Pharmacy Programs Administrator

PORTAL USER GUIDE – HOME MEDICINES REVIEW

June 2025

PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – HOME MEDICINES REVIEW

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INTRODUCTION

This Pharmacy Programs Administrator (PPA) Portal User Guide provides a step-by-step process for the Home Medicines Review (HMR) Program. It describes the following processes:

- HMR - Program Registration
- HMR - Service Claim (Initial Review)
- HMR - Service Claim (Follow-up Service)
- HMR - Program Variation

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 **Google 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.

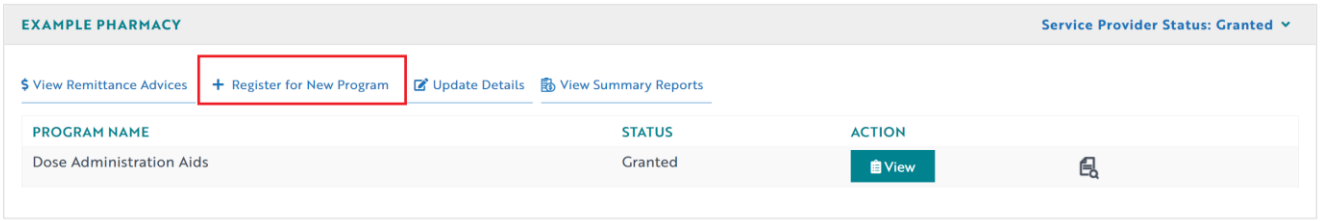
If you require further assistance with using the PPA Portal, please do not hesitate to contact the PPA Support Centre on 1800 951 285 or email support@ppaonline.com.au.

HOME MEDICINES REVIEW - PROGRAM REGISTRATION

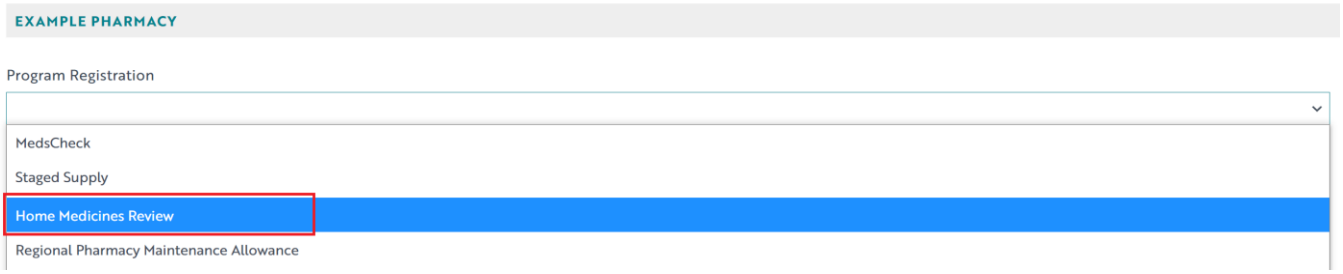
This section details how to submit a HMR Program Registration through the Pharmacy Programs Administrator Portal.

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

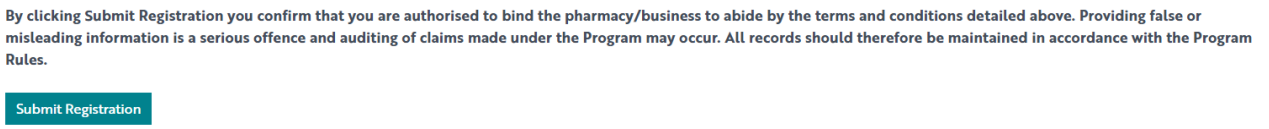
2) To register for the HMR Program click the **Register for New Program** link underneath the name of the Service Provider you are trying to register for the Program.
Please note only the Main Authorised Person for the Service Provider can register for new Programs



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 **Home Medicines Review**



4) The HMR Program registration information will be displayed (part of form shown below). Ensure you carefully read through the Program Declaration, then click the **Submit Registration** button at the bottom of the page to continue



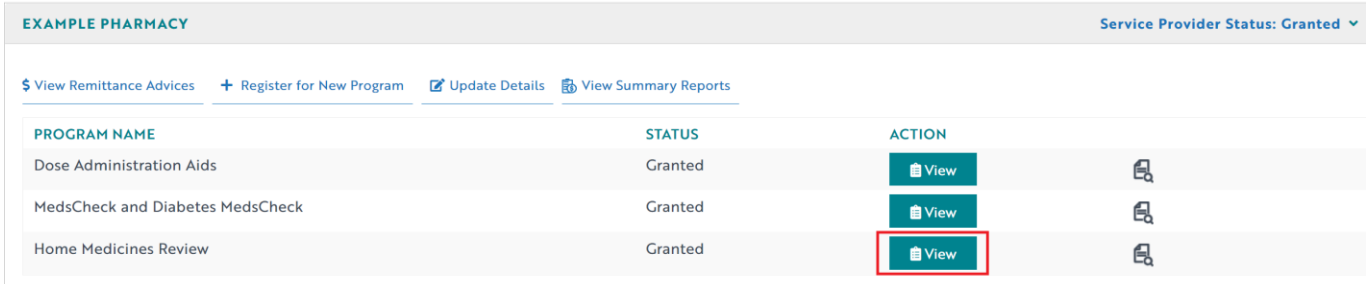
5) The Program registration will be automatically approved. A green message box will appear in the top right-hand corner of the screen. You can now start claiming under the HMR Program. If you have difficulties, contact the Support Centre on 1800 951 285 for assistance.

