

COVID-19 RAPID TEST CONCESSIONAL ACCESS (CRTCA) PROGRAM – FREQUENTLY ASKED QUESTIONS

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1. Program Overview

1.1 How long is the CRTCA Program scheduled to last?

The CRTCA Program will operate from Monday 24 January to Sunday 31 July 2022.

1.2 Who administers the CRTCA Program?

The Program is jointly administered by the PPA and GuildLink on behalf of the Commonwealth Department of Health.

2. Program Registration & Set Up

2.1 How do I register my pharmacy for the CRTCA Program?

To participate in the CRTCA Program Community Pharmacies must:

- Be an approved Service Provider on the PPA Portal
- Have a registered account with GuildLink and have enabled the ProjectCOVID module
- Agree to the [CRTCA Program Rules](#).

A user guide to assist with creating a Service Provider account on the PPA Portal can be found [here](#).

For additional support in creating an account in the PPA Portal, the PPA Support Centre can be contacted on 1800 951 285 or via support@ppaonline.com.au. The PPA Support Centre operates from 9am – 8pm (AET) Monday – Friday.

A user guide to assist with accessing the ProjectCOVID Module in GuildCare can be found [here](#).

2.2 ProjectCOVID is asking for my pharmacy's PPA Service Provider ID. Where can I find this?

Your PPA Service Provider ID is required to register for the ProjectCOVID Module. The ID is located in the *Update Details/View Details* section of each Service Provider on the PPA Portal.

A user guide to assist with locating this ID in the PPA Portal can be found [here](#).

The PPA Service Provider ID that you enter into ProjectCOVID is provided to the PPA by GuildLink at the same time as your claims data so that PPA knows which pharmacy to pay. Please therefore ensure you have correctly entered your PPA Service Provider ID in ProjectCOVID and that this is updated in ProjectCOVID if a new Service Provider account has been created (for example in situations where a full ownership change has occurred).

If the PPA Service Provider ID is not kept up to date by the pharmacy in their ProjectCOVID software it may result in payments being made to the wrong pharmacy bank details.

For information on how to update this in your ProjectCOVID software can be found here: <https://ng.guildcare.com.au/projectcovid>

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2.3 Do I need to register my pharmacy for the CRTCA Program on the PPA Portal?

No. Upon receiving claims data from GuildLink the PPA will use this information to automatically register participating pharmacies on the Portal for the CRTCA Program.

2.4 Does my pharmacy have to participating in the COVID-19 Vaccination in Community Pharmacy (CVCP) Program to participate in the CRTCA Program?

No. Pharmacies do not need to participate in the CVCP Program in order to participate in CRTCA Program or vice versa.

3. Patient Eligibility & Supply Guidelines

3.1 Who is eligible to receive a free Rapid Antigen Test?

Holders of the following eligible concession cards will be eligible for RATs under the CRTCA Program:

- Pensioner Concession Card;
- Commonwealth Senior Health Care Card;
- Health Care Card (including Low Income Health Care Card); or
- Department of Veterans' Affairs Gold, White or Orange Cards.

To access their allocation of RATs under the CRTCA Program, eligible concession card holders must provide their eligible concession card number to a Participating Community Pharmacy either in person, through their carer, or via their pre-existing home delivery service with the Participating Community Pharmacy. Concession cards must either be viewed as a hard copy or via the Centrelink app.

Eligible concession card holders must also provide verbal positive consent for the Participating Community Pharmacy to record relevant eligible concession card details into ProjectCOVID for supply, compliance and Community Pharmacy reimbursement purposes.

3.2 How many free Rapid Antigen Tests can eligible concession card holders access?

Previously under the CRTCA Program, eligible concession card holders were able to access up to 10 RATs over a three-month period, with no more than 5 RATs in any given month.

On 11 March 2022, National Cabinet announced an extension to the CRTCA Program, with all eligible concession card holders now able to access up to a maximum total of 20 RATs over the life of the program, from 24 January 2022 to 31 July 2022.

