Pharmacy Programs Administrator

PORTAL USER GUIDE – DOSE ADMINISTRATION AIDS

June 2025

PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – DOSE ADMINISTRATION AIDS

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INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step by step process for the Dose Administration Aids (DAA) Program. It describes the following processes:

- DAA Program Registration
- DAA Service Claim
- Viewing your current DAA cap

You can continue to use an Excel spreadsheet to record your DAA Services if you wish and copy and paste these into the Portal DAA claiming page. You may wish to view the DAA Claim Tutorial Video here for further instructions.

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.

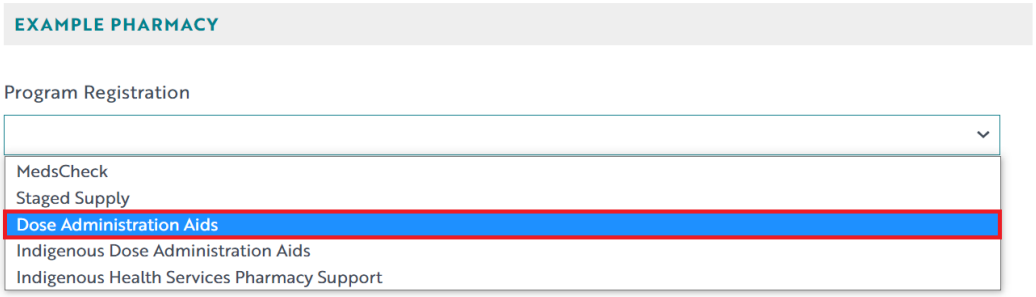
DAA PROGRAM REGISTRATION

This section details how to submit a DAA Program Registration through the Pharmacy Programs Administrator (PPA) Portal.

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

2) To register for the DAA program firstly click the **Register for new program** link. *Please note* only the Main Authorised Person (MAP) for the Service Provider can register for new programs

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 **Dose Administration Aid**



4) The DAA Program Registration information will be displayed. To be eligible to become an Approved DAA Service Provider and participate in the DAA Program, a pharmacy must agree to the Program Declaration

Declaration

To be eligible to become an Approved DAA Service Provider and participate in the DAA Program, a pharmacy must:

a. Be approved to dispense pharmaceutical benefits as part of the Pharmaceutical Benefits Scheme (PBS) defined in Section 90 of the National Health Act 1953 (Cth)(Section 90 Pharmacy)

b. Be accredited by an approved Pharmacy Accreditation Program or be in the process of attaining Accreditation within six months of lodging the application to become registered to participate in the Program (noting this requirement may be waived by the Commonwealth in order to ensure patients can access the Program)

c. Agree to publicly display and comply with the Community Pharmacy Service Charter and Customer Service Statement. A sample Customer Service Statement and a template are available online at www.ppaonline.com.au

d. Agree to deliver DAA Services in accordance with the Pharmacy Programs Administrator General Terms and Conditions and DAA Program Rules, including those related to patient eligibility

e. Provide DAA services in accordance with relevant Professional Standards and Pharmacy Board Guidelines

f. Obtain appropriate written consent for provision of the DAA service prior to providing the service

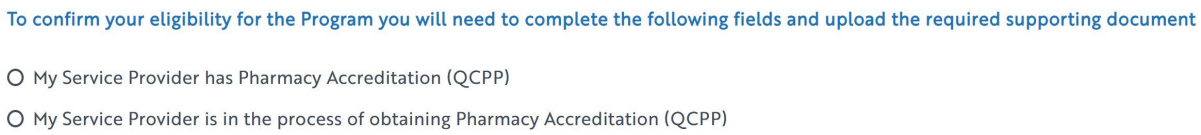
g. Ensure that the DAA service is carried out by a Registered Pharmacist and any interviews or consultations are undertaken with the patient and/or patient's carer with consideration to the patient's comfort and right to privacy

h. Comply with legislative requirements in relation to the storage and access by staff to medicines that are packed in a DAA and that the area where the DAAs are a packed is not accessible to the public

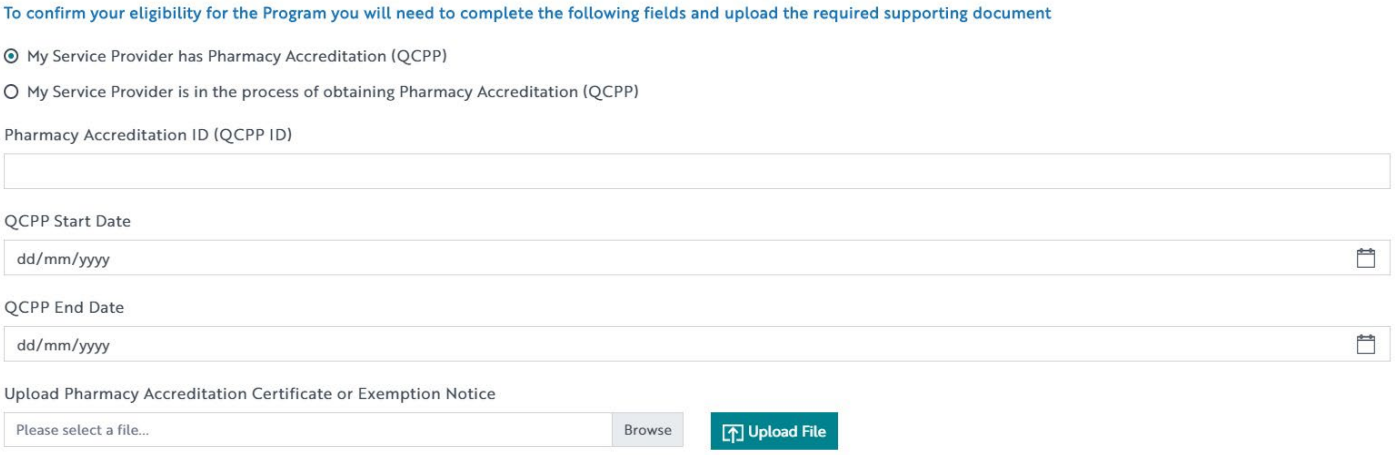
i. Ensure the Registered Pharmacist conducting the DAA interview is not responsible for dispensing or undertaking other professional duties

