



# PROGRAM RULES

## Home Medicines Review Rural Loading Allowance

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Australian Government  
Department of Health,  
Disability and Ageing

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## 1 INTRODUCTION

This document outlines the Program Rules governing the Home Medicines Review (HMR) Rural Loading Allowance. This document must be read in conjunction with the *Pharmacy Programs Administrator General Terms and Conditions* (General Terms) and the HMR Program Rules. Definitions in the General Terms apply in these Program Rules.

The HMR Rural Loading Allowance is an initiative of the HMR Program. It is designed to improve access for Patients residing in rural and remote areas to HMR Services.

The HMR Program is funded by the Australian Government Department of Health, Disability and Ageing (the Department) to support quality use of medicines services that are designed to reduce adverse events and associated hospital admissions or medical presentations.

## 2 DEFINITIONS

**HMR** means Home Medicines Review, (also known as Domiciliary Medication Management Review (DMMR) under the Medicare Benefits Schedule).

**HMR Service** means a review requested by the eligible Patient's Referring Medical Practitioner (Referrer), in which the Referrer, General Practitioner (if this is not the Referrer), other members of the Patient's healthcare team (including the Patient's usual Community Pharmacy if they have one), Credentialed Pharmacist, Patient, and where appropriate, a carer participate. For the purposes of this program, this includes:

- An initial face-to-face Interview with the Patient, as outlined in the HMR Program Rules;
- If required, a first face-to-face follow-up Interview with the Patient, as outlined in the HMR Program Rules; and
- If required, a second face-to-face follow-up Interview with the Patient, as outlined in the HMR Program Rules.
- **Modified Monash Model (MMM)** Information regarding the Modified Monash Model can be viewed here: <https://www.health.gov.au/health-topics/health-workforce/health-workforce-classifications/modified-monash-model>
- **Modified Monash (MM) Category** means the classification given to a specific geographical location under the MMM. The MM Category for a specific location can be viewed on the Department's Health Workforce Locator website: <https://www.health.gov.au/resources/apps-and-tools/health-workforce-locator/health-workforce-locator>.

**Service Provider** means any of the following who have been approved to provide HMR Services in accordance with the General Terms and these Program Rules:

- An owner of an approved Section 90 Community Pharmacy
- A business entity with an Australian Business Number (ABN) with a relationship with a Credentialed Pharmacist. This includes a Credentialed Pharmacist operating as a sole trader.

A business entity does not include:

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- Any organisation that is able to initiate a referral for the HMR Service (which includes a Credentialed Pharmacist embedded within a medical practice who is paid as an employee of the practice to undertake HMR services as part of their employment)
- A Section 94 Pharmacy
- A public or private hospital.

**Patient** means a person living at home in the community setting.

**Rural** means, for the purpose of the HMR-RLA, a Modified Monash Category 3 to Category 7 location (see the definition for 'Modified Monash Category').

### 3 BACKGROUND

The Allowance is an initiative of the HMR Program, established to provide financial support to Pharmacists to enable Patients living in rural and remote areas to access the HMR Service.

### 4 HMR RURAL LOADING ALLOWANCE

The aim of the Allowance is to improve access for Patients residing in rural and remote areas to HMR Services by providing funding to contribute towards the travel costs incurred by the Pharmacist to conduct the HMR Interview at the Patient's home.

It is designed to contribute towards the costs incurred, not necessarily to cover all costs.

The Allowance is based on the location of the Patient receiving the HMR Service.

### 5 PARTICIPATION REQUIREMENTS

#### 5.1 Applicant Eligibility

To apply for the HMR Rural Loading Allowance the Applicant must:

- Be an Approved HMR Service Provider
- Have received the signed HMR referral directly from the Referrer
- Have provided the HMR Service (either initial interview or follow-up interview(s)) at the Patient's home, unless exceptional circumstances require the service to be provided at a different location and a Program Variation has been requested and approved (refer to the HMR Program Rules available [here](#))
- Provide evidence that a round trip to the Patient's home and return to the original starting address has been undertaken to provide one or more HMR Services
- Provide evidence that the round trip identified above is of greater than 200 km
- Consent to the disclosure of personal information for the purpose of evaluating, monitoring, and managing the Allowance.

#### 5.2 Rural and remote location

For the purpose of the Allowance, a Patient must be located in a rural or remote location, defined as Categories 3 to 7 in the Modified Monash Model (MMM) Rural Classification System.

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The MMM can be accessed at: <https://www.health.gov.au/resources/apps-and-tools/health-workforce-locator/health-workforce-locator>. Please ensure that eligibility is determined by using the street address, not the suburb or postcode.

The Modified Monash category current at the time of claiming will be applied to determine eligibility.

