



**Pharmacy Programs
Administrator**

PORTAL USER GUIDE – RESIDENTIAL MEDICATION MANAGEMENT REVIEW

April 2023

PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – RESIDENTIAL MEDICATION MANAGEMENT REVIEW

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INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step by step process for the Residential Medication Management Review (RMMR) Program. It describes the following processes:

- RMMR - Program Registration
- RMMR - Register an Aged Care Facility
- RMMR - Finding and Selecting a Facility
- RMMR - Service Claim (Initial Review)
- RMMR - Service Claim (Follow-Up)
- RMMR - Program Variation - Pharmacist Only Review
- RMMR - Extending an existing Service Agreement

Please refer to the (separate) Service History Checker user guide for information concerning this functionality. Please note the Service History Checker only provides information on Initial Services, not on Follow-up Services.

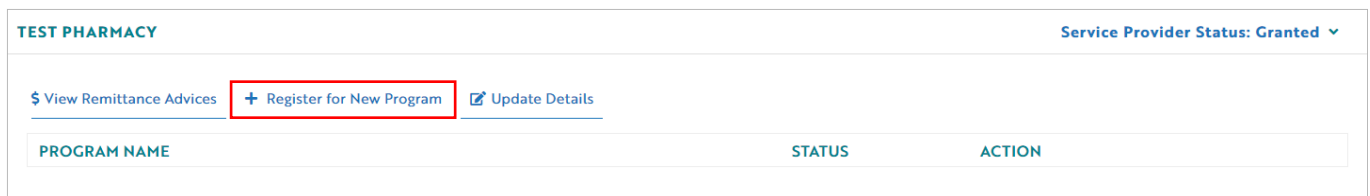
For best performance, we recommend the most recent version of the **Chrome** browser is used. Whilst you can successfully submit your registration and make claims using other browsers, they may not have all the features required to provide you with the best user experience.

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.

RMMR – PROGRAM REGISTRATION

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

- 1) Open the **Home** page to display a list of your approved Service Provider(s)
- 2) Find the Service Provider you are trying to register for the RMMR Program
- 3) To register for the RMMR program, click the **Register for New Program** link underneath the Service Provider’s name. Please note only the Main Authorised Person for the Service Provider can register for a new program

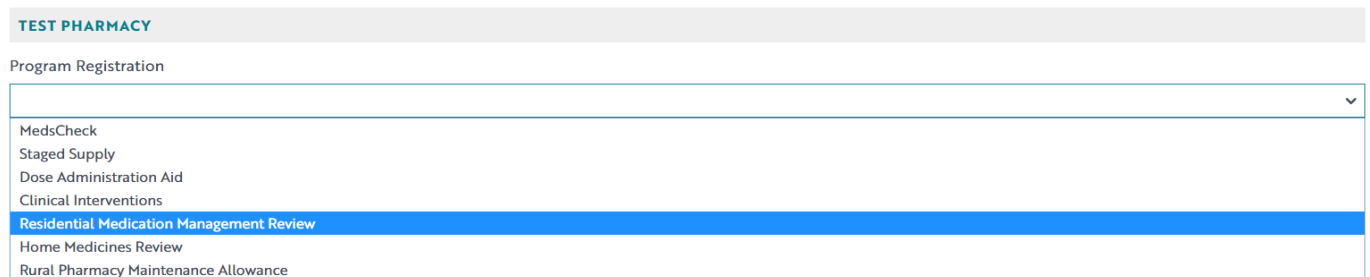


TEST PHARMACY Service Provider Status: Granted ▾

[\\$ View Remittance Advices](#)
[+ Register for New Program](#)
[✍ Update Details](#)

PROGRAM NAME	STATUS	ACTION

- 4) The Program registration screen will display a list of all programs a Service Provider may register for. Use the drop-down list to select **Residential Medication Management Review**



TEST PHARMACY

Program Registration ▾

- MedsCheck
- Staged Supply
- Dose Administration Aid
- Clinical Interventions
- Residential Medication Management Review**
- Home Medicines Review
- Rural Pharmacy Maintenance Allowance

- 5) The RMMR Program registration information will be displayed (part of form shown below)

By clicking Submit Registration you confirm that you are authorised to bind the pharmacy/business to abide by the terms and conditions detailed above. Providing false or misleading information is a serious offence and auditing of claims made under the Program may occur. All records should therefore be maintained in accordance with the Program Rules.