j. Agree to continue to meet the above Eligibility Criteria while participating in the DAA Program and advise the Pharmacy Programs Administrator if the pharmacy ceases to be eligible for the DAA Program.

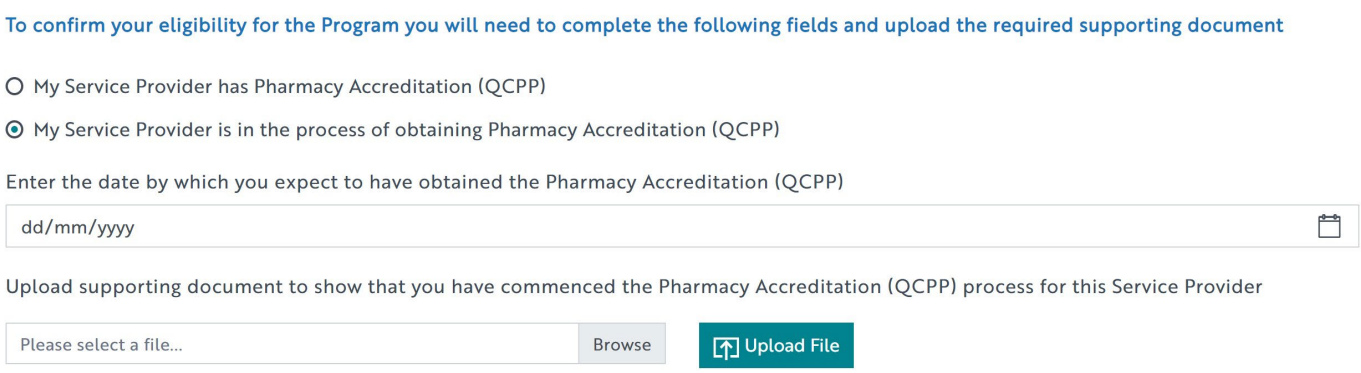
5) To confirm eligibility for the Program, select one of the options depicted below



6) If you select **My Service Provider has Pharmacy Accreditation (QCPP)**, you will need to enter a Pharmacy Accreditation ID number, your accreditation start and end dates and upload a Pharmacy Accreditation Certificate. Please ensure the accreditation end date entered matches the end date on the uploaded certificate.
Please note: if you have received an exemption notice from gaining accreditation, you can upload it here.

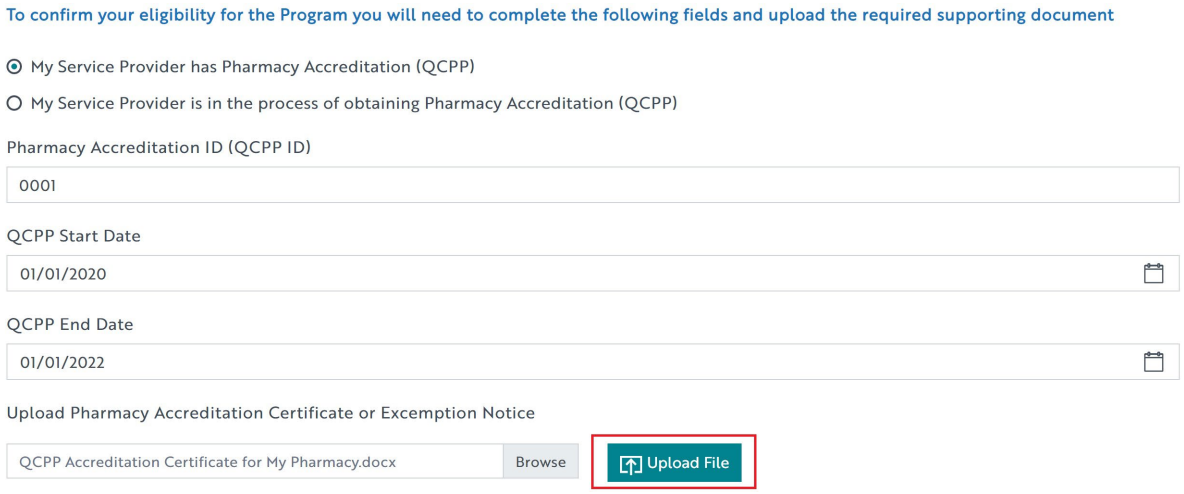


7) If you select **My Service Provider is in the process of obtaining Pharmacy Accreditation (QCPP)**, please enter the date by which you expect to have obtained your accreditation. As per the DAA Program Rules you must obtain accreditation within six months of submitting your DAA Program registration.
Please also upload any supporting documentation from QCPP which confirms the accreditation process is underway.

