

Compliance Bulletin – DAA & IDAA

The Dose Administration Aids (DAA) and Indigenous Dose Administration Aids (IDAA) Programs help patients in the community to manage their medicines. This bulletin provides 3 tips to help you comply with the [DAA Program Rules](#) and [IDAA Program Rules](#) drawing on common enquiries to the PPA Support Centre and findings arising from PPA compliance activities.

Submission of duplicate claims

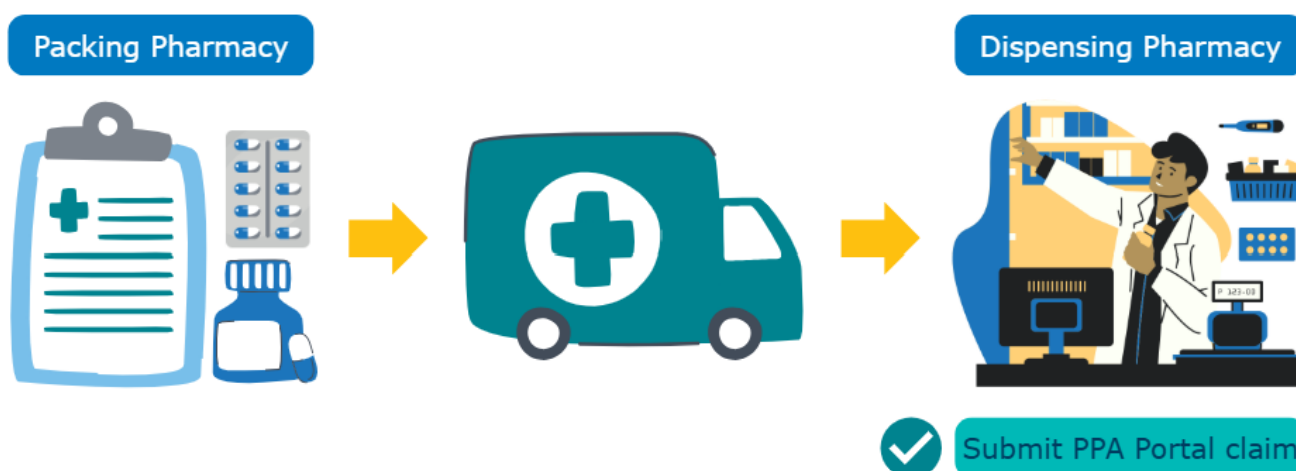
Occasionally, duplicate claims are submitted by multiple pharmacies for the same DAA. This error may occur when a claim is submitted by both the pharmacy that packs the DAA or IDAA and the pharmacy that dispenses the medicines to the patient. The PPA is actively monitoring this issue to prevent ineligible claims being inadvertently submitted.

- ✓ A claim can be submitted in the PPA Portal **only** by the pharmacy that dispenses the medicines packed in the DAA to the patient.
- ✓ If your pharmacy dispenses the DAA medicines, you can submit the claim in the PPA Portal. This applies whether or not your pharmacy also packs the DAA, as outlined in section 8.1 of the [DAA Program Rules](#).
- ✗ A pharmacy that only packs a DAA, without dispensing the medicines, must not submit a claim in the PPA Portal. Any duplicate claims identified will be cancelled.

Case study

A pharmacy owner manages multiple pharmacies that supply DAA services to the local community with different pharmacies performing different tasks in the DAA process. *Packing Pharmacy* is the central pharmacy in the network that is responsible for packing DAAs for patients from all pharmacies in the network. *Dispensing Pharmacy* dispenses the patient's medicines and provides *Packing Pharmacy* with the patient's medicines to be packed. The medicines are then packed offsite into a DAA by *Packing Pharmacy*. The DAAs are transported to *Dispensing Pharmacy* and provided to the patient.

Which pharmacy should submit the DAA claim?



Submission of claims for patients not receiving DAAs

The PPA has identified and cancelled claims that are ineligible because they have been submitted for patients who are no longer receiving DAAs, including deceased patients. If you

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use a third-party software provider for your DAA and IDAA services, regularly review your records to ensure that only patients who are actively receiving DAAs are being claimed. Regular reviews will also prevent claims being accidentally missed for eligible patients. If you use DAA packing software to export your data for DAA claims, please check how to update your records with your DAA packing software provider.

Supporting documentation

You should regularly review your records to make sure that you are retaining sufficient supporting documentation for your DAA and IDAA claims. Supporting documentation containing the required information must be kept for 7 years from the date a claim is submitted in the PPA Portal. It is also important to keep accurate records of all pack start dates, when each DAA was provided to a patient and medication packing lists. Appendix 8 of the [PSA Guidelines](#) provides a helpful example of a packing record that includes this information. Both electronic and paper-based record-keeping systems are acceptable.

Required information	Note
Signed Patient Consent Form	<p>We encourage you to use the current versions of the PPA DAA Patient Information and Consent Form and IDAA Patient Information and Consent Form.</p> <p>A copy of a signed patient consent form must be kept for 7 years from the date each claim is submitted. For example, Ms Smith signs a PPA DAA consent form in May 2019 allowing her data to be provided to the PPA and department for claiming purposes. The last DAA claim is submitted for Ms Smith in June 2027. The patient consent form she signed in 2019 must be kept for 7 years after the claim submitted in June 2027.</p>
Patient's residential address	The patient must be living at home in a community setting.
Patient's Medicare or DVA card number	The patient must hold a Medicare card or be eligible for a Medicare card or hold a Department of Veterans' Affairs card.
Patient's concession card number	<p>The patient must have a valid government issued concession card to participate in the DAA Program. PBS Safety Net concession cards issued to general patients are not accepted.</p> <p>Please refer to the Services Australia website for more information about concession cards.</p>
Evidence that the patient has met the other eligibility criteria	<p>Keep clear evidence of which DAA or IDAA eligibility criteria the patient has met. You should also regularly review patient records to ensure that patients continue to meet the eligibility criteria.</p> <p>Examples of appropriate evidence include:</p> <ul style="list-style-type: none"> • patient medication or dispensing records • GP referral notes • patient notes recorded in your pharmacy dispensing software.
List of all prescription and non-prescription medicines that a patient is taking	<p>Record all medicines that a patient is taking at the time of each DAA or IDAA service.</p> <p>Record all medicines that are packed in the DAA or IDAA.</p>
Start date(s) of the DAA or IDAA	This refers to the date the patient is scheduled to begin taking the medicines in the pack, not the date the DAA was packed or dispensed to the patient.

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Compliance support

The PPA encourages you to read the [DAA Program Rules](#), [IDAA Program Rules](#) and [PPA General Terms and Conditions](#) carefully. The [Compliance](#) section of the PPA website also include further educational material.

The PPA Compliance team is available to support you and clarify the program requirements to help you comply. For general compliance enquiries, please call 1800 951 285 and ask to speak with a member of the Compliance team.