3.3 How is a *month* defined under the program?

For the purposes of the CRTCA Program, the months will be phased as follows:

- Month 1: 24 January 2022 to 28 February 2022
- Month 2: 1 March 2022 to 31 March 2022, and
- Month 3: 1 April 2022 to 30 April 2022
- Month 4: 1 May 2022 to 31 May 2022

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- Month 5: 1 June 2022 to 30 June 2022
- Month 6: 1 July 2022 to 31 July 2022

This means that an eligible concessional card holder will be eligible for 20 tests between 24 January and 31 July, but with no more than 5 tests received in any of the months listed above.

3.4 How many Rapid Antigen Tests can be supplied in one transaction in ProjectCOVID?

RATs must currently be supplied in quantities of 2 or 5 tests per transaction. ProjectCOVID will ask you to record whether you have supplied a patient with either 2 or 5 tests when completing the transaction data.

3.5 Can I give out a single test and be reimbursed under the CRTCA Program?

No, a minimum of 2 tests must be provided to the patient. Currently only supplies of 2 or 5 tests can be entered into ProjectCOVID per transaction.

If you are handing out a supply of 2 tests to a patient it would be worth mentioning to the patient that this will mean they can only receive one additional supply of 2 tests that month (up to a total of 4 tests in that month rather than 5). In the instance where a patient has received 19 tests this will be the maximum number of free tests they can receive under the program. Pharmacies should not submit any further transactions in ProjectCOVID for this patient.

3.6 My pharmacy can currently only access single packs of RATs. As patients must be provided with a minimum of two RAT tests per transaction can I provide them with two packs of a single test?

Yes, you can provide the patient with two kits containing single tests to make up the minimum two RATS required per transaction under the CRTCA Program. The single tests must however be provided to the patient in their original retail packaging that the pharmacy received them in.

Please note you will only receive one AHI fee of \$4.30 for the transaction.

3.7 I have a larger box of RAT tests. Can I split this box into smaller packs of two or five and provide these to patients?

No. As per the Therapeutic Goods Administration (TGA), all supply must occur in the original retail packaging as received by the pharmacy. It is not allowed under the Therapeutic Goods Act 1989 for a pharmacy to repackage tests. For more information see FAQ called 'Can I repackage or re-label COVID-19 self-tests?' on the TGA's website available [here](#).

3.8 Does the patient have to sign a consent form for the CRTCA Program?

No, however participating Community Pharmacies must display the [Privacy and Consent Notice](#) close to where the RAT is supplied and verbal positive consent must be obtained from the patient that they agree to their concession card number being entered into ProjectCOVID for supply, compliance, and pharmacy reimbursement purposes.



If you have not received verbal consent from the patient you should not be entering any transactions using their concession number into ProjectCOVID.

3.9 I have a patient who would like more information regarding the CRTCA program. Are there any resources I can direct them to?

The Department has created a Consumer Factsheet available [here](#) that you can direct patients to.

The Information for Patients section of this website contains the Consumer Factsheet and also FAQs which have been written for patients to access.

4. ProjectCOVID and Data Submission

4.1 What data will I be required to enter into ProjectCOVID?

Data must be entered into ProjectCOVID **at the time of supply**. The following fields are required:

- Concession Card Number
- Number of individual RATs supplied (RAT Quantity 2 or 5)
- Date of supply (Transaction Date).

Data must not be entered into ProjectCOVID unless positive verbal consent to do so has been obtained from the patient.

4.2 What do I do if I have entered incorrect data into ProjectCOVID?

ProjectCOVID will not have the ability to amend or cancel claims in the initial stages of the CRTCA Program. If this changes, the Program Rules will be updated and relevant communications will be made to all Participating Community Pharmacies. Pharmacies should therefore ensure that they are correctly entering data such as concession number and pack size into the ProjectCOVID software prior to submitting the transaction.

Please note the PPA also does not have the ability to amend or cancel claims in ProjectCOVID on your behalf and cannot help with requests regarding this.

