Pharmacy Programs Administrator

PORTAL USER GUIDE – REGIONAL PHARMACY TRANSITION ALLOWANCE

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PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – REGIONAL PHARMACY TRANSITION ALLOWANCE

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INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step by step process for the Regional Pharmacy Transition Allowance (RPTA) Program. It describes the following processes:

- RPTA Program Registration
- RPTA Application

For best performance, we recommend the most recent version of the **Google Chrome** browser is used. Whilst you can successfully submit your registration and make claims using other browsers, they may not have all the features required to provide you with the best user experience.

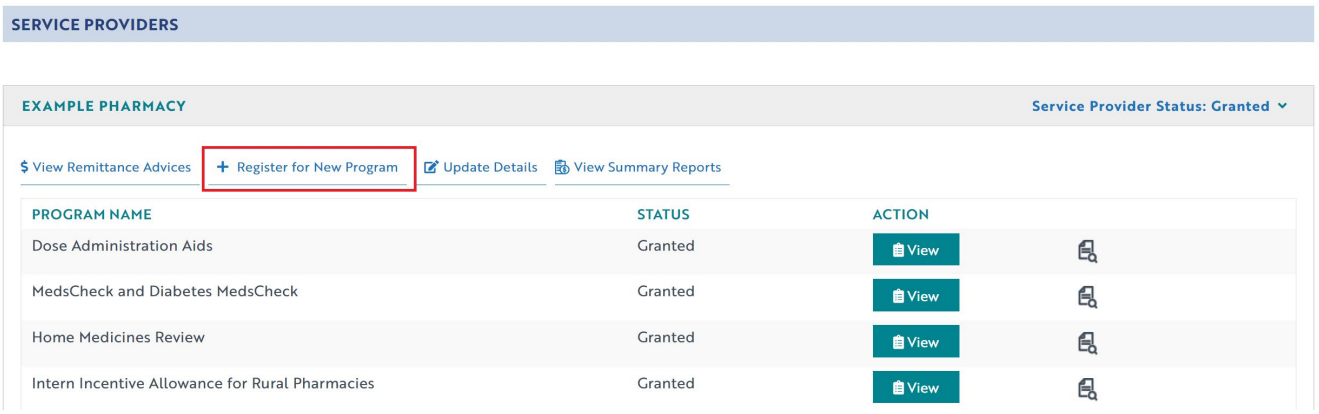
If you require further assistance with using the Pharmacy Programs Administrator Portal, please do not hesitate to contact the Pharmacy Programs Administrator Support Centre on 1800 951 285 or email support@ppaonline.com.au.

RPTA PROGRAM REGISTRATION

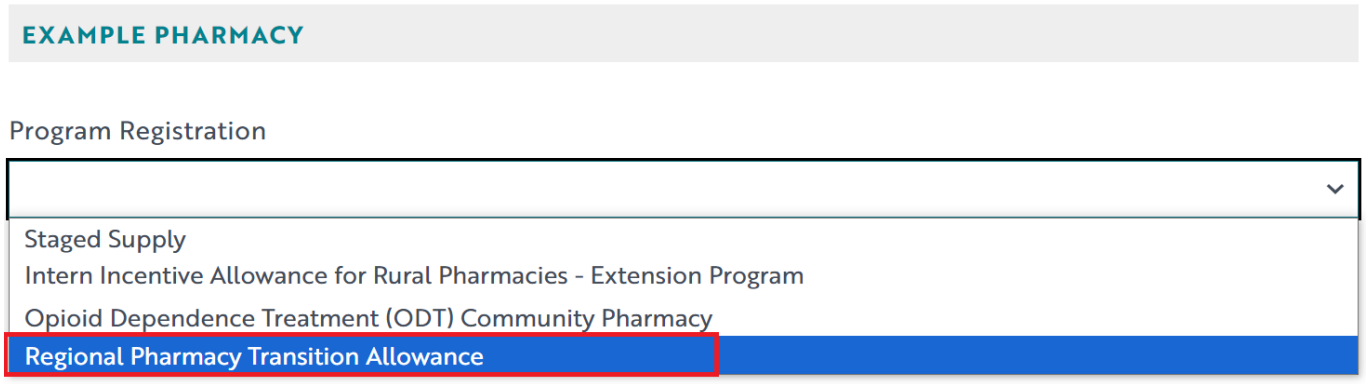
This section details how to submit a RPTA Program Registration through the Pharmacy Programs Administrator Portal.

