detailed above. Providing false or misleading information is a serious offence and auditing of claims made under the Program may occur. All records should therefore be maintained in accordance with the Program Rules.

Submit Registration

- 6) Once submitted, the Program Registration will be automatically approved. A green message box will appear in the top right-hand corner of the screen. You can now start claiming services under the IDAA Program.

If you have trouble, contact the Support Centre on 1800 951 285 for assistance.



✓ Your registration for the Indigenous Dose Administration Aids Program was successful

## IDAA SERVICE CLAIM

This section details how to submit IDAA Claims through the Pharmacy Programs Administrator Portal, including how to either manually enter or how to copy and paste IDAA Services from a spreadsheet into an IDAA Claim.

*Please ensure you are submitting your IDAA Services under the IDAA Program.*

*Please Note:* In order to submit an IDAA Service Claim you must first submit a Program Registration as per the steps in the above section.

### Submitting IDAA Service Claims manually into the Portal

- 1) 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
- 2) Click on the **View** button to make a claim against the IDAA Program under the relevant Service Provider

**OPERATOR APPROVAL PHARMACY** Service Provider Status: **Granted** ▾

[View Remittance Advices](#)
[+ Register for New Program](#)
[Update Details](#)
[View Summary Reports](#)

PROGRAM NAME	STATUS	ACTION
MedsCheck and Diabetes MedsCheck	Granted	<a href="#">View</a>  
Staged Supply	Granted	<a href="#">View</a>  
Indigenous Dose Administration Aids	Granted	<a href="#">View</a>  

- 3) Once you have selected the **View button**, the following screen will display. Click on the **Service Claim** tab.

**INDIGENOUS DOSE ADMINISTRATION AIDS - OPERATOR APPROVAL PHARMACY**

[Service Claim](#)
[View Claims](#)

ENTRIES Search  

No entries found

Pharmacy Programs Administrator Portal User Guide – Indigenous Dose Administration Aids

4) The **Service Claim** form will display. Please enter a valid Patient Medicare or DVA number into the field and enter the Date of the IDAA Service (in dd/mm/yyyy format).

Service Claim
View Claims

Please note: Only services for Aboriginal and/or Torres Strait Islander patients can be claimed under the Indigenous Dose Administration Aids Program. Services for all other patients must be claimed via the Dose Administration Aids program.

Please click here for the [IDAA Portal User Guide](#). This provides instructions on how to cut and paste claims information into the Portal from your IDAA specific spreadsheet exported from your professional services software. Please talk to your software vendor for information on how to export separate DAA and IDAA spreadsheets.

✕ Patient Medicare/DVA number
dd/mm/yyyy
📅

+ Add
✕ Clear All

Declaration

By clicking Submit you acknowledge and agree that:

- The IDAA services included in this claim were provided to patients who identify as Aboriginal and Torres Strait Islander
- You have permission to pass on the details of any pharmacist/s and service recipients included in the claim/s to the Pharmacy Programs Administrator and the Australian Government, as required under the General Terms and Program Rules
- All services included in this claim were supplied in accordance with the General Terms and the Program Rules
- All information provided in this claim is complete and correct
- Documentation in relation to this claim is available for audit by the Pharmacy Programs Administrator.

By submitting a claim on behalf of the pharmacy/business, you agree that you are authorised to submit this claim and bind the pharmacy/business to the Pharmacy Program Administrator General Terms and Conditions (General Terms) and the Program Rules, applicable as at the date of the service/s.

Validate
📄 Save
📄 Submit Indigenous DAA Claim

5) To add more than one IDAA Service, click on the **+Add** button, or you can copy and paste Service records into the fields from an Excel spreadsheet (see below).

INDIGENOUS DOSE ADMINISTRATION AIDS - OPERATOR APPROVAL PHARMACY

Service Claim
View Claims

Only services provided to Aboriginal and Torres Strait Islander patients may be claimed under the Indigenous Dose Administration Aids program. Services for all other patients must be claimed via the Dose Administration Aids program.

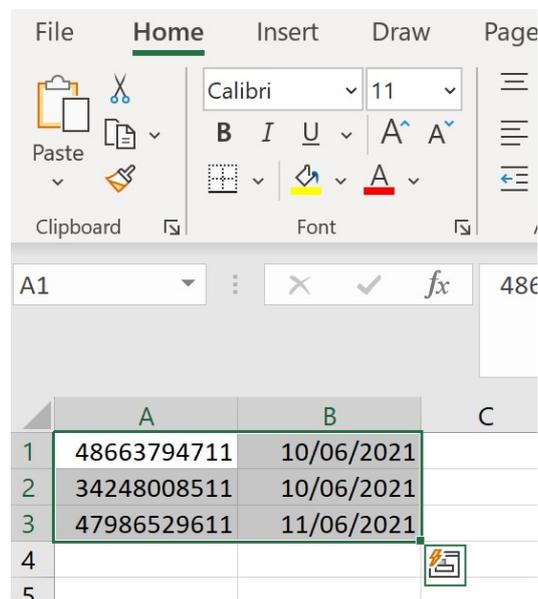
Please click here for the [IDAA Portal User Guide](#). This provides instructions on how to cut and paste claims information into the Portal from your IDAA specific spreadsheet exported from your professional services software. Please talk to your software vendor for information on how to export separate DAA and IDAA spreadsheets