HOME MEDICINES REVIEW - SERVICE CLAIM (INITIAL REVIEW)

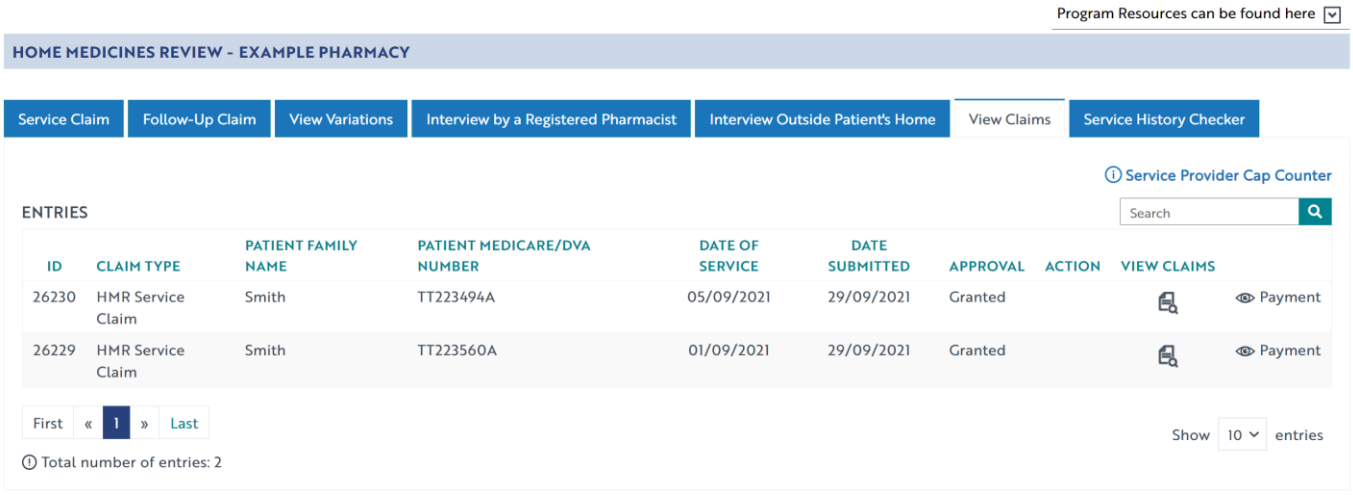
Please note to be able to make a claim for the HMR Program you must be registered for the Program as per the steps in the above section.

1) Once logged into the PPA 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 (see below) to make a claim against the HMR program under the relevant Service Provider



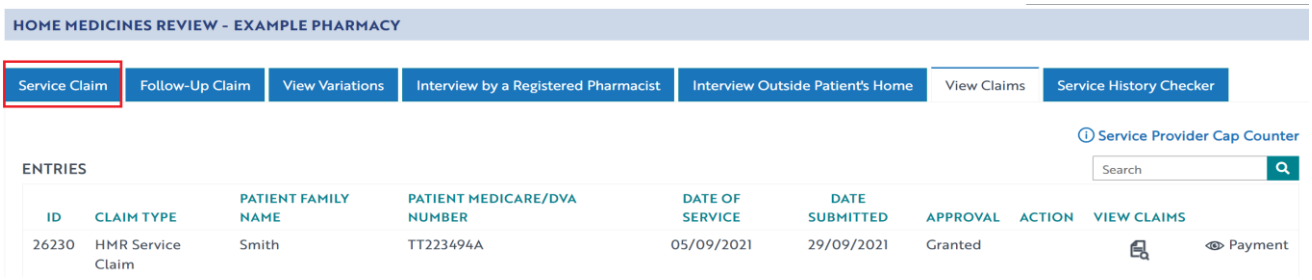
3) Once you have clicked on **View**, the following screen will display.



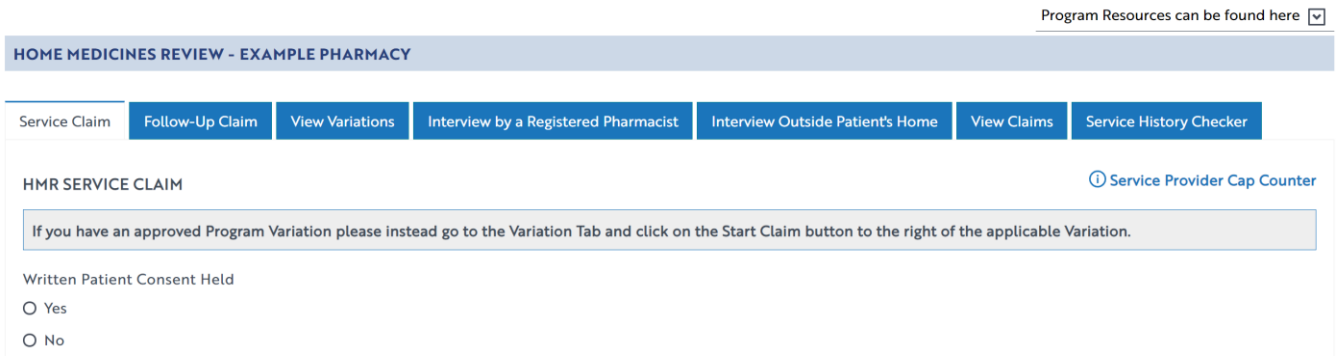
Submitting a new claim for an Initial Review Claim