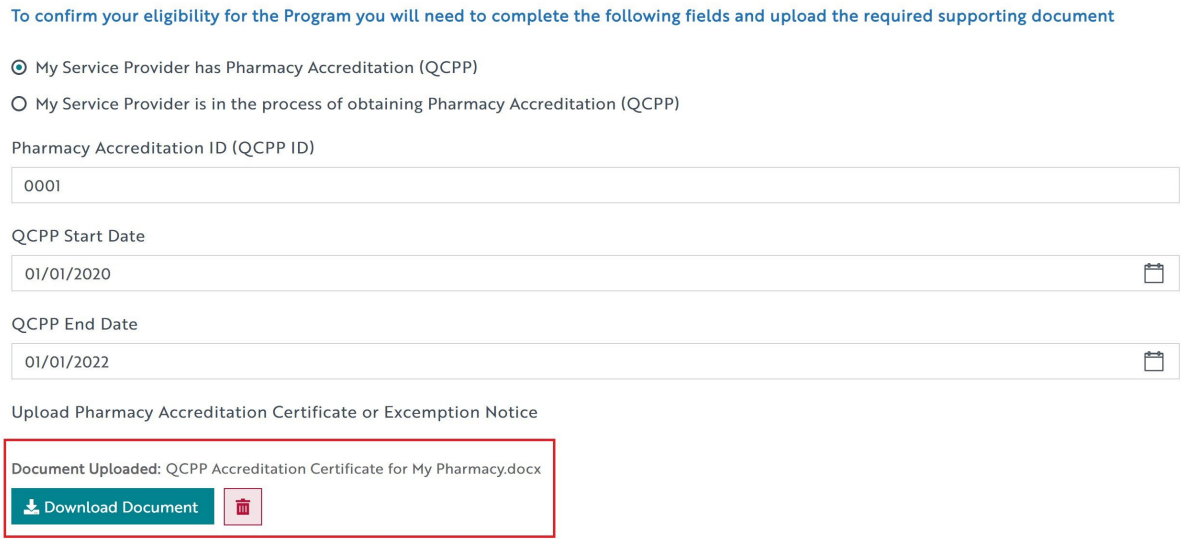


8) To upload your Pharmacy Accreditation Certificate, Exemption Notice, or other supporting documentation click the **Browse** button and then choose a file to be uploaded

i. Once a file is chosen, click **Upload File**



ii. The uploaded file can be viewed by clicking **Download Document** or removed by clicking the **rubbish bin icon**



9) Once the correct file is uploaded click **Submit Registration** to continue. If you have trouble, contact the Support Centre on 1800 951 285 for assistance.

10) Once submitted please allow up to 24 hours for the Program Registration to be reviewed and approved by an Operator. You will be notified via email once your Program Registration has been approved.

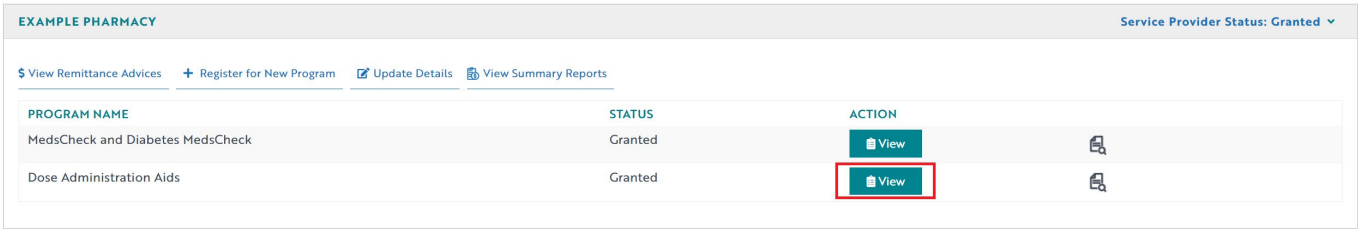
DAA SERVICE CLAIM

This section details how to submit a DAA Claim through the Pharmacy Programs Administrator Portal, including how to either manually enter or to copy and paste DAA Services into an DAA Claim. *Please note* in order to submit a DAA Service Claim you must first register for the program and be approved.

