



Pharmacy Programs  
Administrator

# PORTAL USER GUIDE – COVID-19 RAPID TEST CONCESSIONAL ACCESS PROGRAM

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## PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – COVID-19 RAPID TEST CONCESSIONAL ACCESS PROGRAM

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## INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step-by-step process for the COVID-19 Rapid Test Concessional Access (CRTCA) Program. It describes the following processes:

- CRTCA – Registration
- CRTCA – Submitting Claims via ProjectCOVID
- CRTCA - Viewing Your Claims/Transactions Payments

For best performance whilst using the PPA Portal, we recommend the most recent version of the **Chrome** browser is used. Whilst you can access the PPA Portal with 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).

## CRTCA – REGISTRATION

*Registration and claiming for the CRTCA Program is via GuildLink's ProjectCOVID and not the PPA Portal.*

Further information on ProjectCOVID can be found at:

<https://ng.guildcare.com.au/projectcovid>

The CRTCA Program is a temporary program, which will provide eligible concession card holders access to free rapid antigen testing products (RATs), supplied through Participating Community Pharmacies. To register as a Participating Community Pharmacy under the CRTCA Program, a Community Pharmacy must:

- Have a current PPA Service Provider ID. Your ID can be found using this [User Guide](#).
- Have a registered account with GuildLink and access to the ProjectCOVID module enabled.
- Agree to the [Program Rules](#).

### Registering for GuildLink's ProjectCOVID module

Participating pharmacies must register for the ProjectCOVID module via GuildCare.

Information on how to register for the module can be found on GuildLink's resources page available here: <https://ng.guildcare.com.au/projectcovid>.

*Pharmacies should ensure they have entered the correct PPA Service Provider ID into ProjectCOVID as payments will be made to the bank account connected to that ID.*

*If your pharmacy's PPA Service Provider ID is incorrect your payment may be sent to another pharmacy or you may not be paid. In circumstances where payments are sent to another pharmacy due to the entry of an incorrect PPA Service Provider ID in ProjectCOVID, your pharmacy will need to liaise with the pharmacy who received the payment to organise any transfer of funds between the two stores. Importantly:*

- *Every individual pharmacy has its own PPA Service Provider ID – these are not shared across different pharmacies/sites/stores*
- *Where a pharmacy changes ownership and creates a new PPA Portal pharmacy account the new number must be entered into ProjectCOVID by the pharmacy. Information on changing PPA Service Provider IDs in ProjectCOVID can be found on GuildLink's resources page.*

### Registering for the PPA Portal for the first time

If your pharmacy does not already have a PPA Portal account, further details on how to register are available [here](#).

**Note:** Only pharmacy owners can enter and edit the bank details for the pharmacy, so please ensure that the correct person sets up the account.

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](mailto:support@ppaonline.com.au). The PPA Support Centre operates from 9am – 8pm (AET) Monday – Friday.

## Pharmacy Programs Administrator Portal User Guide – CRTCA Program

Users do not have to register for the CRTCA Program through the PPA Portal.

Upon receiving transaction (claim) data from GuildLink, the PPA will use the Service Provider ID recorded in the data to automatically register participating pharmacies on the Portal for the CRTCA Program.

### CRTCA – SUBMITTING CLAIMS VIA PROJECTCOVID

Pharmacies must enter all transaction data into GuildLink's ProjectCOVID.

**As soon as a pharmacy clicks 'Allow' on a transaction in ProjectCOVID the transaction is automatically classified as a claim under the CRTCA Program and will be included in the transactions (claims) data which is exported in batches by GuildLink and sent fortnightly to the PPA for payment.**

Once a transaction has been submitted in ProjectCOVID there is no ability to amend or cancel the transaction (claim).

Please note ProjectCOVID will not stop you from clicking 'Allow' if the patient has already reached their maximum allowable RATs for that month/three monthly period. Pharmacies should therefore ensure they are entering the correct data and that they are checking the patient meets eligibility for supply prior to clicking 'Allow'.

Information on how to enter transactions (claims) into ProjectCOVID can be found on GuildLink's resources page available [here](#).

If you need additional support in using ProjectCOVID please contact GuildCare Support.

### CRTCA – VIEWING YOUR CLAIM/TRANSACTION PAYMENTS

*Registration and claiming for the CRTCA Program is via GuildLink's ProjectCOVID and not the PPA Portal.*

Further information on ProjectCOVID can be found at:

<https://ng.guildcare.com.au/projectcovid>

Transactions (claims) data is exported from ProjectCOVID in batches by GuildLink and sent fortnightly to the PPA for payment.