Submit Registration

- 6) The user must click on the **Submit Registration** button after reading and agreeing to the declaration, in order to be approved for Program registration
- 7) The Program registration will be automatically approved.

RMMR – REGISTER AN AGED CARE FACILITY

- 1) To be able to register an Aged Care Facility for the RMMR Program you must have first registered for the RMMR program
- 2) From the home screen, click on the **View** button against the RMMR Program under the relevant Service Provider

TEST PHARMACY		Service Provider Status: Granted ▾	
\$ View Remittance Advices + Register for New Program 🔗 Update Details			
PROGRAM NAME	STATUS	ACTION	
Quality Use of Medicines	Granted	View	
Residential Medication Management Review	Granted	View	

- 3) This will take you to the RMMR Program screen and will default to the **Active Aged Care Facilities** tab. This tab displays a list of all current Aged Care Facilities that are eligible for claiming in our Portal
- 4) Click on the **New Aged Care Facility** tab to register an Aged Care Facility for the RMMR Program

RESIDENTIAL MEDICATION MANAGEMENT REVIEW - TEST PHARMACY			
All Aged Care Facilities	Active Aged Care Facilities	New Aged Care Facility	Service History Checker

- 5) The **RMMR Register an Aged Care Facility Application** screen will display (part of form shown). Complete all fields and upload a copy of your RMMR Aged Care Facility Service Agreement

RESIDENTIAL MEDICATION MANAGEMENT REVIEW - TEST PHARMACY			
All Aged Care Facilities	Active Aged Care Facilities	New Aged Care Facility	Service History Checker
AGED CARE FACILITY SERVICE AGREEMENT: RMMR			
DETAILS OF AGED CARE FACILITY (ACF)			
NAPS ID (If Known)			
<input type="text"/>			


- 6) Once you have completed all fields and pressed the **Submit** button, a confirmation message will appear. The application will be assessed by an Operator for approval

Pharmacy Programs Administrator Portal User Guide – RMMR

- 7) To view the application, click on the **All Aged Care Facilities** tab. The application will be in a pending state (below). Once an Operator has approved the application, the status will change to granted and the Aged Care Facility will also appear in the **Active Aged Care Facilities** tab. If there are any issues with your application an Operator will push it back to pre-submission and you will receive an email detailing the required actions you need to take

AGED CARE FACILITIES - MAKE CLAIMS OR VIEW SUBMITTED CLAIMS.

Search 

ID	APPROVED	RACF NAME	START DATE	END DATE	TYPE	APPROVAL
1497	31/01/2020	New Aged Care Facility	31/07/2020	31/07/2021	Program Application RMMR	Pending 

- 8) Once all issues are resolved the status of the application will change from **Pending** to **Granted** and the Facility will appear in the **Active Aged Care Facilities** tab.

RMMR – FINDING AND SELECTING A FACILITY

There are two different views available to Service Providers for Aged Care Facilities registered on your profile:

- All Aged Care Facilities
- Active Aged Care Facilities

RESIDENTIAL MEDICATION MANAGEMENT REVIEW - TEST PHARMACY

All Aged Care Facilities

Active Aged Care Facilities

New Aged Care Facility

Service History Checker

- 1) The **All Aged Care Facilities** tab will display all Aged Care Facility records registered to your PPA Portal account including both active and historical records
- 2) The **Active Aged Care Facilities** tab will only display Aged Care Facility records that meet the following criteria:
 - The Facility has a Service Agreement that is active or has not been expired for longer than one month; and
 - The Facility has an approval status of Granted

Facilities with any other approval status such as Rejected or Facilities with Service Agreements that have expired over one month ago can be found in the All Aged Care Facilities tab.