### 6 APPLICATION PROCESS

Applicants who meet the Eligibility Criteria must first register for the HMR Rural Loading Allowance Program on the Pharmacy Programs Administrator [Portal](#) (the Portal).

After successfully registering for the Program, HMR Rural Loading Allowance claims can then be submitted via the [Portal](#).

Only one claim can be made for any day in which HMR Services have been provided.

Claims must be received by the Pharmacy Programs Administrator within 60 days from the date of the HMR Interview.

As HMR Rural Loading Allowance claims need to include the HMR Service claim ID number(s) of the HMR Service(s) undertaken during the trip, HMR Rural Loading Allowance claims will only be accepted after the HMR Interview(s) have been undertaken and claimed via the [Portal](#). HMR Rural Loading Allowance claims must be submitted by the same HMR Service Provider who claimed for the associated HMR Service.

Claims must also be accompanied by supporting evidence that includes, but is not limited to, odometer readings for car travel or official tax invoices for other modes of transport.

Formal notice of payment of the Allowance will be provided to the Applicant via email if the claim has been approved.

The Pharmacy Programs Administrator may at any time request evidence from the Applicant in receipt of the Allowance to substantiate the HMR Service and Rural Loading Allowance claim.

### 7 FUNDING ALLOCATION AND PAYMENT

Payments will include GST where the Service Provider is registered for it and has selected that option within their PPA Portal account. If registered for GST, Service Providers will need to report the GST associated payments as part of their quarterly Business Activity Statements. The GST component of the payment will be listed on the Recipient Created Tax Invoice (RCTI) issued by the PPA. The payments amount shown below is GST exclusive. Where GST registration status changes, Service Providers should contact the PPA to update their GST status in the PPA Portal prior to submitting new claims for payment.

Funding up to \$125 per claim is to contribute towards the travel costs. There is no limit on the number of times an Applicant may access the Allowance, subject to the provision of adequate documentation and the availability of funds, with exception of only one claim for any one day.

Funding will not be considered for:

- Accommodation
- Travel to and from accommodation venue
- Meals

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- Vehicle hire
- Maintenance
- Taxi fares
- Air travel less than 350 km
- Locum wage or associated costs
- Communication (i.e. phone calls to Patient).

All payments will be deposited into the Applicant's bank account by Electronic Funds Transfer (EFT).

The Pharmacy Programs Administrator reserves the right to seek the repayment of portions of the Allowance which has been overpaid.

## 8 PROGRAM VARIATION FOR EXCEPTIONAL CIRCUMSTANCES

The HMR Rural Loading Allowance may be claimed in situations that do not meet participation requirements where exceptional circumstances apply. Prior approval must be obtained from the Pharmacy Programs Administrator prior to the HMR Interview(s) or follow-up interview(s) taking place. The Pharmacy Programs Administrator will forward the request to the Department for assessment. Approval for a Program Variation will not be granted retrospectively.

To seek approval from the Pharmacy Programs Administrator for a Program Variation in exceptional circumstances, a submission must be provided that includes:

- Approved Service Provider name
- Proposed number of HMR Services to be conducted
- Proposed date(s) of travel
- Postcode and town name of where the HMR Services are to be conducted
- Approximate distance to be travelled
- Information detailing the exceptional circumstances necessitating the travel.

Submissions should be made to [support@ppaonline.com.au](mailto:support@ppaonline.com.au) at least **10** working days prior to the proposed date of Interview.

The Pharmacy Programs Administrator will advise the Service Provider of the outcome via email within **seven** working days from the date of submission.

## 9 IMPORTANT INFORMATION

Allowances are limited on the basis of available funds. Lodging an application does not guarantee receipt of the Allowance. Consequently, Applicants satisfying the Eligibility Criteria will not necessarily receive payment.

The Pharmacy Programs Administrator may provide the Department with information about the assessment and allocation of the Allowance and on any issues that may arise in relation to a particular application.



## 10 AUDIT AND COMPLIANCE REQUIREMENTS

Program applicants must retain full and true records in relation to the receipt and use of the allowance for not less than seven years after receipt of the allowance. Such records must be kept in a manner that permits them to be conveniently and properly audited. Program applicants may be subject to audits by the Department (or its representative) to ensure that the allowance is paid and used in accordance with the General Terms and these Program Rules, and must provide all and any records requested as part of such audit(s).

Program applicants 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 Department 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, Program applicants will be required to produce documentation within a specified time frame.

## 11 RESOURCES

HMR Rural Loading Allowance resources are available for download at [www.ppaonline.com.au](http://www.ppaonline.com.au)



**CONTACT THE SUPPORT CENTRE:** 1800 951 285 | [support@ppaonline.com.au](mailto:support@ppaonline.com.au)