Upon receiving the transactions (claims) data batch from GuildLink, the PPA will aggregate all data submitted with the PPA Service Provider ID in that batch and create a payment under that pharmacy's PPA Portal account. **The PPA must make payment based on the data we are provided by GuildLink and cannot update or amend any data we receive.**






Please note we also do not have real time access to data you have entered into ProjectCOVID nor do we receive patient level information such as concession card numbers. We therefore cannot provide answers if you 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.

For information on data entry into ProjectCOVID, please visit GuildCare's website available [here](#).










## Pharmacy Programs Administrator Portal User Guide – CRTCA Program

### Viewing your CRTCA payments in the CRTCA Program claims history

- 1) Once logged into the Pharmacy Programs Administrator Portal, click on the **Home** icon to access a list of approved program registrations the relevant Service Provider.
- 2) If your pharmacy has been registered for the CRTCA Program the Program will show in your approved programs registrations list. If your pharmacy does not yet have this Program listed this is because we have not yet processed any payments for your pharmacy.
- 3) Click on the **View** button next to the CRTCA Program.










OPERATOR APPROVAL PHARMACY		
PROGRAM NAME	STATUS	ACTION
MedsCheck and Diabetes MedsCheck	Granted	<a href="#">View</a> [🔍] 
Staged Supply	Granted	<a href="#">View</a> [🔍] 
Dose Administration Aids	Granted	<a href="#">View</a> [🔍] 
COVID-19 Vaccination in Community Pharmacy	Granted	<a href="#">View</a> [🔍] 
COVID-19 Rapid Test Concessional Access	Granted	<a href="#">View</a> [🔍] 

- 4) Once you have clicked on **View**, the following will display. Here you will be able to view any CRTCA claims that have been submitted under the CRTCA Program by the PPA based on the transactions (claims) data provided by the Guild.

ENTRIES					Search 
ID	DATE PROCESSED	APPROVAL STATUS	ACTIONS	VIEW CLAIMS	
29368	08/02/2022	Granted		  Payment	
29356	08/02/2022	Granted		  Payment	
29293	03/02/2022	Granted		  Payment	
29289	01/02/2022	Granted		  Payment	

First « 1 » Last Show 10 entries

- 5) All transactions (claims) in a payment data batch will be aggregated and represented by one CRTCA 'claim'. All CRTCA claims will be shown on the pharmacy's claim history list for the CRTCA Program.
- 6) To view information on the total transactions, the date range of the transactions and the total number of RATs you have been paid for in a particular CRTCA claim, click on the **View Claims** icon to the far right of the relevant CRTCA claim as shown below.

ENTRIES					Search 
ID	DATE PROCESSED	APPROVAL STATUS	ACTIONS	VIEW CLAIMS	
29368	08/02/2022	Granted		  Payment	
29356	08/02/2022	Granted		  Payment	
29293	03/02/2022	Granted		  Payment	
29289	01/02/2022	Granted		  Payment	

First « 1 » Last Show 10 entries

Total number of entries: 4

## Pharmacy Programs Administrator Portal User Guide – CRTCA Program

- 7) The *Claim Record Screen* will then display. Here you will be able to view details regarding the date the PPA processed the transactions (claims) batch file for payment and a description of the total transactions, date range of the transactions and the total number of RATs you have been paid for in a particular CRTCA claim.

Record ID 29293 ✕

① This claim was created by the PPA based on transaction data entered by the Service Provider into the ProjectCOVID module.

Please note the PPA must make payment according to the data provided to us by GuildLink and are unable to assist Service Providers in altering data after it has been entered into ProjectCOVID.

PPA Processed Date

03/02/2022 📅

Description

Payment for 15 transactions with supply dates between 25/01/2022 and 29/01/2022. Transactions include a total of 45 Rapid Antigen Tests.

- 8) To view the total payment details for a CRTCA claim, click on the **Payment** icon to bring up the *Payment Record Screen*.

ENTRIES					
ID	DATE PROCESSED	APPROVAL STATUS	ACTIONS	VIEW CLAIMS	
29368	08/02/2022	Granted			Payment
29356	08/02/2022	Granted			Payment
29293	03/02/2022	Granted			Payment
29289	01/02/2022	Granted			Payment

First « 1 » Last Show 10 entries

① Total number of entries: 4

- 9) The *Payment Record Screen* will then display. Here you will be able to view details regarding the total amount paid and the date we transferred the payment to you.

Payment ✕

PAYMENT

ID	CREATED	STATUS	PAID	AMOUNT
28175	08/02/2022	Paid	08/02/2022	\$385.00

First « 1 » Last Show 10 entries

① Total number of entries: 1

Total payments on this claim: \$385.00

- 10) Please note the date we transfer the payment to you may not be the date the payment arrives in your bank account. The time this takes to arrive in your account is reliant on your bank.