If you have a Facility that you can no longer see in the **Active Aged Care Facilities** tab that you are still undertaking services for, you may need to look in the **All Aged Care Facility** tab

RMMR - SERVICE CLAIM (INITIAL REVIEW)

- 1) To be able to make an Initial Review claim for the RMMR Program you must have had approval for the registration of an Aged Care Facility
- 2) The Initial Review claim is submitted for conducting the Initial Patient Interview, assessment and RMMR Report
- 3) When you are in the **Active Aged Care Facilities** tab, click on **Manage Claims** beside the Aged Care Facility you wish to claim the RMMR claim under

RESIDENTIAL MEDICATION MANAGEMENT REVIEW - TEST PHARMACY

All Aged Care Facilities **Active Aged Care Facilities** New Aged Care Facility Service History Checker

Service agreements with facilities can be found in the All Aged Care Facilities or Active Aged Care Facilities tabs. The Active Aged Care Facilities tab displays all service agreements where the end date listed has not passed or has only recently expired. The All Aged Care Facilities tab displays all agreements, including those listed in the Active tab plus those expired or rejected agreements. Portal functionality remains the same in each tab.

AGED CARE FACILITIES - MAKE CLAIMS OR VIEW SUBMITTED CLAIMS.

ID	APPROVED	RACF NAME	START DATE	END DATE	TYPE	APPROVAL	
3094	04/03/2020	ACF	01/01/2020	01/01/2021	Service Agreement RMMR	Granted	 Manage Claims 

First « 1 » Last Show 10 entries

Total number of entries: 1

- 1) The **RMMR Claim** screen will display (part of screen below).

All Aged Care Facilities **Active Aged Care Facilities** New Aged Care Facility Service History Checker

« Back to ACF list

[New Claim](#)
[Follow-Up Claim](#)
[New Variation](#)
[View File Uploads](#)
[View Variations](#)
[View Claims](#)

- 2) To make a claim against an ACF registration that **does not have a program variation** associated with it, click on the **New Claim** button
- 3) The following screen will display (part of form shown)

« Back to ACF list

[New Claim](#)
[Follow-Up Claim](#)
[New Variation](#)
[View File Uploads](#)
[View Variations](#)
[View Claims](#)

RGERAGER, SERVICE AGREEMENT 01/03/2020 - 01/03/2021

ENTRIES

Pharmacy Programs Administrator Portal User Guide – RMMR

- 4) Complete all mandatory fields. If any error messages appear, correct your responses. You can always press the **Save** button and return to the claim later
- 5) Once you are ready to submit the claim, read and agree to the declaration and then press the **Submit** button. If all fields have been correctly entered, an approval message will display
- 6) To see a list of all submitted and/or saved claims, click on the **View Claims** tab

[« Back to ACF list](#)

New Claim
Follow-Up Claim
New Variation
View File Uploads
View Variations
View Claims

RGERAGER, SERVICE AGREEMENT 01/03/2020 - 01/03/2021
ENTRIES

- 7) To continue working on a saved claim, in the **View Claims** tab click on the green **Continue Submission** button beside the claim you wish to continue working on.

RMMR - SERVICE CLAIM (FOLLOW-UP SERVICE)

Please note, to submit a claim for the *1st follow-up service*, you must have an associated Initial Review service claim approved in the PPA Portal.

To submit a claim for the *2nd follow-up service*, you must have an associated 1st follow-up RMMR service approved in the PPA Portal.