1) Open the **Home** page to display a list of your approved Service Provider(s)

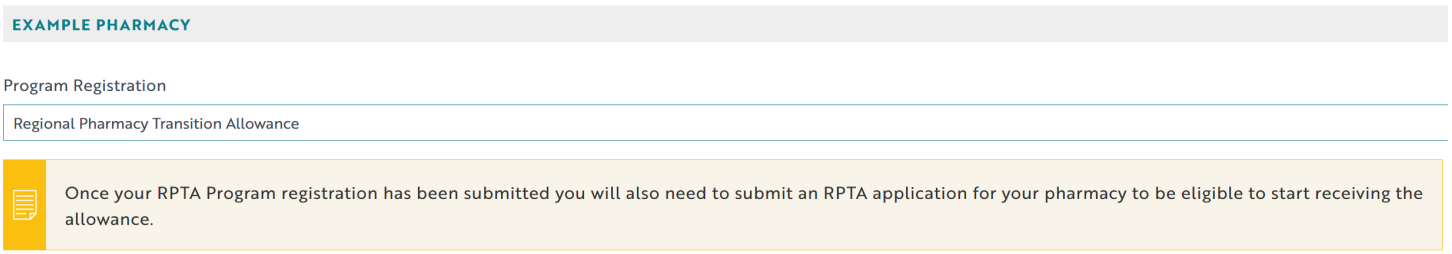
2) To Register for a new program, click the **Register for New Program** link underneath the name of the Service Provider you are trying to register for the program. *Please note* only the Main Authorised Person (MAP) for the Service Provider can register for a new program



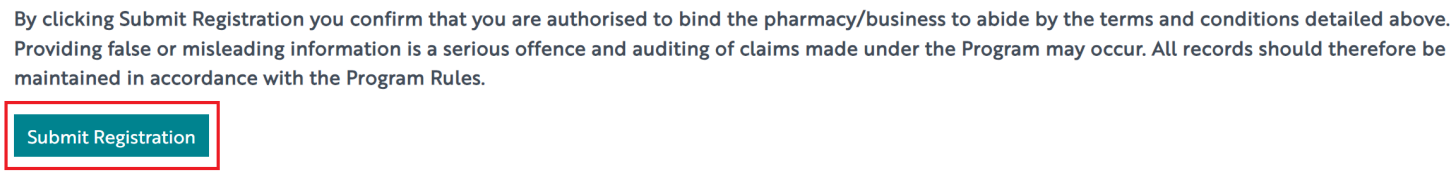
3) The Program registration screen will display a list of all programs a Service Provider may register for. Use the drop-down list to select **Regional Pharmacy Transition Allowance**



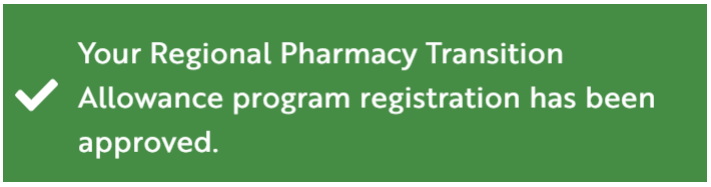
4) The RPTA program registration information will be displayed (part of form shown below). A reminder notice will appear to inform pharmacies that once a RPTA program registration has been submitted, you will still need to submit an application before any payments can be made



5) Please carefully read the RPTA program declaration, then click **Submit Registration** to continue



6) Once you have clicked **Submit Registration** the program registration will be automatically approved. A green message box will appear in the top right-hand corner of the screen. You can now proceed to submitting an application for the RPTA Program.



If you have any queries, please don't hesitate to contact the Support Centre on 1800 951 285 or via support@ppaonline.com.au for assistance.