✕ Patient Medicare/DVA number
dd/mm/yyyy
📅

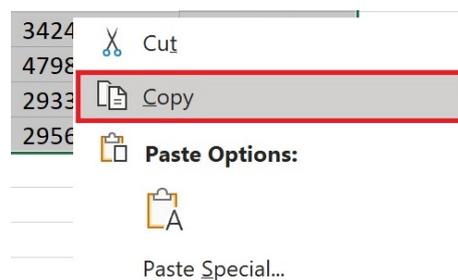
+ Add
✕ Clear All

### Submitting IDAA Service Claims from a Spreadsheet

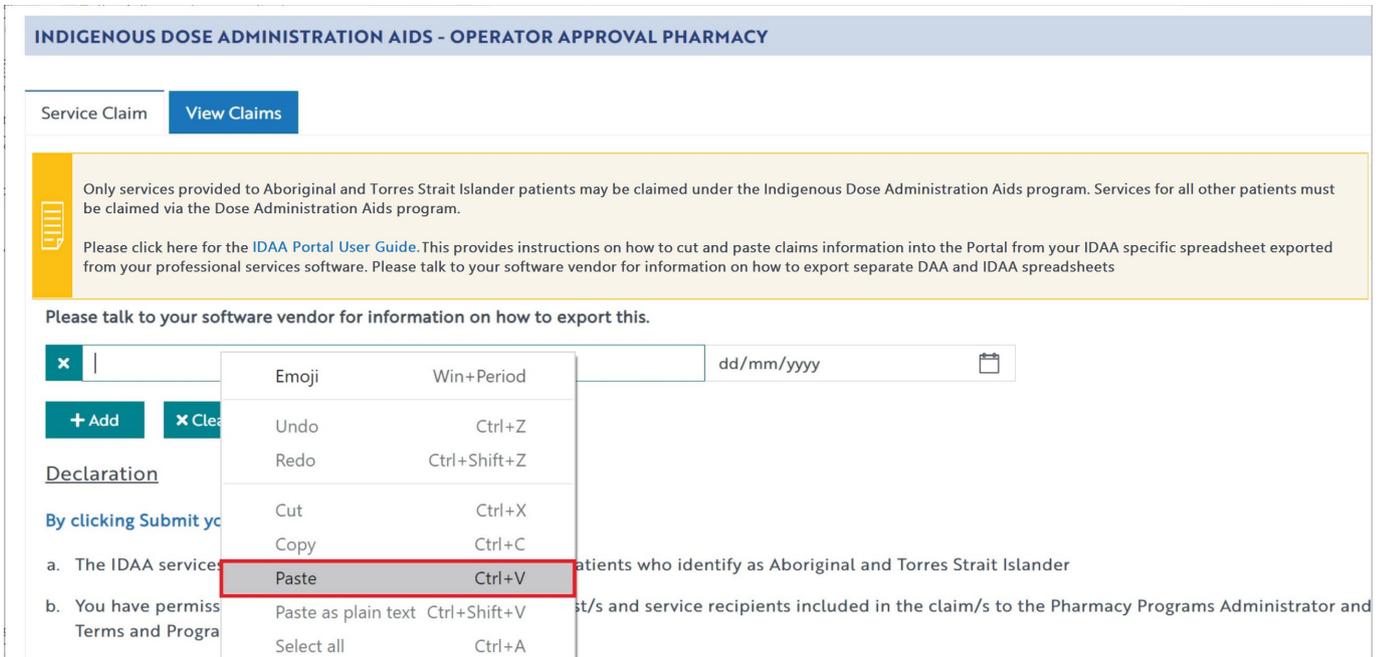
- 1) IDAA Service must be submitted under the standalone IDAA Program. Please ensure you are submitting your IDAA claims under the correct Program. If you need help generating separate IDAA and DAA spreadsheets from your professional services software, please talk to your Software Vendor about how to do this
- 2) To copy and paste records from an Excel file, select the Medicare/DVA number column and the date of service column (in dd/mm/yyyy format) from your Excel spreadsheet.



- 3) Next right click your mouse and select the *Copy* option. Ensure that no heading text or blank cells are copied.



- 4) In the PPA Portal **Service Claim** form click in the Medicare/DVA number field then right click your mouse and select *Paste*.



INDIGENOUS DOSE ADMINISTRATION AIDS - OPERATOR APPROVAL PHARMACY

Service Claim View Claims

Only services provided to Aboriginal and Torres Strait Islander patients may be claimed under the Indigenous Dose Administration Aids program. Services for all other patients must be claimed via the Dose Administration Aids program.

Please click here for the [IDAA Portal User Guide](#). This provides instructions on how to cut and paste claims information into the Portal from your IDAA specific spreadsheet exported from your professional services software. Please talk to your software vendor for information on how to export separate DAA and IDAA spreadsheets

Please talk to your software vendor for information on how to export this.