- 1) To submit a follow-up RMMR claim, on the relevant Service Provider click on the **View** button beside the RMMR Program

PROGRAM NAME	STATUS	ACTION
Quality Use of Medicines	Granted	View
Residential Medication Management Review	Granted	View
MedsCheck and Diabetes MedsCheck	Granted	View
Home Medicines Review	Granted	View

- 2) In the **Active Aged Care Facilities** tab, click on **Manage Claims** against the relevant Aged Care Facility

Pharmacy Programs Administrator Portal User Guide – RMMR

RESIDENTIAL MEDICATION MANAGEMENT REVIEW - TEST PHARMACY

All Aged Care Facilities **Active Aged Care Facilities** New Aged Care Facility Service History Checker



Service agreements with facilities can be found in the All Aged Care Facilities or Active Aged Care Facilities tabs. The Active Aged Care Facilities tab displays all service agreements where the end date listed has not passed or has only recently expired. The All Aged Care Facilities tab displays all agreements, including those listed in the Active tab plus those expired or rejected agreements. Portal functionality remains the same in each tab.

AGED CARE FACILITIES - MAKE CLAIMS OR VIEW SUBMITTED CLAIMS.

Search

ID	APPROVED	RACF NAME	START DATE	END DATE	TYPE	APPROVAL		
3094	04/03/2020	ACF	01/01/2020	01/01/2021	Service Agreement RMMR	Granted		Manage Claims

First « 1 » Last

Show 10 entries

Total number of entries: 1

3) Click on the **Follow-Up Claim** tab

« Back to ACF list

New Claim **Follow-Up Claim** New Variation View File Uploads View Variations View Claims

RGERAGER, SERVICE AGREEMENT 01/03/2020 - 01/03/2021
ENTRIES

4) The following screen will display (part of form shown below). Complete all mandatory fields. If any error messages display, correct your response(s). You can click the **Save** button and return to the claim later

<< Back to ACF list

New Claim

Follow-Up Claim

New Variation

View File Uploads

View Variations

View Claims

RGERAGER, SERVICE AGREEMENT 01/03/2020 - 01/03/2021

RMMR FOLLOW-UP CLAIM

DETAILS OF SERVICE

Medicare or DVA Number

Patient Given Name(s)

Patient Family Name(s)

Type of Follow-up Service

1st Follow-up Service

2nd Follow-up Service

Date of Follow-Up Service

Date completed report sent to referring Medical Practitioner

Declaration

- 5) Once you are ready to submit the claim, read and agree to the declaration and then press the **Submit** button. If all fields have been correctly entered, an approval message will display
- 6) To see a list of all submitted and/or saved Follow-Up claims, click on the **View Claims** tab
- 7) To continue working on a saved follow-up claim, in the **View Claims** tab click on the green **Continue Submission** button beside the claim you wish to continue working on.

RMMR - PROGRAM VARIATION PHARMACIST ONLY REVIEW

In the event that a referral from a Medical Practitioner cannot be sourced for a patient, despite repeated and reasonable attempts, then an RMMR Service Provider may seek approval from the Department to conduct a Pharmacist Only Review without the initial referral from a Medical Practitioner.

The pre-requisites for submitting a program variation include registering for the RMMR program and having an approved ACF registration.

Pharmacy Programs Administrator Portal User Guide – RMMR

- 1) Log back into the RMMR claiming page. Click on the **Manage Claims** button against the relevant approved Aged Care Facility

RESIDENTIAL MEDICATION MANAGEMENT REVIEW - TEST PHARMACY

All Aged Care Facilities | **Active Aged Care Facilities** | New Aged Care Facility | Service History Checker

Service agreements with facilities can be found in the All Aged Care Facilities or Active Aged Care Facilities tabs. The Active Aged Care Facilities tab displays all service agreements where the end date listed has not passed or has only recently expired. The All Aged Care Facilities tab displays all agreements, including those listed in the Active tab plus those expired or rejected agreements. Portal functionality remains the same in each tab.