1) The Initial Review claim is submitted for conducting the Initial Patient Interview, assessment and HMR Report

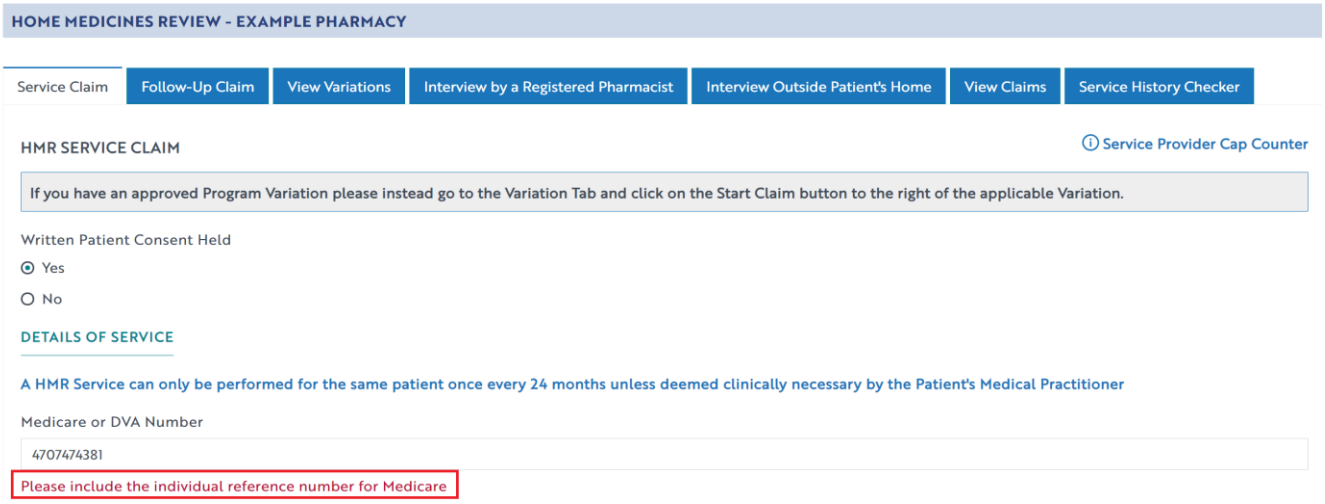
2) To start a **new claim**, click on the **Service Claim** tab



3) The HMR claim form will display (part of form shown below). Complete all the required fields



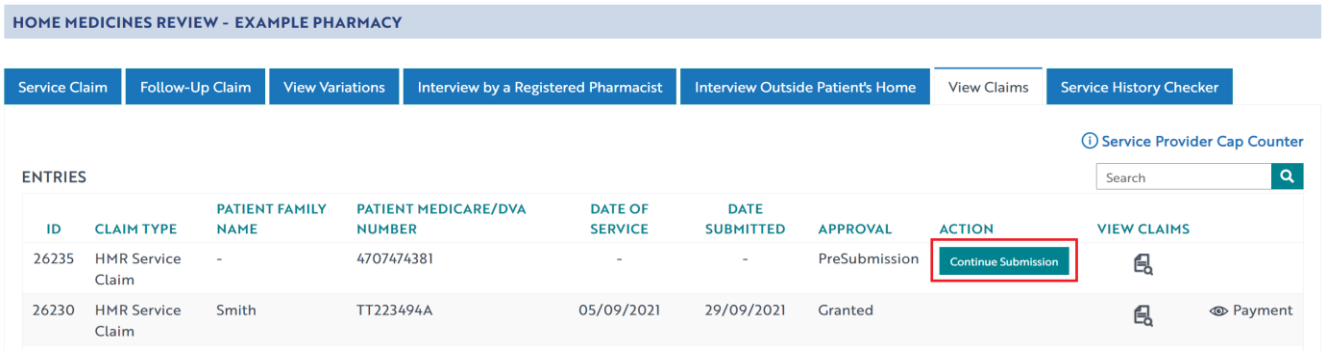
4) If there are issues with any of the fields entered, an error message will appear (see below). Correct any entries where necessary



5) Once you have completed the form and read and agreed to the declaration, click on the **Submit** button to submit the claim. If all fields have been correctly entered and no caps have been exceeded, an approval message will appear

6) 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

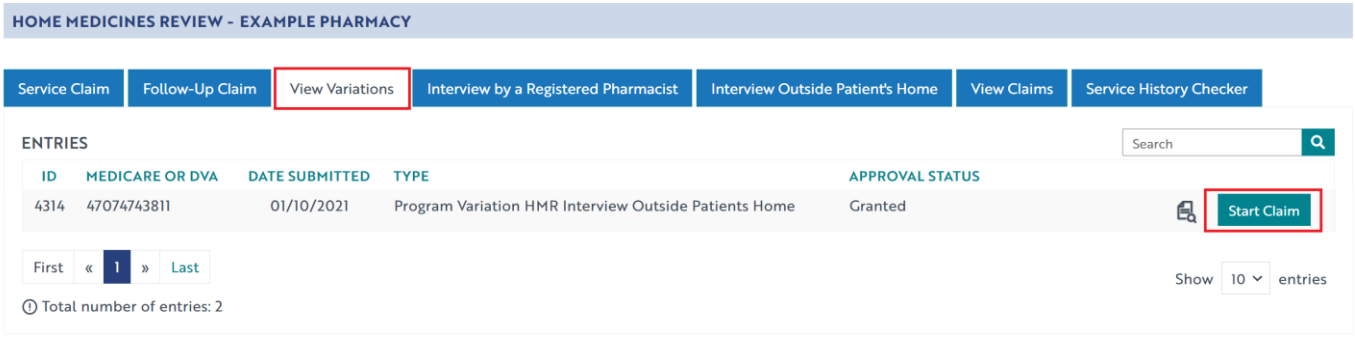
7) To see a list of all submitted and/or saved claims, click on the **View Claims** tab. Click on the **Continue Submission** button to complete any saved claims. Only submitted claims will be paid. If claims are not submitted, they cannot be paid.



