



# PROGRAM RULES

## MedsCheck and Diabetes MedsCheck

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**Australian Government**  
Department of Health

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## TABLE OF CONTENTS

<b>1</b>	<b>INTRODUCTION</b> .....	<b>1</b>
<b>2</b>	<b>BACKGROUND</b> .....	<b>1</b>
<b>3</b>	<b>PARTICIPATION</b> .....	<b>2</b>
	3.1 Requirements for Participation.....	2
	3.2 Patient Eligibility Criteria.....	3
	3.3 Frequency of Service.....	4
	3.4 Patient Consent.....	4
<b>4</b>	<b>MEDSCHECK AND DIABETES MEDSCHECK PROGRAM ELEMENTS</b> .....	<b>4</b>
	4.1 MedsCheck/Diabetes MedsCheck Services.....	4
	4.2 Telehealth .....	5
<b>5</b>	<b>FEES</b> .....	<b>5</b>
<b>6</b>	<b>FUNDING AVAILABILITY</b> .....	<b>6</b>
<b>7</b>	<b>CLAIMS</b> .....	<b>6</b>
	7.1 Claim Submission.....	6
	7.2 Claim Lodgement.....	6
	7.3 Supporting Documentation .....	6
<b>8</b>	<b>AUDIT REQUIREMENTS</b> .....	<b>7</b>
<b>9</b>	<b>RESOURCES</b> .....	<b>7</b>

## 1 INTRODUCTION

This document outlines the Program Rules governing the MedsCheck/Diabetes MedsCheck Program (the Program). This document must be read in conjunction with the *Pharmacy Programs Administrator General Terms and Conditions* (General Terms) and the *Guidelines for Pharmacists Providing MedsCheck and Diabetes MedsCheck* (PSA Standards).

Definitions in the General Terms apply in these Program Rules.

The Program provides for in-Pharmacy medication reviews between Pharmacists and Patients to enhance the Quality Use of Medicines (QUM) and potentially reduce medication misadventure and associated hospital admissions or medical presentations. It is funded under the Seventh Community Pharmacy Agreement.

The Program was redesigned in 2018 to support the collection of information to assist with the assessment of the effectiveness of the Program and to monitor the Program's delivery of health outcomes for Patients. From 1 March 2020 collection of this data is no longer required.

## 2 BACKGROUND

MedsCheck is an in-Pharmacy, Patient-centred service that includes a review of a Patient's medicines, focusing on education and self-management. The service aims to:

- Identify problems that the Patient may be experiencing with their medicines
- Help the Patient learn more about their medicines including how medicines affect medical conditions
- Improve the effective use of medicines by Patients
- Educate Patients about how to best use and store their medicines.

Diabetes MedsCheck is an in-Pharmacy, Patient-centred service that provides a review of medications with a focus on the Patient's type 2 diabetes medicines management, monitoring devices, education and self-management. This service is targeted at Patients who are unable to gain timely access to other diabetes education or health services in their community and aims to:

- Optimise a Patient's effective use of medicine through improving understanding of, and compliance with, their diabetes medication therapy
- Improve a Patient's effective use of blood glucose monitoring devices through training and education
- Improve blood glucose control
- Reduce the risk of the Patient developing complications associated with type 2 diabetes.

There are no mandatory training requirements for a Registered Pharmacist to provide a MedsCheck or Diabetes MedsCheck service.

## 3 PARTICIPATION

### 3.1 Requirements for Participation

To be eligible to become an Approved Service Provider and participate in the Program, a Pharmacy must:

- Be approved to dispense pharmaceutical benefits as part of the Pharmaceutical Benefits Scheme (PBS) defined in Section 90 of the *National Health Act 1953 (Cwlth)* (Section 90 Pharmacy)
- Abide by the General Terms available from the [PPA website](#)
- Undertake to provide services under this Program in accordance with these Program Rules and relevant Professional Standards
- Undertake to obtain appropriate consent for the provision of a Service prior to providing the service. A consent form is available online on the [PPA website](#)
- Ensure that services delivered under the Program are carried out by a Registered Pharmacist face-to-face with the Patient in an area of the Community Pharmacy approved premises that is physically separated from the retail trading floor so that the privacy and confidentiality of the Patient is protected. The area must meet the following requirements
  - Be appropriately furnished with facilities to allow the Patient and the Pharmacist to sit down together
  - Be of sufficient size and appropriate layout to accommodate efficient workflow, including adequate room for the Patient, their carer and the Pharmacist as well as all the consumables, equipment and documentation required for the service
  - Allow the Patient and the Pharmacist to talk at normal speaking volumes without being overheard by any other person (including pharmacy staff)
  - Be clearly sign-posted as a private consultation area

*Note: Script in and out counters (including those with privacy screens) do not meet the consultation area requirements.*
- Ensure the Registered Pharmacist conducting the services under the Program is not responsible for dispensing or undertaking other professional duties at the time of consultation
- When a Community Pharmacy is closed to members of the public, services under the Program can be carried out in a public area of the Pharmacy as long as the conversation between the Registered Pharmacist and the Patient cannot be overheard by any other person (including pharmacy staff)
- Understand that no more than 20 MedsCheck and Diabetes MedsCheck Services in total per Service Provider per calendar month will be remunerated. The threshold applies regardless of the number of Registered Pharmacists that may provide MedsCheck and Diabetes MedsCheck Services on the Service Provider's behalf
- Agree to accept the payment received under this Program as full payment and provide any services under the Program at no cost to Patients.
- Agree to continue to meet the above Eligibility Criteria while participating in the MedsCheck Program and advise the Pharmacy Programs Administrator if the Pharmacy ceases to be eligible for the MedsCheck Program.

