

COVID-19 VACCINATION IN COMMUNITY PHARMACY PROGRAM (CVCP)

FREQUENTLY ASKED QUESTIONS

CONTENTS

1. Overview	4
1.1 What is the COVID-19 Vaccination in Community Pharmacy Program (CVCP)?	4
1.2 Where may I direct further questions about participating in the CVCP Program, PPA Portal registration and claiming or the Program Rules?	4
2. Eligibility	4
2.1 Who is eligible to be an approved CVCP Service Provider?	4
2.2 Where can I find further information on Pharmaceutical Society of Australia (PSA) Guidelines?	4
2.3 Where can I find further information on Australian Technical Advisory Group on Immunisation (ATAGI) Guidelines?	4
2.4 Where can I find further information on State/Territory Legislation?	4
2.5 Can I administer a vaccine to a patient who does not hold a Medicare/DVA card or is ineligible to hold a Medicare/DVA card?	4
3. Participation	5
3.1 How can my pharmacy participate in the CVCP Program?	5
3.2 I have recently purchased a new pharmacy that is already participating in the program, what do I need to do in the PPA Portal?	5
4. Ordering	5
4.1 How do I order COVID-19 vaccines?	5
5. Administering Vaccinations	5
5.1 What vaccines can my pharmacy administer?	5
5.2 Which vaccine should I give to each patient?	6
5.3 Where may I direct further questions about clinical aspects of the Program?	6
6. Patient Consent	6
6.1 Do I need to obtain patient consent?	6
6.2 I am unsure whether my patient has received a previous vaccine at my pharmacy or elsewhere. Do I need to check this?	6
7. Adverse reactions	6

7.1	How do I report an adverse event following immunisation Adverse event following immunisation (AEFI)?	6
8.	Australian Immunisation Register (AIR)	6
8.1	How do I submit records to the AIR?	6
8.2	I have questions or am having issues relating to uploading information to AIR, who should I contact?	7
9.	Fees	7
9.1	What is the fee for administering each vaccine?	7
9.2	Can I charge a patient for administering a vaccination?	8
10.	Modified Monash Model (MMM) Classification	8
10.1	How do I find out my Modified Monash Model classification?	8
11.	Booster vaccinations	8
11.1	How do I claim for administering a third or booster dose in the PPA Portal?	8
12.	Claims	8
12.1	Will I be able to claim for administering the vaccine via my pharmacy software?	8
12.2	If I have arranged for a non-pharmacist vaccinator to help administer vaccines in my pharmacy who will claim for the vaccination?	9
12.3	How do I claim for vaccines administered to a patient who does not hold a Medicare/DVA card or is ineligible to hold a Medicare/DVA card?	9
12.4	How do I submit a 2nd dose (same provider) claim if a patient's Medicare number has changed between their 1st and 2nd doses?	9
12.5	I am trying to submit a 2nd dose (same provider) claim but getting an error message saying I haven't yet claimed a 1st dose. Why can't I submit my claim?	10
12.6	How long do I have to claim for a vaccine I have administered?	10
12.7	I missed the deadline for submitting my claims, can I still submit them?	10
12.8	I have entered claim details in incorrectly. How can I change these in the PPA Portal and in AIR?	10
13.	Off-site vaccinations	10
13.1	Can my pharmacy undertake off-site vaccinations?	10
13.2	Where can I find the Taskforce requirements for off-site vaccinations?	11
14.	Incentives	11
14.1	What are the vaccination incentive payments?	11
14.2	What are the Site Visit payments?	11
14.3	What are the Residential Care Incentive payments?	11
14.4	Are only certain types of Residential Aged Care Facilities (RACF) eligible for visits for the vaccination incentive payments?	11



CVCP FAQs

14.5 How do I submit claims for the vaccination incentive payments?..... 11

14.6 How long do I have to submit claims for the vaccination incentive payments?..... 12

14.7 Will I receive payment within three business days for vaccination incentive claims in the same way my other CVCP claims are processed?..... 12

15. Vaccine Logistics..... 12

15.1 I have questions relating to the logistics of the program, such as ordering stock, deliveries, wastage, and staff training, who should I contact? 12