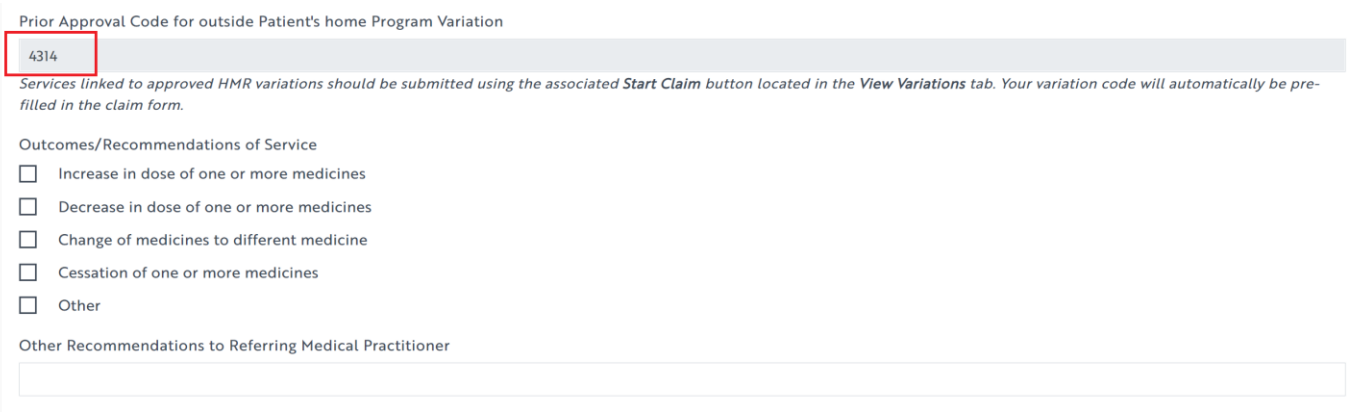
Submitting an Initial Review claim against a Program Variation (where a Program Variation has been submitted and approved)

Please note for information on how to submit a Program Variation into the PPA Portal please see the Program Variation section below

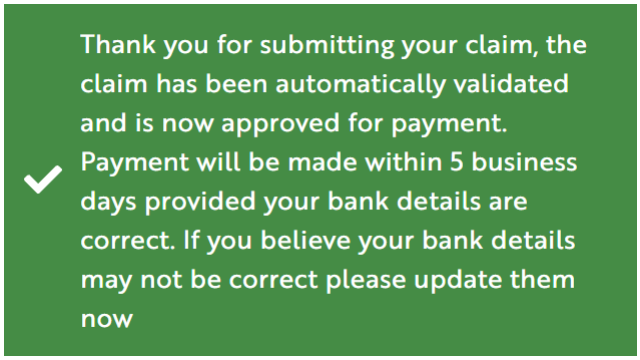
1) If your recently submitted **Program Variation** has been approved, you will need to access the **View Variations** tab and click on **Start Claim** button to make a claim against that Variation. *Do not submit a claim for an approved Program Variation through the Service Claim tab*



2) The claim form will display (part of form shown below). Complete all the required fields, except for the Prior Approval Code, which will be pre-filled

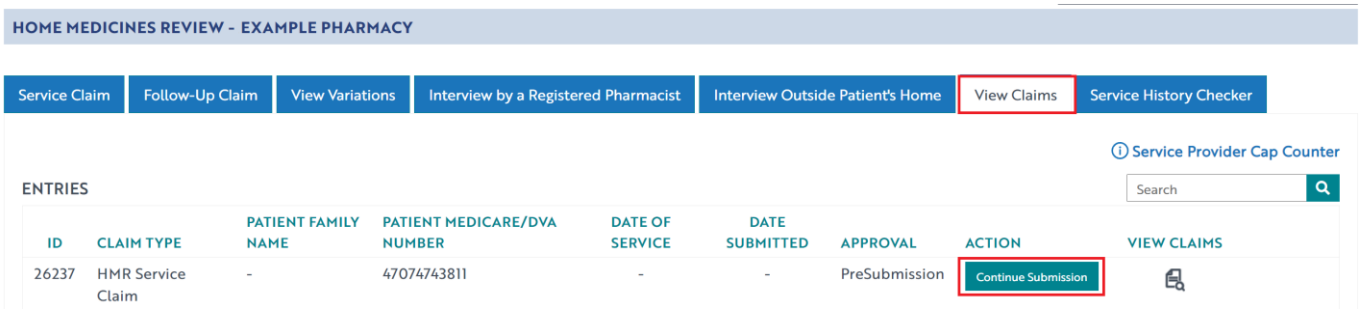


3) Once you have completed the form and read and agreed to the declaration, click on the **Submit** button to submit the claim. If all fields have been correctly entered and no caps have been exceeded, an approval message will appear



4) 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.
Please note you will only be able to edit this Service claim from within the View Claims tab once you have initiated the claim.