## MEDSCHECK AND DIABETES MEDSCHECK

### 3.2 Patient Eligibility Criteria

To be eligible for a MedsCheck/Diabetes MedsCheck service funded under the Seventh Community Pharmacy Agreement, the Patient must satisfy the following mandatory Eligibility Criteria.

#### 3.2.1 MedsCheck Mandatory Service Eligibility Criteria

The Patient:

- Is a Medicare and/or Department of Veterans' Affairs (DVA) cardholder
  - Has not received a MedsCheck, Diabetes MedsCheck, Home Medicines Review (HMR) or Residential Medication Management Review (RMMR) in the previous 12 months
  - Is living at home in a community setting
- and**
- Is taking five or more prescription medicines
- or**
- Has had a recent significant medical event. A recent significant medical event can be defined as a recent event or new diagnosis that has the potential to impact on the Patient's medication adherence or knowledge of their medicine regimen and may increase the risk of medication misadventure
- or**
- Is taking a medication associated with a high risk of adverse events.

MedsCheck Services are not available to in-Patients of public or private hospitals, day hospital facilities, transitional care facilities, to residents of an Aged Care Facility or Patients in a correctional facility.

Where a Patient does not meet the Eligibility Criteria, the Approved Service Provider may offer the service at a Patient's own cost.

The Patient must be present at any consultation. The Patient's carer may also attend any consultation.

#### 3.2.2 Diabetes MedsCheck Mandatory Service Eligibility Criteria

The Patient:

- Is a Medicare and/or DVA cardholder
  - Has not received a MedsCheck, Diabetes MedsCheck, HMR or RMMR in the previous 12 months
  - Is living at home in a community setting
- and**
- Is unable to gain timely access to existing diabetes education/health services in their community
  - Has recently been diagnosed with type 2 diabetes (in the last 12 months)
- or**
- Has less than ideally controlled type 2 diabetes.

## MEDSCHECK AND DIABETES MEDSCHECK

Barriers to 'timely access' to existing diabetes education/health services should be determined by the Registered Pharmacist based on the Patient's specific needs and may include:

- Appointment availability is not suitable to address the Patient's immediate needs
- Distance to be travelled to the nearest diabetes education/health service is impractical for the Patient

**or**

- A lack of accessibility to transport.

Diabetes MedsCheck Services are not available to in-Patients of public or private hospitals, day hospital facilities, transitional care facilities, to residents of an Aged Care Facility or Patients in a correctional facility.

Where a Patient does not meet the Eligibility Criteria, the Approved Service Provider may offer the service at a Patient's own cost.

The Patient must be present at any consultation. The Patient's carer may also attend any consultation.

Patients are not eligible to receive Program services for the duration of their participation in the Community in Pharmacy Health Care Homes Trial Program - effective to 30 June 2021.

### 3.3 Frequency of Service

One MedsCheck/Diabetes MedsCheck service can be conducted per eligible Patient per 12 months. In addition, the eligible Patient must not have received an HMR or RMMR in the preceding 12 months.

### 3.4 Patient Consent

The Service Provider must obtain written consent from the Patient or the Patient's carer prior to providing a MedsCheck or Diabetes MedsCheck Service. A consent form is available online on the [PPA website](#).

## 4 MEDSCHECK AND DIABETES MEDSCHECK PROGRAM ELEMENTS

A MedsCheck or Diabetes MedsCheck must be conducted in accordance with the PSA Standards. To be eligible to claim for a MedsCheck or Diabetes MedsCheck under this program, information must be collected to ensure the eligibility requirements of these Program Rules are met and the Supporting Documentation outlined in Section 7.3.

### 4.1 MedsCheck/Diabetes MedsCheck Services

Service Providers may claim a fee for the provision of a MedsCheck or Diabetes MedsCheck service to Patients that meet the Eligibility Criteria in Section 3.2. Supporting documentation is required to be retained for each service claimed as per Section 7.3.

A record of the MedsCheck or Diabetes MedsCheck service, which includes the associated Action Plan, should also be uploaded to the Patient's My Health Record (if the Patient has one).

## MEDSCHECK AND DIABETES MEDSCHECK

### 4.2 Telehealth

The intent of the MedsCheck and Diabetes MedsCheck Programs is for the service to be undertaken in the setting described in Section 3.1 and this option should be offered first.