Emoji Win+Period dd/mm/yyyy

+ Add x Clear

Undo Ctrl+Z  
Redo Ctrl+Shift+Z

Declaration

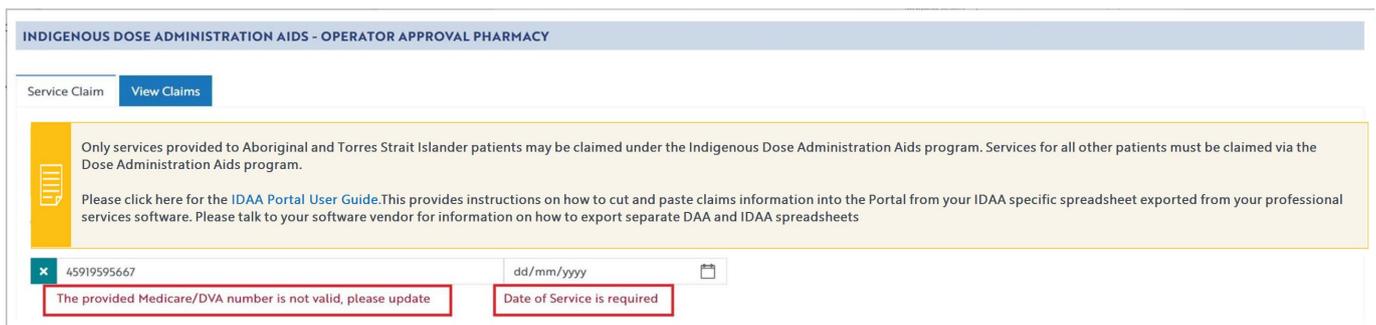
By clicking Submit you agree to the following terms and conditions:

a. The IDAA services are provided to patients who identify as Aboriginal and Torres Strait Islander

b. You have permission to provide services to patients who identify as Aboriginal and Torres Strait Islander and service recipients included in the claim/s to the Pharmacy Programs Administrator and

Cut Ctrl+X  
Copy Ctrl+C  
**Paste Ctrl+V**  
Paste as plain text Ctrl+Shift+V  
Select all Ctrl+A

- 5) Once you have finished adding in all the IDAA services for your claim, click the **Validate** button. If there are issues with any of the fields entered, an error message will appear. Correct any entries where necessary to proceed.



INDIGENOUS DOSE ADMINISTRATION AIDS - OPERATOR APPROVAL PHARMACY

Service Claim View Claims

Only services provided to Aboriginal and Torres Strait Islander patients may be claimed under the Indigenous Dose Administration Aids program. Services for all other patients must be claimed via the Dose Administration Aids program.

Please click here for the [IDAA Portal User Guide](#). This provides instructions on how to cut and paste claims information into the Portal from your IDAA specific spreadsheet exported from your professional services software. Please talk to your software vendor for information on how to export separate DAA and IDAA spreadsheets

x 45919595667 dd/mm/yyyy

The provided Medicare/DVA number is not valid, please update Date of Service is required

If there are any additional issues with your claim, for example where a patient's DAA or IDAA Service has already been entered for a particular week, this will now be shown on the claim screen beside the relevant Service. You can easily remove any incorrect services from your claim form by clicking the **X** button to the left of the relevant Service.



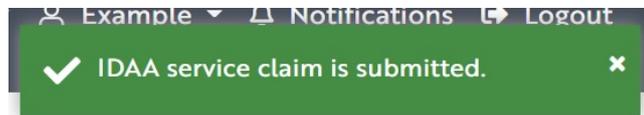
x 49752699911 24/05/2021

Error, only one service per patient per week is allowed. This patient's Medicare/DVA number was included in a previous claim for this week

+ Add x Clear All

Please note: Services provided to a Patient may only be claimed under either the IDAA Program or the DAA Program depending on the Patient's eligibility. The Service cannot be claimed under both Programs for the same patient.

- 6) Click on the **Submit Indigenous DAA Claim** button to submit the claim for payment. A green message box will appear in the top right-hand corner of the screen.



- 7) If you need to return to the claim at another time, click the **Save** button instead. Saved claims will save with a *Pre-Submission* status.
- 8) To see a list of all submitted and/or saved claims, click on the **View Claims** tab. Click on the **Continue Submission** button to complete any saved claims. Only submitted claims will be paid. If claims are not submitted they cannot be paid.

INDIGENOUS DOSE ADMINISTRATION AIDS - OPERATOR APPROVAL PHARMACY

Service Claim **View Claims**

ENTRIES Search

CLAIM ID	DATE SUBMITTED	NUMBER OF SERVICES	PAID (AUD)	APPROVAL	
24363	-	3	\$0.00	PreSubmission	<a href="#">Continue Submission</a>
24361	25/05/2021	1	\$11.60	Pending	

First « **1** » Last Show 10 entries

Total number of entries: 2

Please ensure you claim all IDAA Services **by the end of the next calendar month** after the Service was provided to the patient. For example, IDAA Services undertaken in March must be claimed by 30 April. If you have any queries, do not hesitate to contact the PPA Support Centre on 1800 951 285 or via email at support@ppaonline.com.au



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