15.2 I have vaccine stock that I cannot use up before it expires. Can the PPA assist?..... 12

15.3 I need more vaccine stock. Who should I contact? 13

16. Vaccine Clinic Finder 13

16.1 I would like to update my pharmacy details, such as opening hours etc on the Vaccine Clinic Finder. How do I do this?..... 13

16.2 My pharmacy has changed the online Booking System Provider we use for online COVID vaccines bookings. How can this be updated on the Vaccine Clinic Finder?..... 13

17. Compliance..... 14

17.1 Will high numbers of claims for administering the COVID-19 Vaccine trigger any compliance actions? 14

1. Overview

1.1 What is the COVID-19 Vaccination in Community Pharmacy Program (CVCP)?

The CVCP Program is a temporary program, which aims to support and protect members of our community from novel coronavirus (COVID-19) by providing a fee for service payable to Australian pharmacies for administering the COVID 19 vaccine.

Eligible patients will be able to receive COVID-19 vaccinations from pharmacies approved to participate in the program.

1.2 Where may I direct further questions about participating in the CVCP Program, PPA Portal registration and claiming or the Program Rules?

Contact the PPA at support@ppaonline.com.au.

2. Eligibility

2.1 Who is eligible to be an approved CVCP Service Provider?

To be an approved CVCP Service Provider the pharmacy's Main Authorised Person must agree that the pharmacy will provide CVCP services in accordance with the Pharmaceutical Society of Australia (PSA) Standards and Guidelines, Australian Technical Advisory Group on Immunisation (ATAGI) Guidelines and relevant state or territory legislation.

2.2 Where can I find further information on Pharmaceutical Society of Australia (PSA) Guidelines?

The *PSA Guidelines* can be found in the Program Rules and other Downloads section below or on the PSA's website [here](#).

2.3 Where can I find further information on Australian Technical Advisory Group on Immunisation (ATAGI) Guidelines?

The *ATAGI Guidelines* can be found on the Department of Health's website [here](#).

2.4 Where can I find further information on State/Territory Legislation?

State or Territory legislation should be checked with your relevant State/Territory government.

2.5 Can I administer a vaccine to a patient who does not hold a Medicare/DVA card or is ineligible to hold a Medicare/DVA card?

Yes you can. Patients who meet all other Commonwealth and State/Territory eligibility criteria but who either do not hold a Medicare/DVA card or are not eligible to hold a Medicare/DVA card, can receive a vaccination in a Community Pharmacy free of charge.

Pharmacies must ensure they first seek confirmation from the patient that the patient does not hold, or is ineligible to hold a Medicare/DVA card.

This includes searching for the patient in AIR prior to vaccinating to ensure they are not listed in AIR as having a Medicare card. More information on how to do this can be found [here](#).



3. Participation

3.1 How can my pharmacy participate in the CVCP Program?

Section 90 pharmacies must submit an Online Form expressing their interest in administering mRNA and AstraZeneca vaccines. An Online Form may be requested by contacting the PPA Support Centre at: support@ppaonline.com.au. Pharmacy details will then be forwarded to the Taskforce for approval.

As each site is approved by the Taskforce, the PPA will email pharmacies an Onboarding email which contains a CVCP Program Approval Code required to register for the CVCP Program on the PPA Portal. Pharmacies should not register for the CVCP Program in the PPA Portal until they have been sent their Onboarding email from the PPA.

Additional information on how to register in the PPA Portal can be found in the [CVCP user guide](#) located in the Program Rules and other Downloads section of this page.

3.2 I have recently purchased a new pharmacy that is already participating in the program, what do I need to do in the PPA Portal?

Please contact the PPA on 1800 951 285 or via support@ppaonline.com.au about what you'll need to do to register in the PPA Portal.

4. Ordering

4.1 How do I order COVID-19 vaccines?

You can only order COVID-19 vaccines if you have been onboarded for the CVCP Program by the Taskforce.

All ordering is done via the COVID-19 Vaccine Administration System (CVAS). Information on registering for CVAS can be found in [Part 1 of the Pharmacy Onboarding Pack](#).