5) 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.



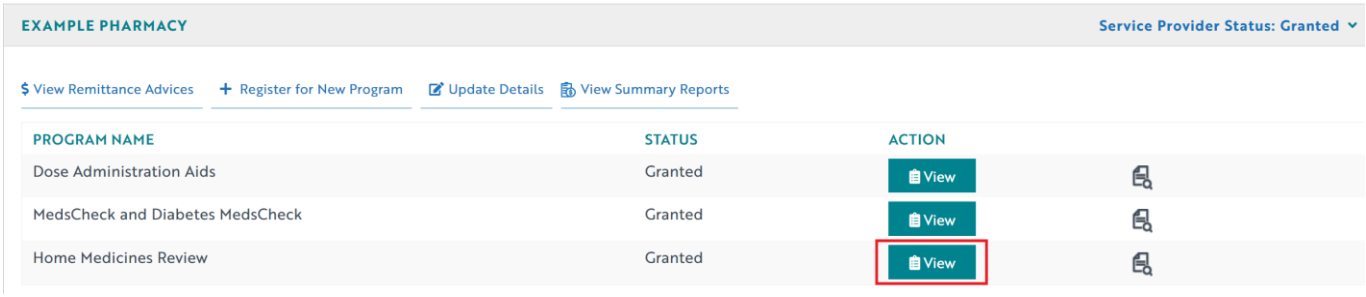
HOME MEDICINES REVIEW - SERVICE CLAIM (FOLLOW-UP SERVICE)

Please note:

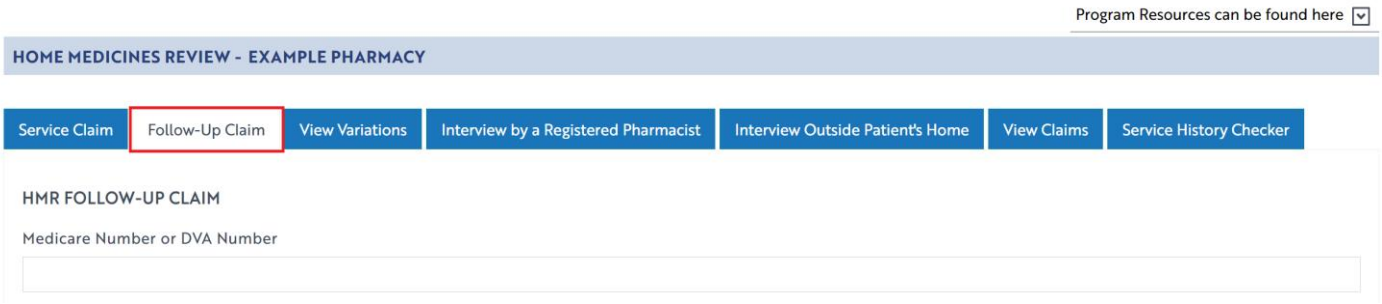
To submit a claim for a 1st follow-up service, you must have an associated Initial Review service claim approved in the PPA Portal.

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

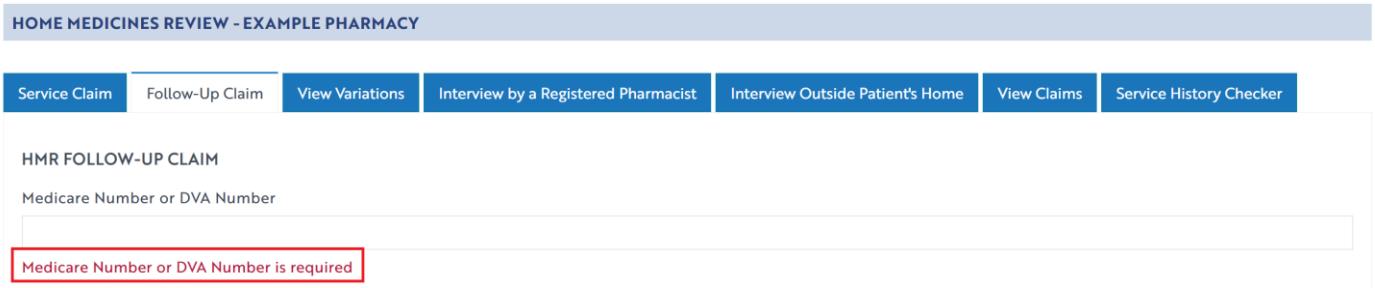
1) To submit a follow-up claim on the relevant Service Provider click on the **View** button beside the HMR Program



2) Click on the **Follow-Up Claim** tab. Complete the required fields in the claim form.



