Pharmacy Programs Administrator

PORTAL USER GUIDE – RESIDENTIAL MEDICATION MANAGEMENT REVIEW

April 2023

PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – RESIDENTIAL MEDICATION MANAGEMENT REVIEW

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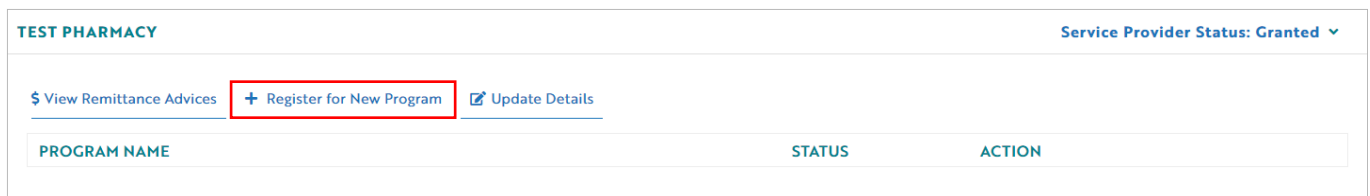
For best performance, we recommend the most recent version of the **Chrome** browser is used. Whilst you can successfully submit your registration and make claims using other browsers, they may not have all the features required to provide you with the best user experience.

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

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**

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

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

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| 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

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| 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)

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

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:

- o   All Aged Care Facilities
- o   Active Aged Care Facilities

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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

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

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)

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

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

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

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

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

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.

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

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

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

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.
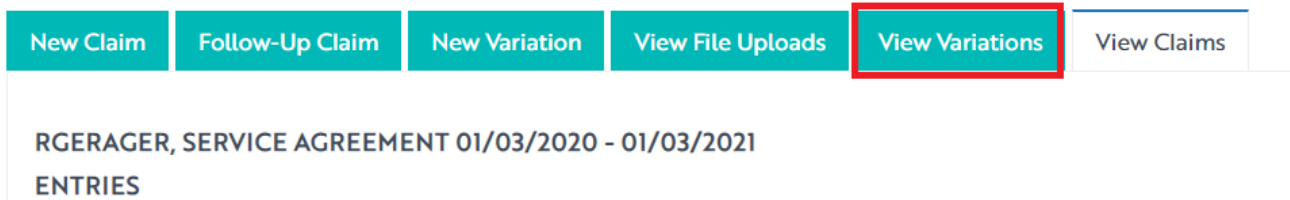
New claim for an approved Program Variation

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.

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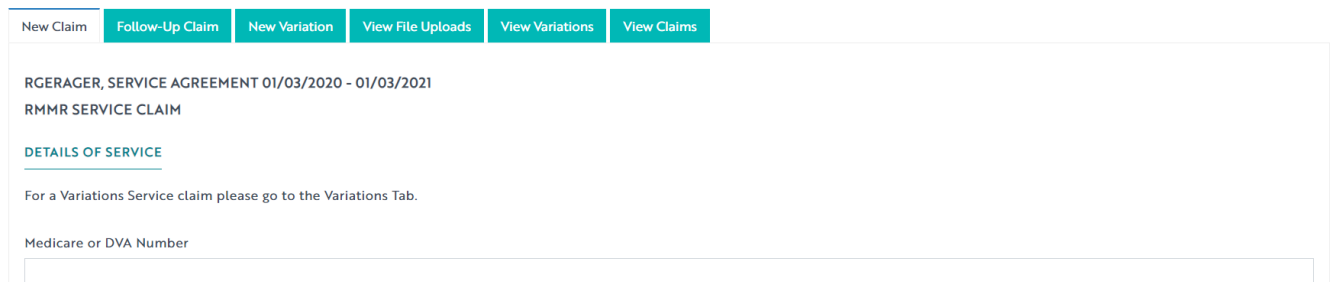
3) Enter the required data for the claim into the fields displayed (part of form shown below). Please note that the Prior Approval code cannot be edited.
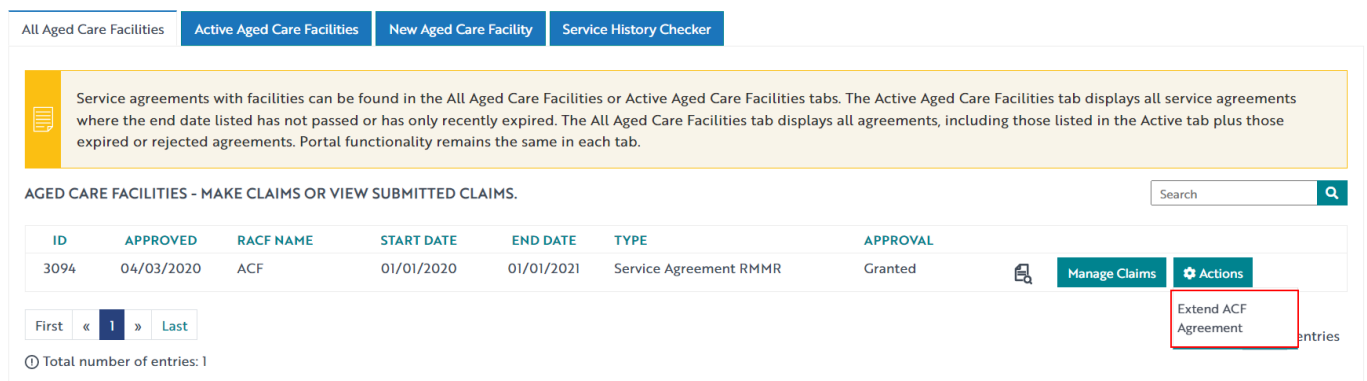

4) Read and agree to the declaration and then press the **Submit** button to submit the claim associated with the Program Variation.

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**

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**

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.