5. Administering Vaccinations

5.1 What vaccines can my pharmacy administer?

Vaxzevria (AstraZeneca), Spikevax (Moderna) and Comirnaty (Pfizer) vaccines can now be administered by pharmacies.

Pharmacies must have completed the mRNA Online Form and been onboarded by the Taskforce prior to being able to order and administer the Moderna and Pfizer vaccines.

If your pharmacy undertook the initial AstraZeneca EOI in February 2020 and was onboarded for AstraZeneca but did not complete the mRNA Online Form you will need to complete this form prior to being able to administer either of the mRNA vaccines. The mRNA Online Form can be requested by contacting the PPA Support Centre at support@ppaonline.com.au.

Once onboarded you will need to also ensure the relevant site declarations are completed in CVAS for the vaccine types that you will be administering.

Please note if your pharmacy is offering multiple types of vaccines, administration of these should be separated by space or time to minimise the potential for errors arising from different requirements or procedures.

5.2 Which vaccine should I give to each patient?

Please refer to the most up to date ATAGI Guidelines available [here](#) for clinical guidance. You should also ensure you are providing services in line with any State/Territory legislation.

Regularly updated ATAGI COVID-19 vaccination statements and weekly ATAGI meeting updates can be found [here](#).

Resources for health professionals containing additional advice and guidance on delivering COVID-19 vaccinations can also be found [here](#).

5.3 Where may I direct further questions about clinical aspects of the Program?

Please contact the National coronavirus and COVID-19 vaccine helpline at covidvaccineenquiries@health.gov.au or 1800 020 080.

6. Patient Consent

6.1 Do I need to obtain patient consent?

Yes, verbal or written informed patient consent must be obtained prior to each administration of the vaccine. Patients are to be advised that their vaccination details must be reported to both the AIR and to the PPA.

The patient consent form can be located [here](#).

6.2 I am unsure whether my patient has received a previous vaccine at my pharmacy or elsewhere. Do I need to check this?

Yes. All vaccine information must be uploaded to the AIR. Pharmacies must also always check the patient's history on the AIR prior to undertaking any vaccination service.

7. Adverse reactions

7.1 How do I report an adverse event following immunisation Adverse event following immunisation (AEFI)?

Information on reporting AEFIs can be found in [Part 1 of the Pharmacy Onboarding Pack](#).

8. Australian Immunisation Register (AIR)

8.1 How do I submit records to the AIR?

Information on reporting to AIR, including contact details for who to call/email if you need help, can be found in [Part 1 of the Pharmacy Onboarding Pack](#).



8.2 I have questions or am having issues relating to uploading information to AIR, who should I contact?

Contact details for AIR and PRODA are included in Part 1 of the Pharmacy Onboarding Pack [available here](#).

If the question relates to how your professional services software can connect to AIR you will need to direct your question to your Software Provider.

9. Fees

9.1 What is the fee for administering each vaccine?

In December 2021 the Taskforce announced a change to administration fee for Additional dose vaccines provided from 23 December 2021 onwards.

Payment depends on your Modified Monash Model (MMM) category, what dose the patient is receiving, and if it is the second dose, whether your pharmacy also delivered the first dose for that patient. Payment amounts are as follows:

Description	MM1 Fee	MM2-7 Fee
First dose administration	\$16	\$19
Second dose administration (where the first administration was undertaken by the same Service Provider)	\$26	\$29
Second dose administration (where the first administration was undertaken by a different Service Provider)	\$16	\$19
Additional dose (includes third doses for severely immunocompromised patients and booster doses)	\$26	\$29

Pharmacies can also claim vaccination incentive payments for providing off-site vaccinations in certain circumstances. More information regarding the vaccination incentive payments can be found in the [CVCP Program Rules](#).

Payments amounts for vaccines administered before 23 December 2021 are as follows:

Description	MM1 Fee	MM2-7 Fee
First dose administration	\$16	\$19
Second dose administration (where the first administration was undertaken by the same Service Provider)	\$26	\$29
Second dose administration (where the first administration was undertaken by a different Service Provider)	\$16	\$19



Additional dose (includes third doses for severely immunocompromised patients and booster doses)	\$16	\$19
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9.2 Can I charge a patient for administering a vaccination?