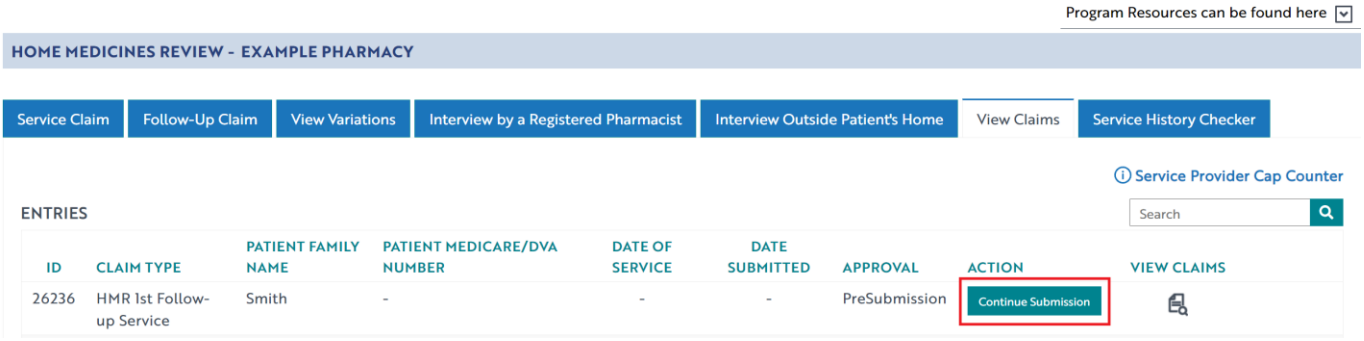
3) If there are issues with any of the fields entered, an error message will appear (see below).



4) Once you have completed the form and read and agreed to the declaration, click on the **Submit** button to submit the claim. If all fields have been correctly entered and no caps have been exceeded, an approval message will appear

5) 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

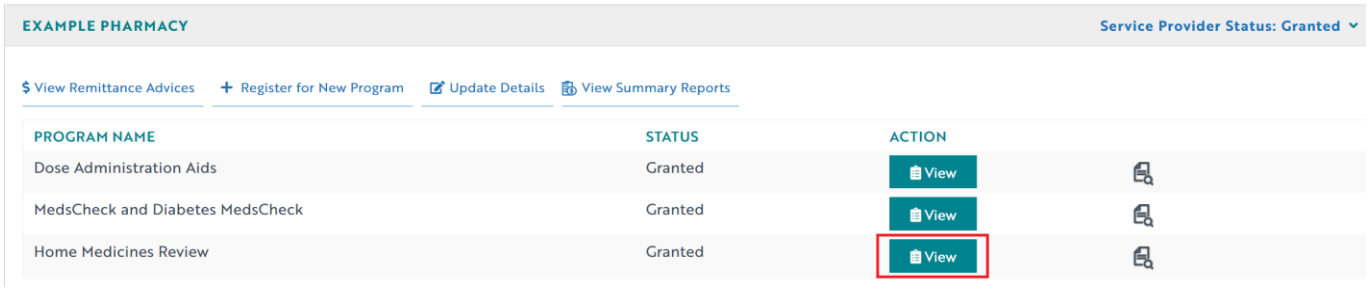
6) To see a list of all submitted and/or saved claims, click on the **View Claims** tab. Click on the **Continue Submission** button to complete any saved claims. Only submitted claims will be paid. If claims are not submitted they cannot be paid.



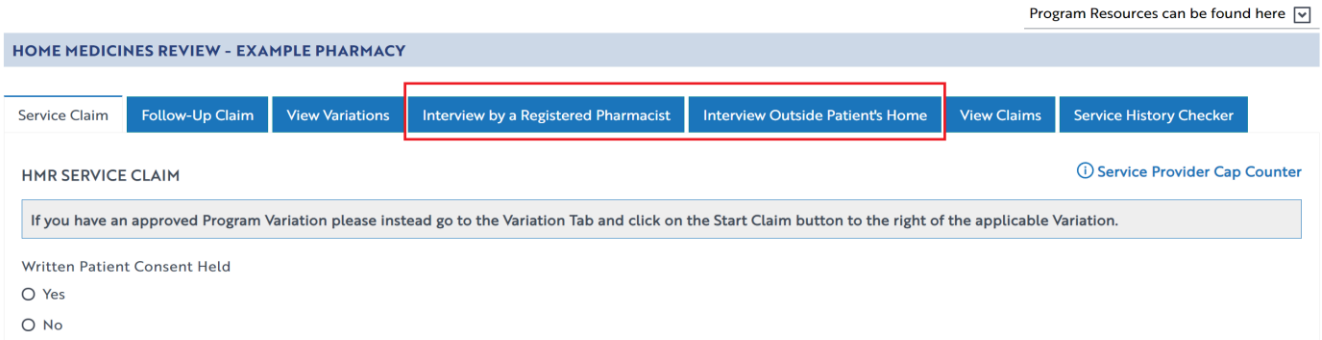
HOME MEDICINES REVIEW – PROGRAM VARIATION

Please note to be able to submit a Program Variation for the HMR Program you must first be registered for the Program, as per the steps in the above sections.
Program Variation requests must be submitted through the Pharmacy Programs Administrator Portal at least 10 working days prior to the proposed date of the Initial HMR Interview.

1) Click on the **View** button against the HMR Program under the relevant Service Provider