## Pharmacy Programs Administrator Portal User Guide – CRTCA Program

### Viewing your payment data through Remittance and Reconciliation/Summary Reports

Remittance advices are emailed to pharmacies approximately 2-3 business days after a payment is made by the PPA. This is because the banks do not advise the PPA when payments are successful only when a payment has bounced. We are unable to send any remittance advices until we know there have not been bounced payments for any pharmacies paid on that day- it can unfortunately take up to 2-3 business days for the banks to advise us of this.

Whilst remittance advices are emailed to the pharmacy, they are also available for download 2-3 business days after payment within the PPA Portal by any users linked to the pharmacy’s PPA account.

Pharmacies can also access Remittance Reconciliation Reports which provide further details of the claims paid within a particular remittance advice.

Information on how to download remittance advices and accessing Remittance Reconciliation Reports via the PPA Portal can be viewed below. Further information regarding [Remittance Advices](#) and [Summary Reporting](#) can be found by accessing Portal User Guides on the PPA website.

- 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) Select the **View Remittance Advices** button below the Service Provider name that you wish to generate a Remittance Reconciliation Report or download a remittance advice for.

OPERATOR APPROVAL PHARMACY			
<a href="#">View Remittance Advices</a> <a href="#">+ Register for New Program</a> <a href="#">Update Details</a> <a href="#">View Summary Reports</a>			
PROGRAM NAME	STATUS	ACTION	
MedsCheck and Diabetes MedsCheck	Granted	<a href="#">View</a>	<a href="#">[📄]</a>
Staged Supply	Granted	<a href="#">View</a>	<a href="#">[📄]</a>
Dose Administration Aids	Granted	<a href="#">View</a>	<a href="#">[📄]</a>
COVID-19 Vaccination in Community Pharmacy	Granted	<a href="#">View</a>	<a href="#">[📄]</a>
COVID-19 Rapid Test Concessional Access	Granted	<a href="#">View</a>	<a href="#">[📄]</a>

- 3) A list of all remittance advices itemised by Invoice ID will display. To download a remittance advice select the **Download Remittance Advices PDF** icon beside the relevant Invoice ID.

The Remittance Advices User Guide can be found here

REMITTANCE ADVICES - OPERATOR APPROVAL PHARMACY					
ENTRIES					3087
INVOICE ID	SERVICE PROVIDER	PAID DATE	SENT DATE	AMOUNT PAID	
3087	Operator Approval Pharmacy	31/01/2022	04/02/2022	\$559.50	<a href="#">[📄]</a> <a href="#">[📄]</a>

- 4) To generate a Remittance Reconciliation Report for a specific remittance advice, select the **View Reconciliation Report** icon as shown below.





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### REMITTANCE ADVICES - OPERATOR APPROVAL PHARMACY

ENTRIES

Search 

INVOICE ID	SERVICE PROVIDER	PAID DATE	SENT DATE	AMOUNT PAID	
3087	Operator Approval Pharmacy	31/01/2022	04/02/2022	\$559.50	 

5) Within the Remittance Reconciliation Report you can see all claims and the claim type paid within a particular remittance advice (this may include claims for other 7CPA Programs not just the CRTCA Program).


[← Back to Remittance Advices](#)

[The Remittance Advices User Guide can be found here](#)

### RECONCILIATION REPORT - OPERATOR APPROVAL PHARMACY

Service Provider ID : 378  
 Service Provider Name : Operator Approval Pharmacy  
 Invoice ID : 3087  
 Opening Balance : \$0.00


Remittance Date : January 31, 2022  
 Bank Reference Number : 3087-377-378  
 Paid Date : January 31, 2022  
 Closing Balance : \$0.00

 Print Page

 Export

TOTAL PAYMENTS

Search 

CLAIM ID	CLAIM TYPE	CLAIM DATE	STATUS	QUANTITY	PAYMENT AMOUNT	GST	TOTAL AMOUNT	VIEW CLAIM
29293	CRTCAP	03/02/2022	Paid	1	\$514.50	\$45.00	\$559.50	
<b>SUB TOTAL</b>					\$514.50	\$45.00	\$559.50	
<b>TOTAL CREDITED</b>							\$559.50	

11) To view information on the total transactions, the date range of the transactions and the total number of RATs you have been paid for in a particular CRTCA claim within that remittance advice, click on the **View Claims** icon to the far right of the relevant CRTCA claim row.

Should you require any assistance viewing payments within the PPA Portal, you may contact our Support Centre by phone on 1800 951 285 or email via [support@ppaonline.com.au](mailto:support@ppaonline.com.au) from 9am – 8pm (AET) weekdays.