No. Patients cannot be charged.

10. Modified Monash Model (MMM) Classification

10.1 How do I find out my Modified Monash Model classification?

Modified Monash information can be found at

<https://www.health.gov.au/resources/apps-and-tools/health-workforce-locator/health-workforce-locator>.

Click on the MMM 2019 tickbox in the Classification Filter, type in your pharmacy’s address and click Search Location. The MMM category will be displayed underneath the address and also on the map.

11. Booster vaccinations

11.1 How do I claim for administering a third or booster dose in the PPA Portal?

From 1 December 2021, third and booster doses must be submitted under the new claim option called ‘Additional Dose’. Initially this will need to be via manual entry into the PPA Portal.

Integration between professional services software and the PPA Portal for the new claim type will likely occur shortly after this once the software vendors have had time to update their software. Software vendors will advise their customers on when their software can submit claims for the new dose type into the PPA Portal.

Please note: some professional services software may show dose types as third and booster doses due to AIR Reporting requirements – these dose types will then automatically be submitted to the PPA Portal as the new ‘Additional Dose’ for claiming purposes.

12. Claims

12.1 Will I be able to claim for administering the vaccine via my pharmacy software?

The PPA offers integration for the CVCP Program to interested software vendors. PlusOne (MedAdvisor), GuildCare NG (GuildLink), Aquarius Dispense (Simple Retail) and My Health 1st currently integrate with the PPA Portal for the CVCP Program.

Other software providers may also choose to integrate with the PPA Portal in future, please contact your software provider to discover whether they plan to offer integration with the PPA Portal.

Integration between professional services software and the PPA Portal for the new ‘Additional Dose’ claim type for third and booster doses will likely occur soon after

the new dose type is available in the PPA Portal. Software vendors will advise their customers on when their software can submit claims for the new dose type into the PPA Portal.

Please note third and booster doses are claimed in the PPA Portal as the 'Additional Dose' claim type. Some professional services software however, may show dose types as third and booster doses due to AIR Reporting requirements – these dose types will then automatically be submitted to the PPA Portal as the new 'Additional Dose' for claiming purposes.

12.2 [If I have arranged for a non-pharmacist vaccinator to help administer vaccines in my pharmacy who will claim for the vaccination?](#)

The claim for payment must be submitted in the PPA Portal under the pharmacy's Service Provider account.

The vaccinator's Australian Health Practitioner Regulation Agency (AHPRA) number must however be entered in the claim form so the person submitting the claims to the PPA Portal should ensure they have a record of this.

12.3 [How do I claim for vaccines administered to a patient who does not hold a Medicare/DVA card or is ineligible to hold a Medicare/DVA card?](#)

If you are manually submitting claims to the PPA Portal, you should use the 'Urgent Clinical Need' special Medicare number (25437529911) to claim for administering vaccinations to these patients.

If you are reporting to the AIR via HPOS you should also ensure you do NOT use the special Medicare number for AIR reporting. Further information on reporting to AIR for patients can be found [here](#).

If you are submitting claims to the PPA and reporting to AIR via professional services software, please note software packages are all set up differently for patients without Medicare numbers. Some software requires you to enter the special Medicare number for PPA claiming and will then automatically submit this to AIR without the special Medicare number. Other software may require you to leave the Medicare number field blank and will automatically add the special Medicare number into the claim for you when submitting claims to the PPA.

If you are uncertain how your particular software requires you to enter details for these patients, please refer to your professional services software guidance material or contact their helpline.

12.4 [How do I submit a 2nd dose \(same provider\) claim if a patient's Medicare number has changed between their 1st and 2nd doses?](#)

You will need to manually submit claims for the 2nd dose in the PPA Portal using the old Medicare number to allow the system validations to confirm whether a 1st dose was also provided at your store.

If you normally claim via integration with professional services software you should use the correct (i.e. 'new') Medicare card number for AIR reporting. You will then

need to log in to the PPA Portal to manually submit your 2nd dose claim for this patient using the old Medicare number.