AGED CARE FACILITIES - MAKE CLAIMS OR VIEW SUBMITTED CLAIMS. Search

ID	APPROVED	RACF NAME	START DATE	END DATE	TYPE	APPROVAL	
3094	04/03/2020	ACF	01/01/2020	01/01/2021	Service Agreement RMMR	Granted	 Manage Claims Actions

First « 1 » Last Show 10 entries

Total number of entries: 1

- 2) The following screen will display. Click on the **New Variation** button

« Back to ACF list

New Claim |
 Follow-Up Claim |
 New Variation |
 View File Uploads |
 View Variations |
 View Claims

RGERAGER, SERVICE AGREEMENT 01/03/2020 - 01/03/2021

ENTRIES

- 3) Once you are in the New Variation screen, the following screen will display (part of form shown below)

« Back to ACF list

New Claim |
 Follow-Up Claim |
 New Variation |
 View File Uploads |
 View Variations |
 View Claims

RGERAGER, SERVICE AGREEMENT 01/03/2020 - 01/03/2021


PROGRAM VARIATION RMMR PHARMACIST ONLY REVIEW

PATIENT DETAILS


Patient Medicare Number or DVA Number

Please note this Program Variation will be de-identified before it is sent to the Department

Date of last RMMR



Date of Next Scheduled Medical Practitioner Consultation



Number of medications

Pharmacy Programs Administrator Portal User Guide – RMMR

- 4) Complete all fields, upload supporting documentation, and then click the **Submit** button to submit the Program Variation
- 5) If you wish to return to the form at another time you can do this by pressing the **Save** button
- 6) To continue working on a saved Program Variation at another time click on the **View Variations** tab, then click on **Continue Submission**
- 7) Once the Program Variation has been submitted, it will be in a pending status. It will be de-identified and sent to the Department for assessment. Once an outcome decision has been received from the Department the status will be changed by an Operator from “pending” to either “granted” or “rejected”. You will also receive an email advising you of the outcome.

« Back to ACF list

New Claim
Follow-Up Claim
New Variation
View File Uploads
View Variations
View Claims

RGERAGER, SERVICE AGREEMENT 01/03/2020 - 01/03/2021

ENTRIES Search

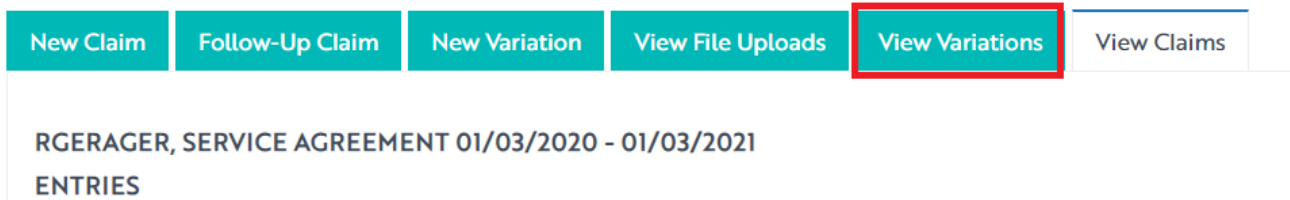
ID	PATIENT MEDICARE/DVA NUMBER	DATE SUBMITTED	TYPE	APPROVAL
7872	28620084811	15/02/2023	Program Variation RMMR Pharmacist Only Review	Pending

Pharmacy Programs Administrator Portal User Guide – RMMR

New claim for an approved Program Variation

- 1) To make a **claim** where a **Program Variation** has been submitted and approved, click on the **View Variations** button to view your submitted Program Variations for the RMMR Program.

« Back to ACF list



Navigation menu options: New Claim, Follow-Up Claim, New Variation, View File Uploads, **View Variations**, View Claims


RGERAGER, SERVICE AGREEMENT 01/03/2020 - 01/03/2021
ENTRIES

- 2) The **View Variations** screen will display. Click on the **Start Claim** button. This button will only appear once the Program Variation has been approved.