Submitting DAA Service Claims manually into the Portal

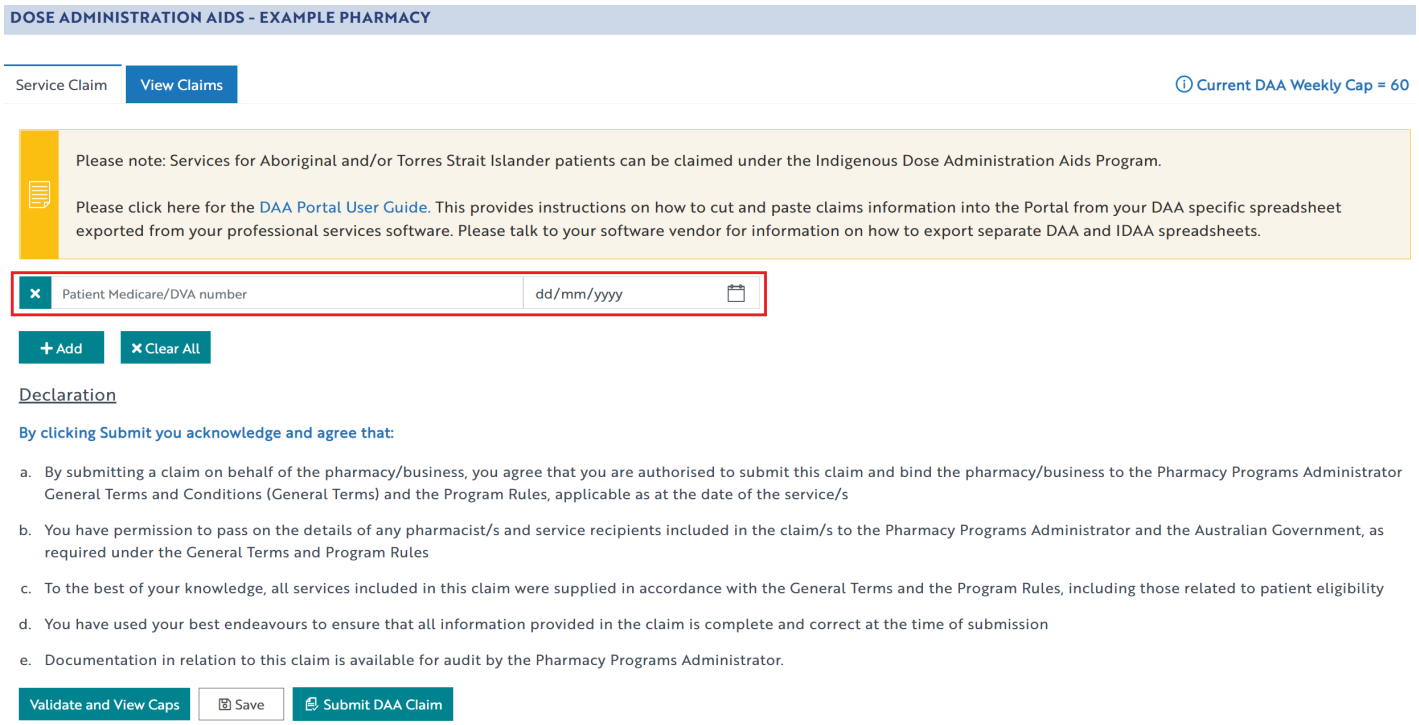
1) Once logged into the Pharmacy Programs Administrator portal, click on the **Home** icon to access a list of approved program registrations against one or more Service Providers

2) Click on the **View** button to make a claim against a program under the relevant Service Provider



3) Once you have clicked on **View**, the following screen will display. Click on the **Service Claim** tab

4) The **Service Claim** form will display. Please enter a valid Patient Medicare or DVA number into the field and enter the Date of the DAA Service (in dd/mm/yyyy format).

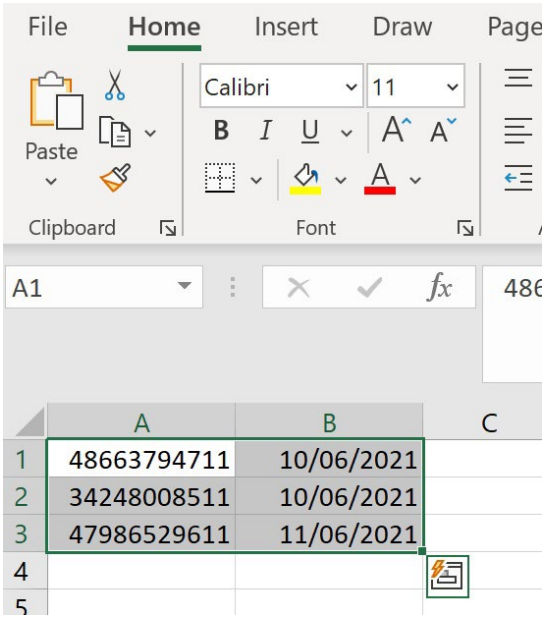


5) To add more than one DAA Service, click on the **+Add** button, or you can copy and paste Service records into the fields from an Excel spreadsheet (see below).

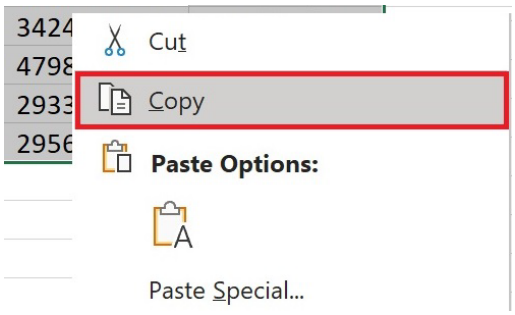
Submitting DAA Service Claims from a Spreadsheet

1) DAA Service must be submitted under the standalone DAA Program. Please ensure you are submitting your DAA claims under the correct Program. If you need help generating separate DAA and IDAA spreadsheets from your professional services software, please talk to your Software Vendor about how to do this.