12.5 I am trying to submit a 2nd dose (same provider) claim but getting an error message saying I haven't yet claimed a 1st dose. Why can't I submit my claim?

This error message means you have not submitted a 1st dose claim using the Medicare number you're currently trying to submit a 2nd dose for.

If the patient's Medicare number has changed since the 1st dose see the above FAQ.

If you have entered the patient's Medicare/DVA number incorrectly in the 1st dose claim you will need to contact the PPA Support Centre at: support@ppaonline.com.au to first rectify this - please note if you have also reported the vaccine incorrectly to AIR you will need to contact them separately to fix the issue in AIR.

12.6 How long do I have to claim for a vaccine I have administered?

Vaccine administration claims must be submitted no later than the end of the next calendar month following the vaccination.

For example, a vaccine administered in June must be claimed no later than 31 July 2021.

12.7 I missed the deadline for submitting my claims, can I still submit them?

No, claims must be submitted by the end of the next calendar month following the vaccination. If there were factors beyond your control that prevented you from submitting your claim then you can submit an exceptional circumstances form which will be considered by the COVID-19 Taskforce and the PPA.

Further information about exceptional circumstances can be found on the PPA website [here](#).

12.8 I have entered claim details in incorrectly. How can I change these in the PPA Portal and in AIR?

If you have entered incorrect details into the claim you will need to contact the PPA Support Centre to rectify this.

If you have also reported the vaccination incorrectly to AIR you will need to contact them separately to fix the issue in AIR. This should be done ASAP to ensure the patient has the correct vaccination history showing in AIR.

13. Off-site vaccinations

13.1 Can my pharmacy undertake off-site vaccinations?

Pharmacies planning to undertake off-site vaccinations must notify the PPA of their intention to deliver vaccinations off-site from the pharmacy premises by emailing support@ppaonline.com.au and including:

- The pharmacy name, address and Section 90 number; and
- A written declaration indicating that the pharmacy will meet the Requirements for Off-Site Vaccinations set out in the [CVCP Program Rules](#).

CVCP FAQs

13.2 Where can I find the Taskforce requirements for off-site vaccinations?

The Taskforce requirements for conducting off-site COVID-19 vaccinations can be found [here](#).

There are other requirements a pharmacy must also meet in addition to the Taskforce site requirements which can be found in the [CVCP Program Rules](#).

14. Incentives

14.1 What are the vaccination incentive payments?

From 8 November 2021 until 30 June 2022, community pharmacies can claim two types of vaccination incentive payments as follows:

- Site Visit payments
- Residential Care Incentive payments.

Pharmacies must have notified the PPA of their intention to deliver off-site vaccinations prior to commencing service delivery. More information can be found in the [CVCP Program Rules](#) and FAQs below.

14.2 What are the Site Visit payments?

Site Visit payments are a flat fee of \$57.25 for pharmacies who visit vulnerable patients and residential aged care or residential disability facility workers to administer COVID-19 vaccinations. More information on site visit payments, including eligibility criteria, can be found in the [CVCP Program Rules](#).

14.3 What are the Residential Care Incentive payments?

The Residential Care Incentive payments are payments to vaccinate workers and residents at residential aged care and residential disability care facilities.

More information on the payments, including eligibility, can be found in the [CVCP Program Rules](#)

14.4 Are only certain types of Residential Aged Care Facilities (RACF) eligible for visits for the vaccination incentive payments?

No. All residential aged care facilities are eligible regardless of how the facility is funded.

14.5 How do I submit claims for the vaccination incentive payments?

Pharmacies must lodge claims for the incentive payments by navigating to the CVCP Program page in the PPA Portal and following the instructions at the top of the View Claims tab.

Please note spreadsheets containing service details will not be assessed for payment if they are emailed to the PPA Support Centre – claims must be submitted via the PPA Portal.

A CVCP Portal User Guide is available [here](#).

14.6 How long do I have to submit claims for the vaccination incentive payments?

Site Visit payments: must be claimed by the end of the following calendar month following the site visit.