4.3 If the pharmacy does not have RATs currently in stock can I submit a transaction in ProjectCOVID to receive the reimbursement and provide the stock to the patient once I receive it?

No.

You must only enter data into ProjectCOVID at the time you supply the actual tests to the patient.

4.4 I want to do a 'test' transaction to see how the ProjectCOVID system works. Can I do this?

No. Once data has been entered into the ProjectCOVID software it cannot be cancelled or amended by GuildLink for you. The PPA also cannot update or amend any data from ProjectCOVID. This means you would be paid for an ineligible transaction that you have knowingly submitted.

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4.5 How will I know how many tests an eligible concession card holder has received to date?

Upon entering the concession card number into ProjectCOVID a history of tests given to this card number will be displayed. It is the responsibility of each participating pharmacy to ensure that program caps are not exceeded.

4.6 What should I do if ProjectCOVID shows that a patient has met their monthly and/or six-month cap but the patient is adamant that they have not received the number of tests shown in the system?

No discretionary supply is permitted under the Program. The patient should be informed that the system shows they have either obtained their five RATs for the month, or their full allocation of 20 RATs.

It has come to the Department of Health and the PPA's attention that some pharmacies may have pre-recorded transactions for patients with/without their consent. If the patient has either put their name down on a list with a pharmacy for RATs or had a recent prescription at a pharmacy within the postcode shown in ProjectCOVID it may be worth the patient reaching out to that pharmacy to check if they had recorded that transaction for the patient.

As transactions cannot be cancelled or amended in ProjectCOVID, if this has occurred, the pharmacy who recorded the prior transaction will need to ensure they provide the RATs to the patient as soon as possible. If the RATs need to be delivered or posted in order to ensure the patient receives the stock as quickly as possible, this would be at the pharmacy's own cost.

Please note the Department of Health, the PPA and GuildLink cannot provide advice on which specific pharmacy in a postcode has recorded a transaction for a particular concession number.

4.7 What should I do if ProjectCOVID shows that a patient has met their monthly and/or six-month cap but they are listed on multiple cards (i.e split families) and believes that someone else with the other card has taken their stock and not passed it on to them?

No discretionary supply is permitted under the Program. The patient should be informed that the system shows they have either obtained their five RATs for the month, or their full allocation of 20 RATs. These may have been collected on behalf of the patient by a carer, guardian, or somebody else listed on the card.

4.8 What happens if I am unable to access the Module at time of supply due to ProjectCOVID being down or local internet outage issues?

You should verbally confirm with the patient or their carer that the patient has not received more than 5 RATs in that month or 20 RATs the in total.

If they advise they have not, you should then record the following information:

- Concession card number
- Number of individual RATs supplied (RAT Quantity)
- Date of supply (Transaction Date) – system generated

A printable form can be found in Attachment A of the Program Rules which you can use to record this information.



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Once you have access to the ProjectCOVID module again you should enter the data into ProjectCOVID as soon as possible. Once done, the paper form with the patient’s concession card details should be disposed of in a secure manner.

Please note in this instance if the system only becomes available again once the patient has already left the store and it becomes evident upon entering the data into ProjectCOVID that the patient had already been supplied their maximum allocation despite them advising otherwise, you should still submit the transaction and your pharmacy will still be reimbursed.

4.9 I want to see what data I’ve entered into ProjectCOVID today. Can the PPA provide this information to me?

No. The PPA only receive batch files of transaction data from GuildLink at regular timeframes. We will therefore not have this data or the ability to provide you with this information.

5. Payments

5.1 How much will I be paid under the CRTCA Program?

Community pharmacies will be reimbursed a set amount for the unit cost of the Rapid Antigen Tests (which will be \$10 plus GST per test initially, with ongoing review of unit prices). For each supply transaction processed for an eligible person under this program (minimum of 2 tests and maximum of 5 tests per transaction), an Administration Handling and Infrastructure (AHI) fee of \$4.30 per transaction will be reimbursed to the pharmacy.