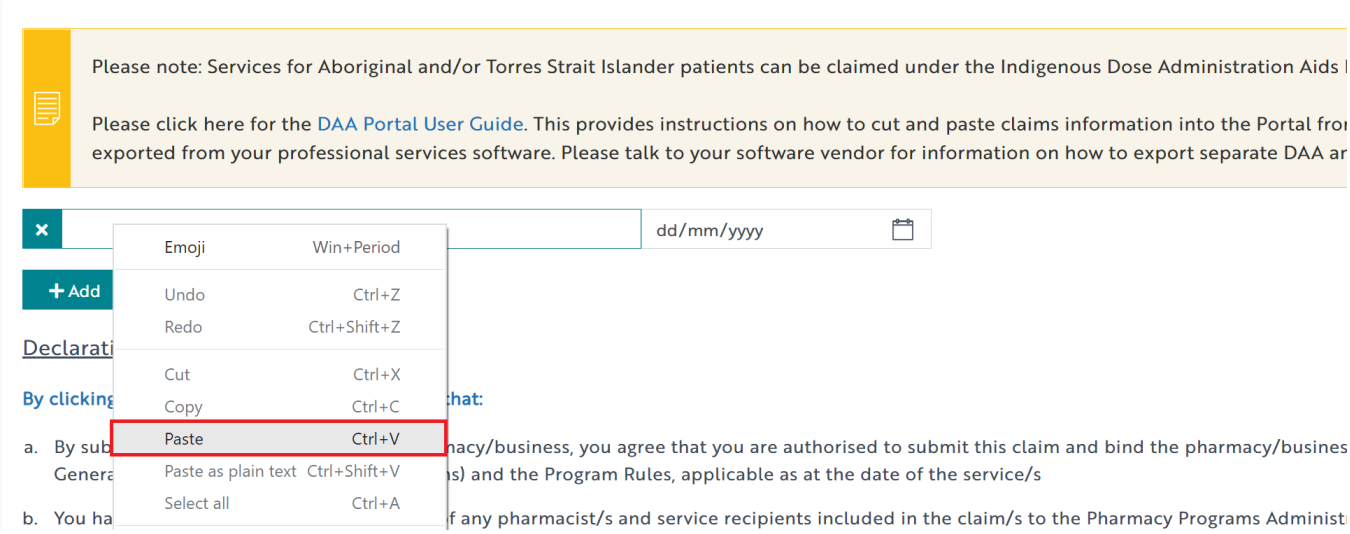
2) To copy and paste records from an Excel file, select the Medicare/DVA number column and the date of service column (in dd/mm/yyyy format) from your Excel spreadsheet.



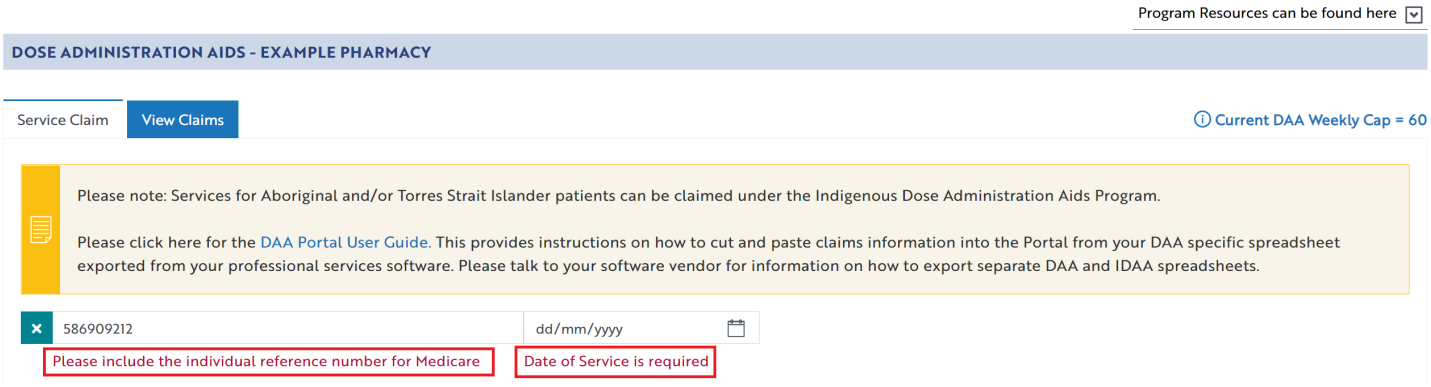
3) Next right click your mouse and select the *Copy* option. Ensure that no heading text or blank cells are copied.



4) In the PPA Portal **Service Claim** form click in the Medicare/DVA number field then right click your mouse and select *Paste*.



5) Once you have finished adding in all the DAA services for your claim, click the **Validate and View Caps** button. If there are issues with any of the fields entered, an error message will appear. Correct any entries where necessary to proceed.