In response to the COVID-19 pandemic, telehealth services, also known as video conferencing services, may temporarily be offered where a Patient meets the following eligibility criteria:

- Meets the current national triage protocol criteria for suspected COVID-19 infection after consultation with either the national COVID-19 hotline, state COVID-19 hotlines, a registered medical or nursing practitioner or COVID-19 trained health clinic triage staff;
- people aged over 70;
- identify Aboriginal and Torres Strait Islander people aged over 50;
- people with chronic health conditions or who are immunocompromised; or
- parents with new babies and people who are pregnant.

Telehealth services are the preferred approach for substituting a face-to-face consultation. However, if video is not available, Service Providers will also be able to offer audio-only services via telephone.

In the case where a Patient is isolating themselves at home on the advice of a medical practitioner for confirmed COVID-19 cases, it is recommended that the Service Provider considers whether or not a service is still clinically appropriate and, if so, the service may be undertaken remotely. It should be noted that a patient's ability to participate in a service may be impacted and this should be taken into consideration.

If a MedsCheck/Diabetes MedsCheck service is conducted via telehealth, Patient consent must still be obtained. This may be either written or verbal consent. A consent form for both types of consent can be found [here](#).

## 5 FEES

The following fees are payable by the Pharmacy Programs Administrator for the provision of MedsCheck and Diabetes MedsCheck Services.

Fee (per Patient)	Description
\$66.53	Initial MedsCheck Service
\$99.79	Initial Diabetes MedsCheck Service

*No additional Patient charges may be levied.*

*Note: Patients will still be required to pay to obtain the medicines that will be provided through the Service including the PBS co-payment (if applicable) when medications are dispensed.*

*Forms to aid with the collection of this information are available from the [PPA website](#).*

## 6 FUNDING AVAILABILITY

Funds are available for each Pharmacy to allow for 20 MedsCheck and Diabetes MedsCheck Services in total per Service Provider per calendar month. The threshold applies regardless of the number of Registered Pharmacists that may provide MedsCheck and Diabetes MedsCheck Services on the Service Provider's behalf.

## 7 CLAIMS

### 7.1 Claim Submission

An Approved Service Provider may submit claims for providing MedsCheck and Diabetes MedsCheck services which meet the patient eligibility criteria.

Claims must be submitted online via the Pharmacy Programs Administrator Registration and Claiming Portal available on the [PPA website](#).

MedsCheck and Diabetes MedsCheck Services must be claimed by the end of the next calendar month (e.g. services undertaken in March must be claimed by 30 April). Claims submitted outside this timeframe will not be paid and cannot be resubmitted.

All information entered on the Claim must be correct (for example, Patient date of birth) as any inconsistencies may prevent the Claim from being submitted.

### 7.2 Claim Lodgement

The following information must be provided to the Pharmacy Programs Administrator in order to claim a payment under this Program:

- a. Section 90 number
- b. Patient's Medicare/DVA Card number
- c. Patient's date of birth
- d. Full details of the Registered Pharmacist undertaking the service including name and AHPRA registration number and what type of service is being claimed
- e. Date of Patient consultation for either a MedsCheck or Diabetes MedsCheck service
- f. A declaration by the claiming Service Provider that the Patient satisfies the Eligibility Criteria outlined in Section 3.2 of these Program Rules.

### 7.3 Supporting Documentation

The following information must be retained by the Service Provider for seven years to support any claim for payment made under these Program Rules:

- a. All information outlined in Section 7.2
- b. Section 90 number at the time of the provision of the service
- c. Copy of the Patient consent form, where relevant
- d. Patient's name and address
- e. Patient's Medicare/DVA Card number



## MEDSCHECK AND DIABETES MEDSCHECK

- f. How the Patient has satisfied all Eligibility Criteria
- g. List of all prescription and non-prescription medicines the Patient is taking at the time the MedsCheck or Diabetes MedsCheck service is provided
- h. Date of Patient consultation for either a MedsCheck or Diabetes MedsCheck service
- i. A copy of the Action Plan developed as a result of the service.

Either an electronic or paper-based system may be used to record the Supporting Documentation.

## 8 AUDIT REQUIREMENTS

Service Providers must retain full and true records (including all patient consent forms) in relation to the provision of services for not less than seven years after the claim for payment. Such records must be kept in a manner that permits them to be conveniently and properly audited, and enables the amounts claimed as well as the services provided under the General Terms and these Program Rules to be determined. Service Providers may be subject to audits by the Australian Government Department of Health (or its representative) to ensure that the General Terms and these Program Rules have been complied with, and must provide all and any records requested as part of such audit(s).

Service Providers must also ensure that they are using current documents when obtaining information or consent from patients. Service Providers that wrongfully or incorrectly receive support and/or do not meet the requirements set out in the General Terms and these Program Rules may be subject to compliance action (as determined by the Australian Government Department of Health or Pharmacy Programs Administrator) and repayment may be required. Under section 137.1 of the Criminal Code, giving false and misleading information is a serious offence. If an audit/compliance action is to be conducted, Service Providers will be required to produce documentation within a specified time frame.

## 9 RESOURCES

MedsCheck and Diabetes MedsCheck Program resources are available for download from the Pharmacy Programs Administrator [website](#).