Pharmacies can currently only supply 2 RATs or 5 RATs per transaction. Only one handling and administration fee will be payable per transaction regardless of whether two or five tests are provided.

Only one transaction per concession card number should be submitted in one day at the same Participating Community Pharmacy.

Examples of how payments for the two supply sizes will be calculated are below:

Number of RATs Supplied	RAT Payment (Incl GST)	AHI Payment	Total Payment
2	\$22.00	\$4.30	\$26.30
5	\$55.00	\$4.30	\$59.30

5.2 How often will the PPA be making payments?

The first payment for the CRTCA Program was made into the Participating Pharmacy’s registered bank account on 15 February 2022. Subject to an acceptable data file being received by the PPA, all involved will work to best endeavours to pay

on a fortnightly payment cycle. The proposed payment schedule can be viewed under the Claims and Payment section of the [CRTCA Program webpage](#).

5.3 Can I charge an eligible concession card holder for a RAT?

Eligible concession card holders must not be charged for any RAT supplied under the CRTCA Program.

If the card holder has met their monthly or total program cap as outlined in the Program Rules they can be charged for additional RATs at the pharmacy's retail price. These additional RATs **must not** be recorded via ProjectCOVID, as they cannot be claimed through the CRTCA Program.

5.4 Will I be able to see a list of all the transactions I have entered in ProjectCOVID in the PPA Portal?

No. The PPA Portal will display within the claim form a payment amount, the timeframe the payment relates to (i.e what time period were the transactions supplied), the total number of transactions and the total number of RATs supplied during those transactions.

No line by line transaction data will be viewable in the PPA Portal.

Transactions reports can be generated in ProjectCOVID. More information on how to generate these can be found on [GuildLink's ProjectCOVID webpage](#).

5.5 How do I know what transactions I have been paid for?

If you have successfully submitted the data into ProjectCOVID and this shows as submitted on the ProjectCOVID screen then your submitted transactions will be provided by GuildLink in batches to the PPA for payment. All submitted transactions will therefore be paid and remittance advices will be sent to the Service Provider email entered into the PPA Portal. If your pharmacy participates in other 7CPA programs via the PPA Portal, your CRTCA payments will be show on the same remittance advices.

Pharmacies can view the payment amount, the timeframe the payment relates to (i.e what time period were the transactions supplied), the total number of transactions and the total number of RATs supplied during those transactions by viewing the claims history under the CRTCA Program or by using the [Remittance Reconciliation Report](#). Please note this program will only be visible in the PPA Portal once the PPA registers your pharmacy for the program. This will occur when the PPA processes your pharmacy's first CRTCA payment.

No line-by-line transaction data will be viewable in the PPA Portal or in the relevant remittance advice after we have made payment.

5.6 I have questions about a payment amount. Who should I contact?

If you have questions regarding your payment amount you can contact the PPA Support Centre via support@ppaonline.com.au.

Please note however the PPA is only provided a unique ProjectCOVID ID number not the associated concession card number. We therefore cannot provide answers if you



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have questions about any concession card numbers entered into a particular transaction or where you believe the details entered into ProjectCOVID for a particular patient were not correct.

5.7 My transaction report from ProjectCOVID doesn't match the number of RATs I've been paid for.

Please ensure that the date range entered into ProjectCOVID's reporting tool is the same as the payment date range made by the PPA. The payment date range for a particular payment can be viewed under the Claims and Payment section of the [CRTCA program webpage](#).

Please also ensure that any cancelled transactions (where the supply of the RATs did not occur and the 'Cancel' button was selected in ProjectCOVID) are not included when totalling tests given to customers through ProjectCOVID. The reporting tool allows you to select either approved or all transactions for your selected date range.

After doing these checks, if you believe there are still transactions that were not provided to the PPA for payment you will need to reach out to GuildLink via their GuildCare Support Team at support@guildcare.com.au. GuildLink will need to investigate what has happened in ProjectCOVID and, if there is an issue, they will need to rectify this in ProjectCOVID as the PPA can only pay based on the transaction data we are provided.