MAIN STREET RAC MAIN STREET RAC, SERVICE AGREEMENT 01/12/2019 -30/11/2020

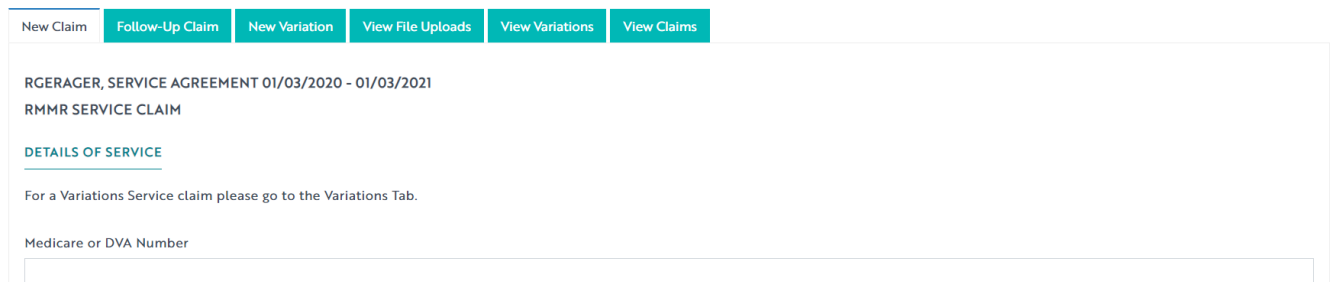
VARIATIONS FOR SERVICE AGREEMENT 01/12/2019 -30/11/2020

Search

ID	MEDICARE OR DVA	DATE SUBMITTED	TYPE	APPROVAL	
1404	33387228466	24/12/2019	Program Variation RMMR Pharmacist Only Review	Granted	 Start Claim

- 3) Enter the required data for the claim into the fields displayed (part of form shown below). Please note that the Prior Approval code cannot be edited.

« Back to ACF list



Navigation menu options: New Claim, Follow-Up Claim, New Variation, View File Uploads, View Variations, View Claims

RGERAGER, SERVICE AGREEMENT 01/03/2020 - 01/03/2021
RMMR SERVICE CLAIM

DETAILS OF SERVICE

For a Variations Service claim please go to the Variations Tab.

Medicare or DVA Number

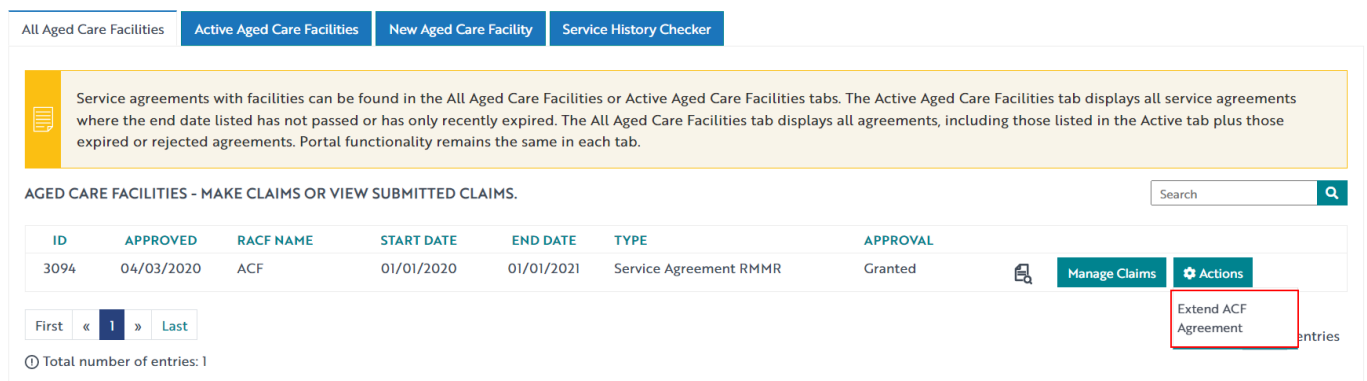
- 4) Read and agree to the declaration and then press the **Submit** button to submit the claim associated with the Program Variation.