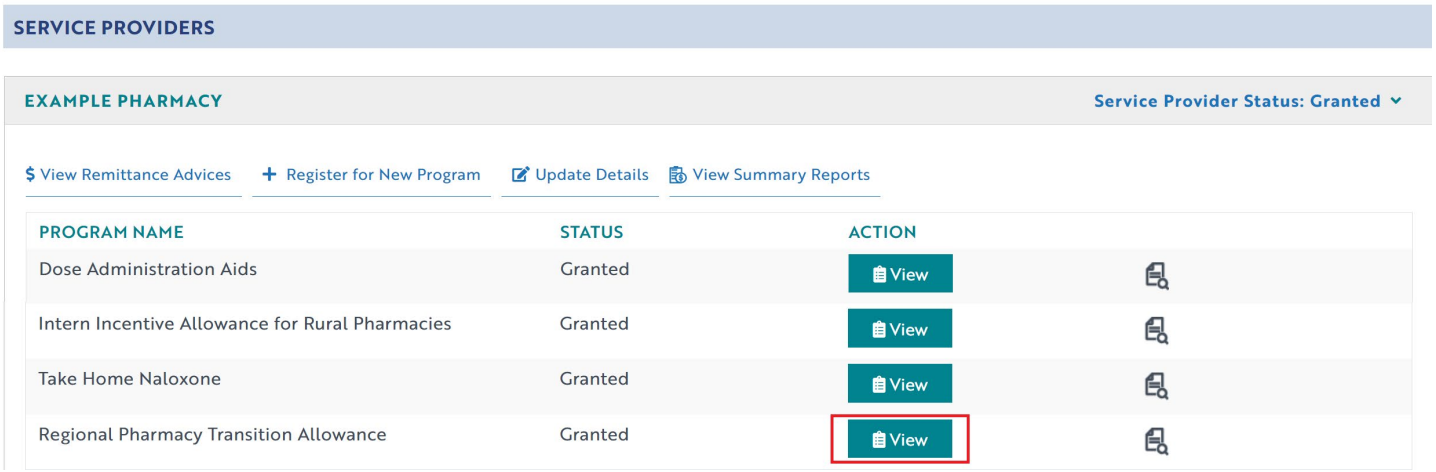
RPTA APPLICATION

This section details how to submit an RPTA Application through the Pharmacy Programs Administrator Portal.

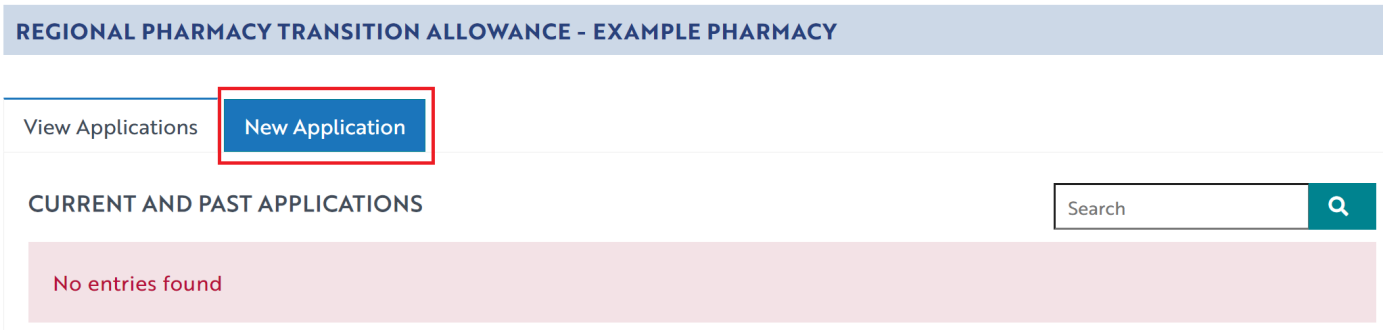
Please note in order to submit a new application for RPTA you must first register for the program using the steps in the previous section.