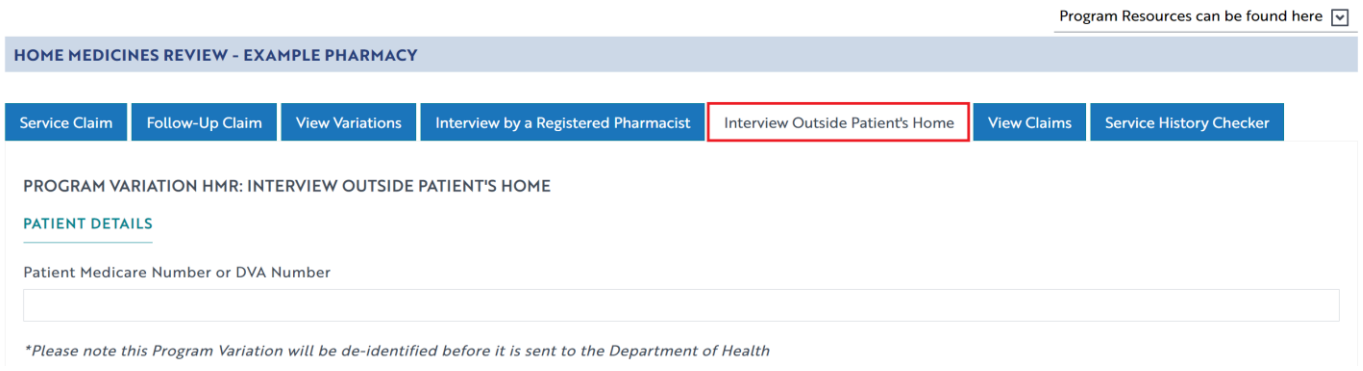


2) Once you have clicked on **View**, the following screen will display. Select the type of Program Variation request you would like to make, either:
   - For the Interview to be conducted outside the Patient's home, or
   - For the Interview to be conducted by a Registered Pharmacist.



Steps for Requesting a Program Variation – Interview to be conducted outside Patient's home

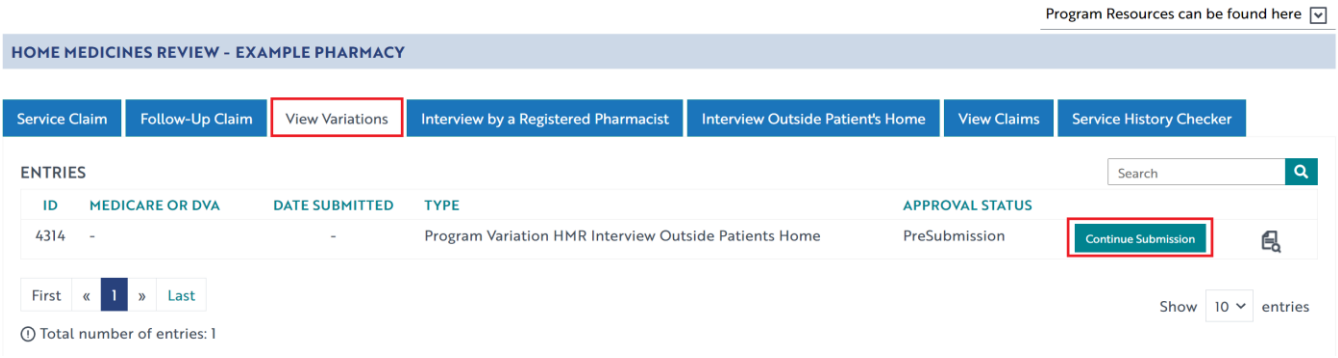
1) After selecting the **Interview Outside Patient's Home** tab, the Program Variation screen will display (part of Program Variation form below)



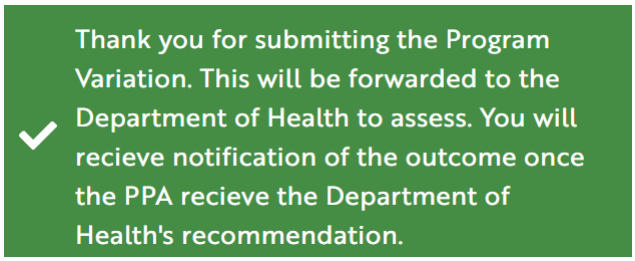
2) Once you have completed all required fields and are ready to submit the Variation, press the **Submit** button.
Please note the MRN/SHPA Accreditation Number and your Given Name/Family Name entered must match the information found on your AACP/SHPA certificate

3) If you wish to return to the form at another time you can do this by pressing the **Save** button instead. Saved forms will save with a *Pre-Submission* status.

4) To see a list of all submitted and/or saved Program Variations, click on the **View Variations** tab. Click on the **Continue Submission** button to complete any saved entries.

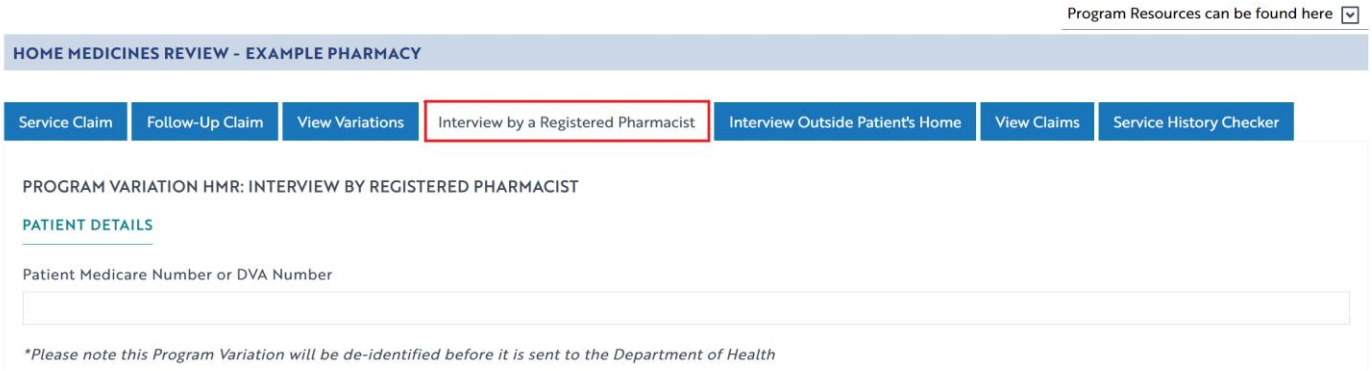


5) Once the Program Variation has been submitted, it will be in a *Pending* status. It will be de-identified and sent to the Department of Health, Disability and Ageing for assessment. Once an outcome decision has been received from the Department the status will be changed by a PPA Operator from *Pending* to either *Granted* or *Rejected*. You will also receive an email advising you of the outcome.