RMMR – EXTENDING AN EXISTING SERVICE AGREEMENT

- 1) To be able to **extend** an existing Service Agreement, the newly signed Service Agreement must have a commencement date **no greater than one day after** the current Service Agreement end date

Note: If the Service Agreement extension is not an exact continuation of the previous agreement, the Service Provider must re-register the Aged Care Facility (see page 4).


- 2) From the **Active Aged Care Facilities** tab, find the applicable facility, click on **Actions**, then select **Extend ACF Agreement**. The following screen will display



All Aged Care Facilities | **Active Aged Care Facilities** | New Aged Care Facility | Service History Checker

Service agreements with facilities can be found in the All Aged Care Facilities or Active Aged Care Facilities tabs. The Active Aged Care Facilities tab displays all service agreements where the end date listed has not passed or has only recently expired. The All Aged Care Facilities tab displays all agreements, including those listed in the Active tab plus those expired or rejected agreements. Portal functionality remains the same in each tab.

AGED CARE FACILITIES - MAKE CLAIMS OR VIEW SUBMITTED CLAIMS. Search

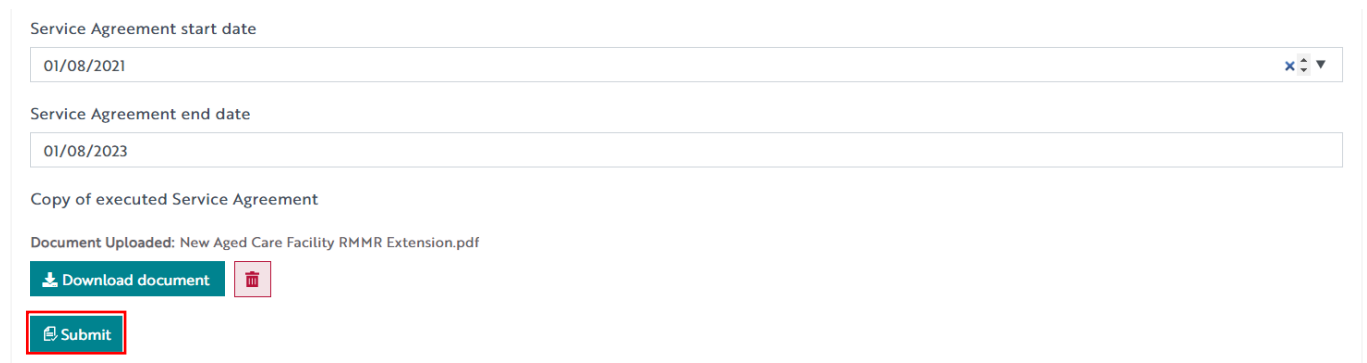
ID	APPROVED	RACF NAME	START DATE	END DATE	TYPE	APPROVAL	
3094	04/03/2020	ACF	01/01/2020	01/01/2021	Service Agreement RMMR	Granted	 Manage Claims Actions

First « 1 » Last

Total number of entries: 1

If you are unable to locate the Facility that you wish to extend in the **Active Aged Care Facilities** tab, you may need to look in the **All Aged Care Facilities** tab to extend the Service Agreement. Once a Service Agreement extension is successfully approved the Facility will once again show in the **Active Aged Care Facilities** tab.

- 3) Complete the mandatory fields and ensure the **Service Agreement start date** and **Service Agreement end date** match the dates stated in the Service Agreement
- 4) Ensure you upload a copy of the signed Service Agreement to the application and click **Submit**




Service Agreement start date
01/08/2021

Service Agreement end date
01/08/2023

Copy of executed Service Agreement

Document Uploaded: New Aged Care Facility RMMR Extension.pdf

Download document 

Submit

- 5) Once you have completed all fields and pressed the **Submit** button, a confirmation message will appear. The application will then be assessed by an Operator for approval. Providing there are no issues with the Service Agreement that we need to follow up with you, approval usually occurs within one business day.