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

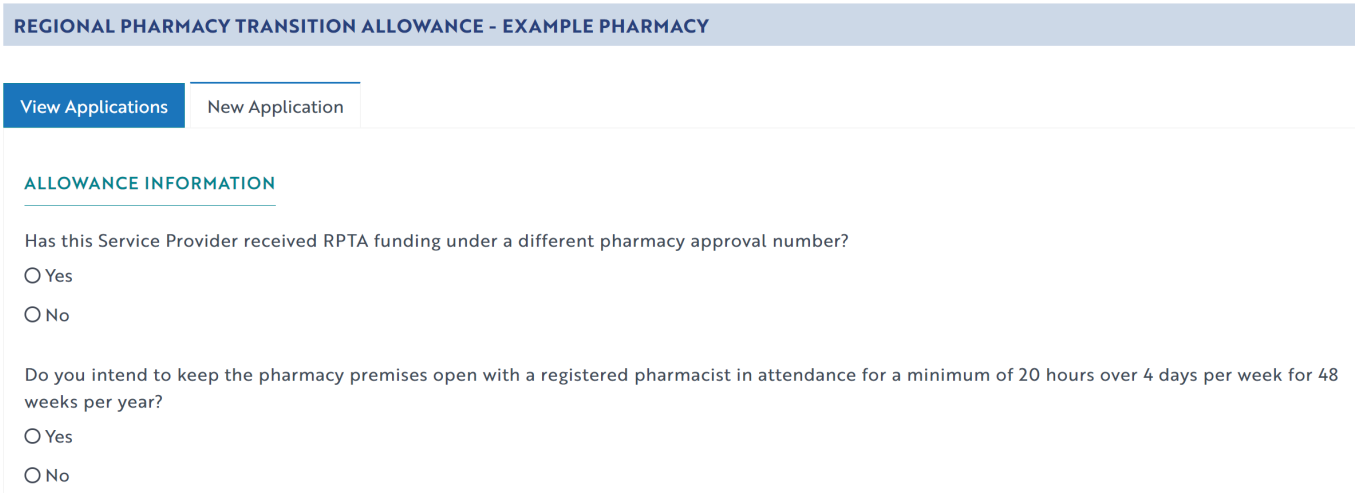
2) Click on the **View** button next to the RPTA program under the relevant Service Provider



3) Once you have clicked on **View**, the following screen will display. Select the **New Application** tab

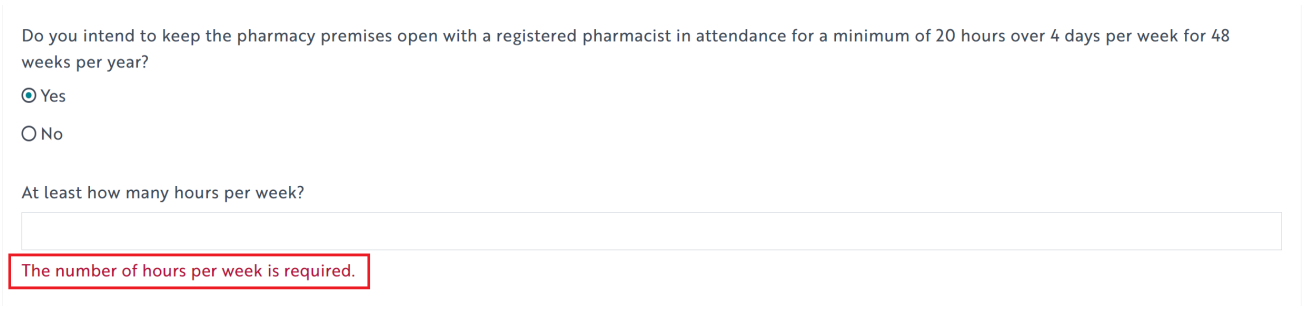


4) The RPTA Application form will display (part of form shown below)