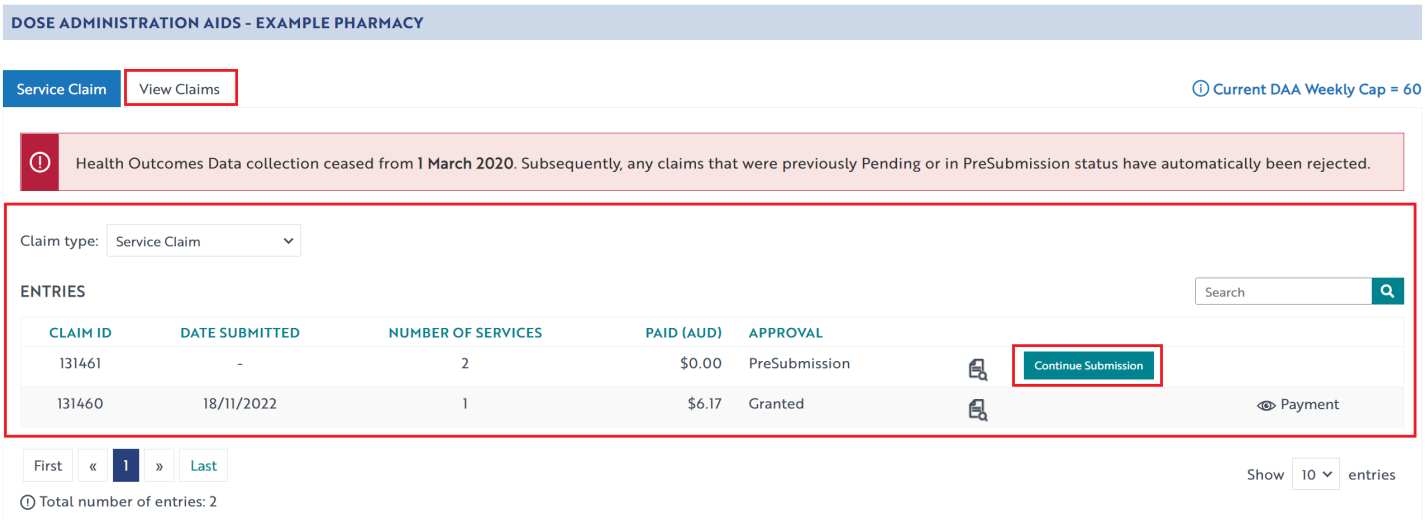
If there are any additional issues with your claim, for example where a patient's DAA or IDAA Service has already been entered for a particular week, this will now be shown on the claim screen beside the relevant Service. You can easily remove any incorrect services from your claim form by clicking the **X** button to the left of the relevant Service.

Please note: Services provided to a Patient may only be claimed under either the DAA Program or the IDAA Program depending on the Patient's eligibility. The Service cannot be claimed under both Programs for the same patient.

6) Click on the **Submit DAA Claim** button to submit the claim for payment. A green message box will appear in the top right-hand corner of the screen.

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

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



Please ensure you claim all DAA Services **by the end of the next calendar month** after the Service was provided to the patient. For example, DAA Services undertaken in March must be claimed by 30 April. If you have any queries, do not hesitate to contact the PPA Support Centre on 1800 951 285 or via email at support@ppaonline.com.au

VIEWING YOUR CURRENT WEEKLY DAA CAP

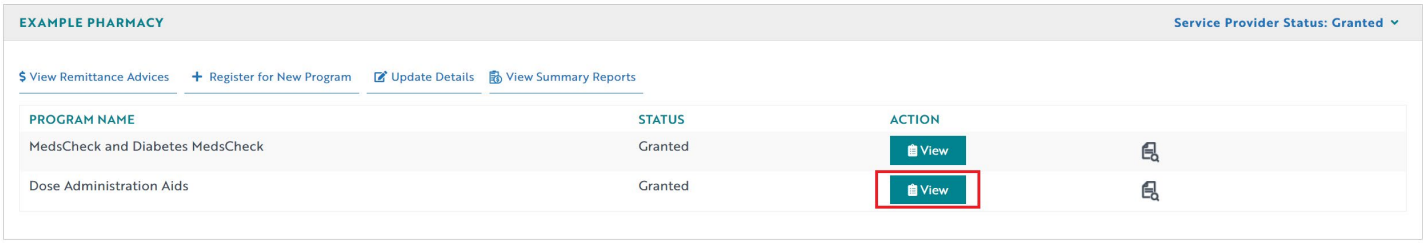
All Approved Service Providers will be allocated a weekly cap for the number of DAAs that will be funded through the Program. Caps will be monitored and may be modified by the Department of Health, Disability and Ageing. Further information about the allocation of caps can be found in the DAA Program Rules.