Residential Care Incentive payments:

- The initial \$1000 payment claim should be claimed by the end of the calendar month following provision of the 50th eligible vaccination.
- Subsequent claims for additional workers and residents should be submitted by the end of the next calendar month following each service listed in the claim form. Services can be claimed individually or in bulk.

More information can be found in the [CVCP Program Rules](#).

14.7 Will I receive payment within three business days for vaccination incentive claims in the same way my other CVCP claims are processed?

No due to the short times frames provided for implementation of these payment types, claims will be manually assessed and approved by PPA Operators rather than having real time validation in the PPA Portal. Vaccination incentive payments will therefore be made monthly in arrears.

15. Vaccine Logistics

15.1 I have questions relating to the logistics of the program, such as ordering stock, deliveries, wastage, and staff training, who should I contact?

Logistical questions, including registering on the COVID19 Vaccine Administration System (CVAS), should be directed to the Vaccine Operations Centre (VOC) via 1800 318 208 or COVID19VaccineOperationsCentre@health.gov.au.

15.2 I have vaccine stock that I cannot use up before it expires. Can the PPA assist?

No. Unfortunately the PPA does not have visibility of the stock levels held by any vaccine sites so are unable to provide advice on which sites may be able to accept your stock.

Pharmacies should, in the first instance, seek to use excess stock (contacting regular patients, via local networks) or transfer unopened stock to other vaccinators able to receive the vaccine.

If these options have been exhausted, then pharmacies can contact the VOC, which depending on the quantity (10 vials or more for Moderna or Pfizer and 20 vials or more for Astra Zeneca) may be able to arrange for its collection, transfer or disposal.

Please note, the VOC is unable to accommodate all requests. If pharmacies are unable to transfer excess stock and it expires, pharmacies need to complete a wastage report in CVAS and dispose of expired vaccine in their sharps container or clinical waste bin.

Information to support allocations, storage and handling of vaccinations, including managing stock transfers, is available on the Department of Health's website on the COVID-19 vaccination advice for vaccine providers webpage [here](#).



CVCP FAQs

15.3 I need more vaccine stock. Who should I contact?

If you need to place additional orders in CVAS you may contact the VOC via 1800 318 208 or COVID19VaccineOperationsCentre@health.gov.au.

You may also first choose to contact other sites to check if they have additional stock they can transfer to you. Please note the PPA does not have visibility of the stock levels held by any vaccine sites so are unable to provide advice on which sites may be able to transfer stock to you.

16. Vaccine Clinic Finder

16.1 I would like to update my pharmacy details, such as opening hours etc on the Vaccine Clinic Finder. How do I do this?

You can provide your updated details to the PPA Support Centre at: support@ppaonline.com.au. We will forward this to the Taskforce/Healthdirect who will then update your details on the VCF.

Please note: we have been advised that requested changes may take up to 10 days to be reflected on the VCF.

16.2 My pharmacy has changed the online Booking System Provider we use for online COVID vaccines bookings. How can this be updated on the Vaccine Clinic Finder?

You can provide the name of your new Booking Provider to the PPA Support Centre at: support@ppaonline.com.au. The PPA will forward this to the Taskforce/Healthdirect who will then liaise with your new Booking System Provider and update your details on the VCF.

Requested changes may take up to 10 days to be reflected on the VCF.

Please note Healthdirect have advised that currently the VCF can only accept booking links if they are from the following Booking Providers:

- GuildLink
- HealthEngine
- MedAdvisor
- MyHealth1st (Go Bookings)
- Wizard Pharmacy
- Blooms the Chemist
- HotDoc
- Chemist Warehouse
- Commonwealth Booking Platform

If you are using a Booking Provider who is not on the above list your booking link cannot currently be added to the VCF.

Booking Providers that wish to be listed in VCF may contact Healthdirect at bookingprovider-support@healthdirect.org.au for further information including their standard API and data sharing agreements.



17. Compliance

17.1 Will high numbers of claims for administering the COVID-19 Vaccine trigger any compliance actions?

The Department and the PPA will continue to monitor usage of this program to ensure services are delivered appropriately. Compliance and monitoring may be undertaken regardless of whether or not high numbers of services are delivered, in line with the PPA's Monitoring, Compliance and Audit Factsheet available [here](#).