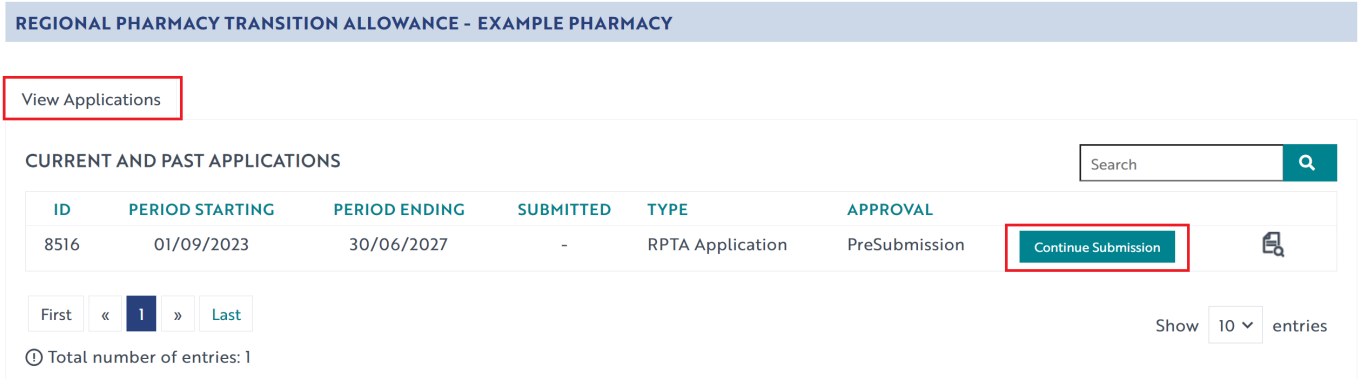
5) Complete all the relevant fields in the RPTA Application form

6) If there are issues with any of the information entered into the application form, an error message will appear (see below). Correct any entries where necessary



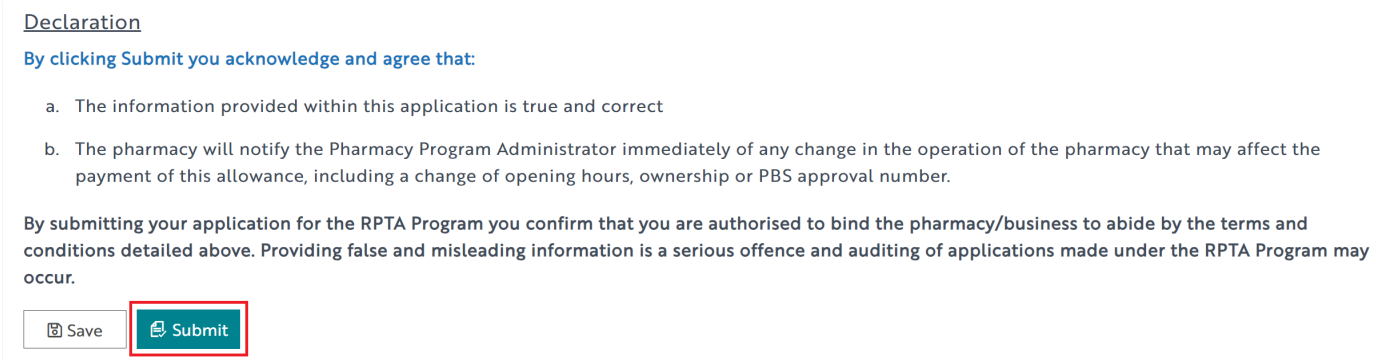
7) If you need to return to the application at another time, click the **Save** button. Saved claims will save with a *Pre-Submission* status

8) To see a list of all submitted and/or saved applications, click on the **View Applications** tab. Click on the **Continue Submission** button to complete any previously saved applications. Only submitted applications will be reviewed by a PPA Operator. If applications are not submitted, they cannot be paid



9) If the pharmacy was previously receiving the RPTA allowance under a different Section 90 Approval number please indicate this in the claim form

10) Once you have completed all fields, carefully read the declaration and then click on the **Submit** button to submit the application. A successful submission message will then appear advising that your application will now be reviewed by a PPA Operator



11) To see the details of your application, click on the **View Applications** tab. Your application will show with a 'Pending' approval status until the PPA has assessed your pharmacy's eligibility

12) Once assessed, the Main Authorised Person for the pharmacy will receive an outcome email to the email address they provided at the time they registered the pharmacy's Service Provider account.

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