There are two methods for Service Providers to view their allocated weekly DAA cap within the PPA Portal:

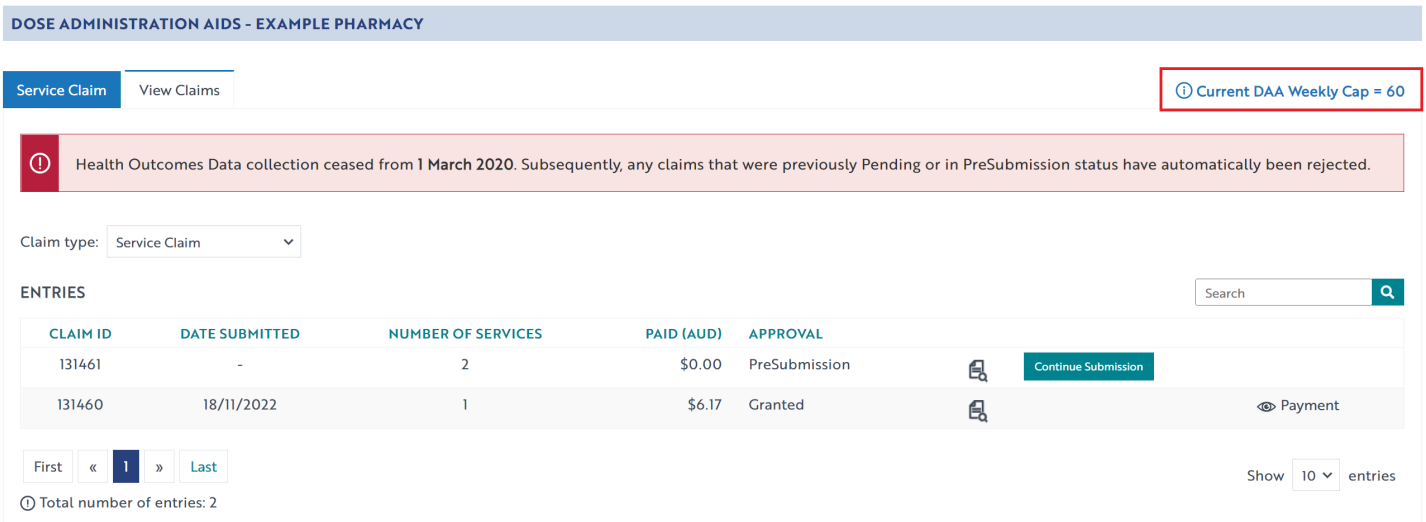
1. On the DAA Program Home screen
2. While entering a service claim

VIEWING YOUR CAP ON THE DAA PROGRAM HOME SCREEN

1) Navigate to the DAA Program Home screen by clicking on the **View** button corresponding to the DAA Program from your Portal Home screen



2) The weekly allocated DAA cap is displayed on the top right-hand corner of the DAA Program Home page (highlighted below)
Note: The number displayed is your current weekly DAA cap. Historical caps are not shown within the Portal.



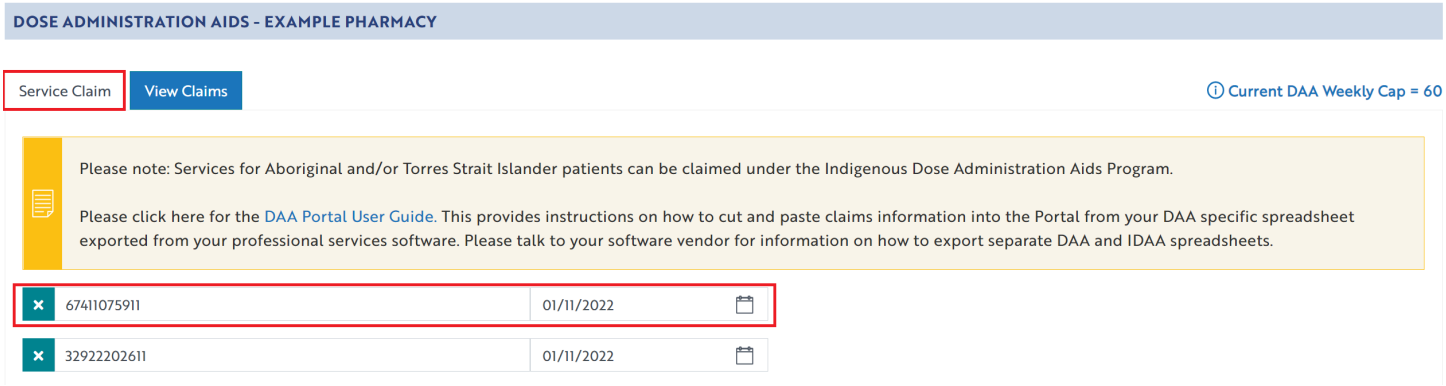
VIEWING YOUR CAP WHILE ENTERING A SERVICE CLAIM

While entering a service claim, Service Providers can view:

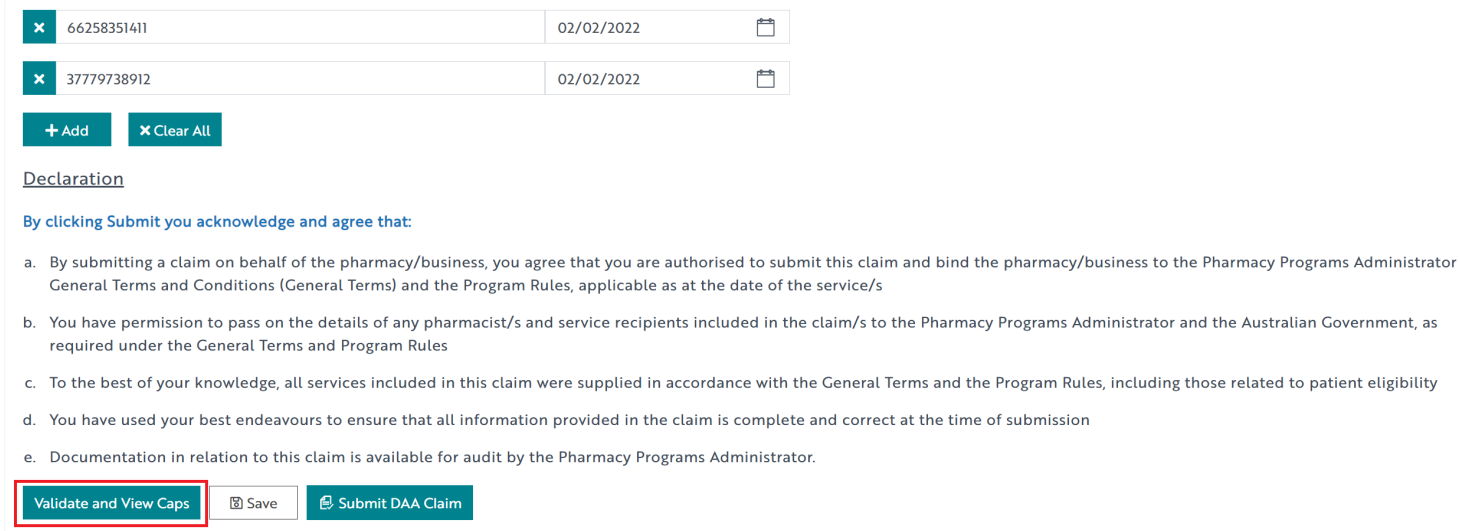
- Their allocated weekly cap and
- A live count of services to be claimed for the week. This will also include any services that have already been claimed for the week.

Note: The number displayed is your current weekly DAA cap. Historical caps are not shown within the Portal.

1) On the **Service Claim** tab, complete the Patient Medicare/DVA number and date fields



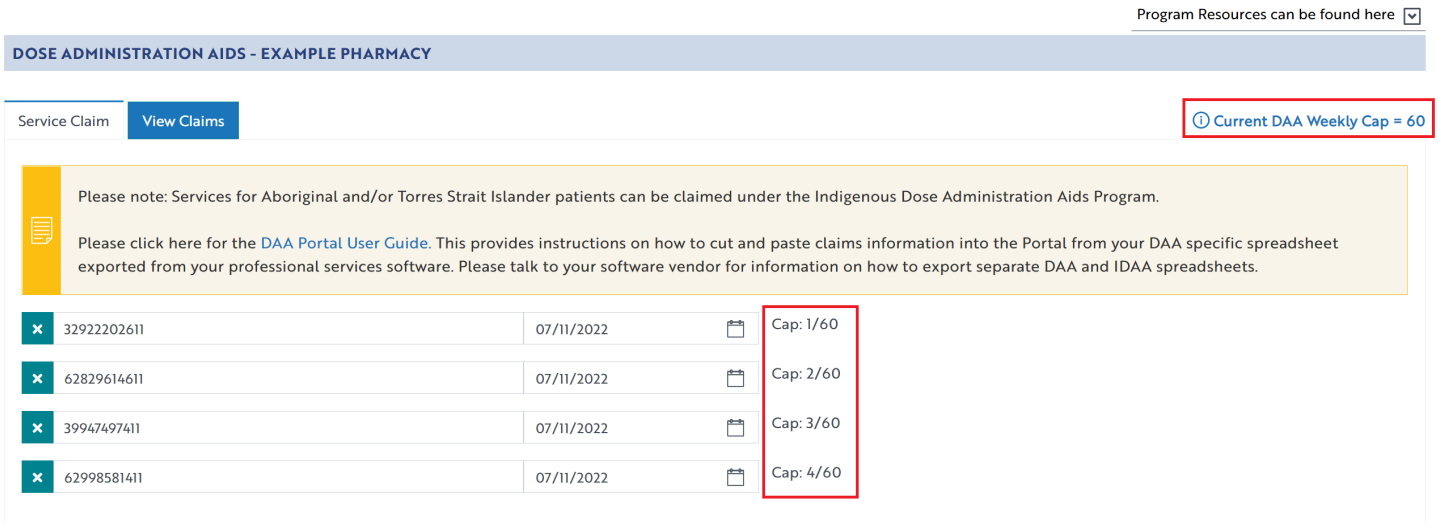
2) Click the **Validate and View Caps** button at the bottom of the page. This will validate the Medicare/DVA numbers and dates that have been entered, and will display information about your current weekly cap
Note: In order for claims to be processed, the **Submit** button must be clicked.



3) A *cap checker* (highlighted below) will display next to each entered DAA service.

- The first digit displays a live count of DAA services to be claimed for the week. This will also include any services that have already been claimed for the week
- The second number displays the weekly cap allocated for the Service Provider.

In this example below, the pharmacy has entered 4 services out of their total weekly cap of 60.



4) If the number of services entered exceeds the Service Provider's weekly DAA cap, the following message will display. Any services entered that are over the cap will not be paid through the Program.

   In this example below, 61 services have been entered for the week, which is above the pharmacy's weekly cap of 60. This pharmacy has previously submitted 54 service claims, which can be found in the *View Claims* tab.