COVID-19 VACCINATION IN COMMUNITY PHARMACY PROGRAM (CVCP)

FREQUENTLY ASKED QUESTIONS

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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 and Aged Care'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 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 Department for approval.

As each site is approved by the Department, 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 Department.

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?

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

Pharmacies must have completed the Online Form and been onboarded by the Department prior to being able to order and administer the vaccines.

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?

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 for vaccines provided on or after 1 February 2024 are as follows:

Description- vaccinations provided on or after 1 February 2024	MM1 Fee	MM2-7 Fee
COVID-19 Vaccine Administration Payments (first, second and additional doses)	$27.50	$30.65

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.

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'.

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 Can I 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), Go Bookings (1stGroup), VaxAPP, JesTeam 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.

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 Department 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.

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

The Department 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 Department 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, community pharmacies can claim vaccination incentive payments for administering vaccinations offsite. These incentive payments are known as Site Visit 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 flag fall of $123.00 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 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.

14.4 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. More information can be found in the CVCP Program Rules.

14.5 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, and wastage, 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.

All participating primary care sites may transfer vaccines to other participating primary care sites.

Both the transferring and receiving site must be configured for the vaccine type that is being transferred and open vials cannot be transferred between sites. Moderna Bivalent BA.4-5 single dose, pre-filled syringes are the only pre-filled syringes that are allowed to be transferred to sites, provided they have not been opened. It is recommended these are transferred in their original box. The Vaccine Operations Centre does not need to be notified or approve of transfers between participating sites.

It is critical that cold-chain storage and handling requirements for the vaccines are maintained at all times and are not breached during the stocktake or transfer process.

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

If you require additional doses, you can submit a request for an additional order directly in CVAS.

A link will be visible on the Orders tab stating 'If you are running low on stock and require additional doses, you can Request an Additional Order'. By clicking the 'Request an Additional Order' link you can enter your requested vaccine product, number of doses and whether you require paired consumables to match the requested order.

Please note, if you have not yet placed an order for the requested vaccine product in your regular order cycle, you will be redirected instead to place an order through the New Order button in the Orders tab.

Please note that every effort will be made to accommodate the request for additional doses, however it does not guarantee you will receive a delivery of the chosen product in the requested week.

If you need any assistance completing your CVAS reporting or have any questions, please contact the Vaccine Operations Centre (VOC) on 1800 318 208 or via email at: COVID19VaccineOperationsCentre@health.gov.au.

16. Compliance

16.1 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.