Steps for Requesting a Program Variation – Interview conducted by a Registered Pharmacist

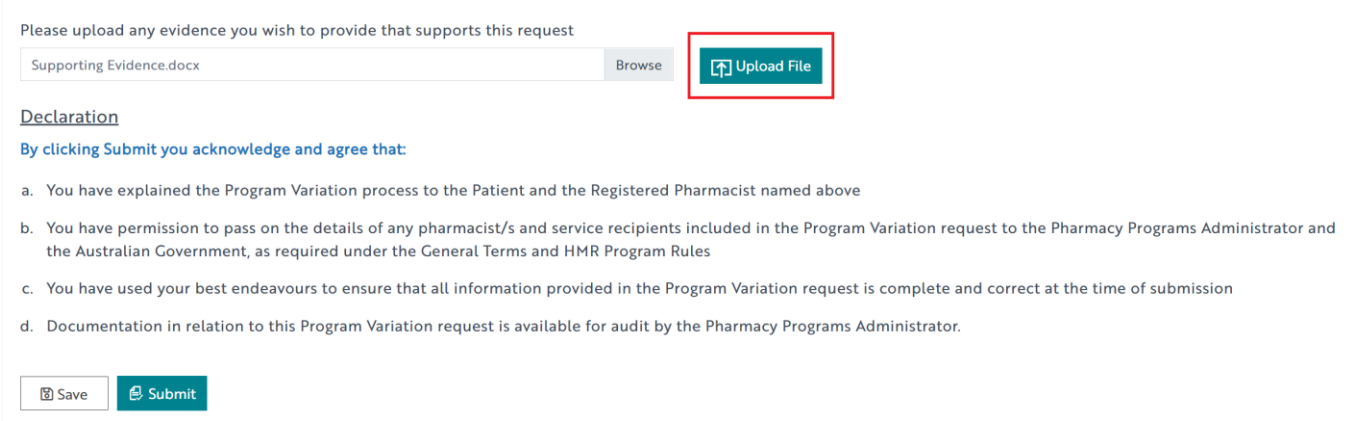
1) After selecting the **Interview by a Registered Pharmacist** tab, the Program Variation screen will display (part of Program Variation form below)



Please note: Lack of access to an Accredited Pharmacist in a timely manner is the only circumstance under which a request for the interview to be conducted by a Registered Pharmacist can be made.

2) Within the Program Variation Form, you may wish to upload any evidence that supports this Program Variation request. To upload your supporting evidence, click the **Browse** button and then choose a file to be uploaded from your device

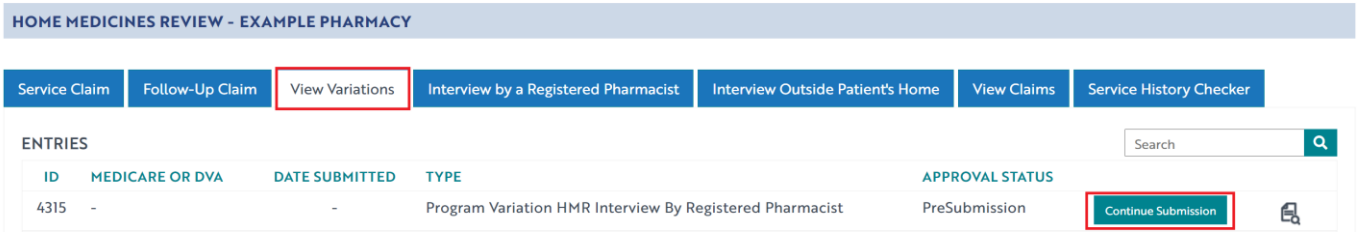
3) Once a file is chosen, click **Upload File**



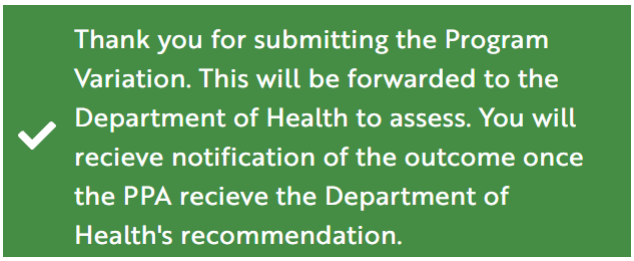
4) Once you have completed all required fields and are ready to submit the Variation, press the **Submit** button.

5) If you wish to return to the form at another time, you can do this by pressing the **Save** button instead. Saved forms will save with a *Pre-Submission* status.

6) To see a list of all submitted and/or saved Program Variations, click on the **View Variations** tab. Click on the **Continue Submission** button to complete any saved entries.



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 of Health, Disability and Ageing for assessment. Once an outcome decision has been received from the Department the status will be changed by a PPA Operator from *Pending* to either *Granted* or *Rejected*. You will also receive an email advising you of the outcome.

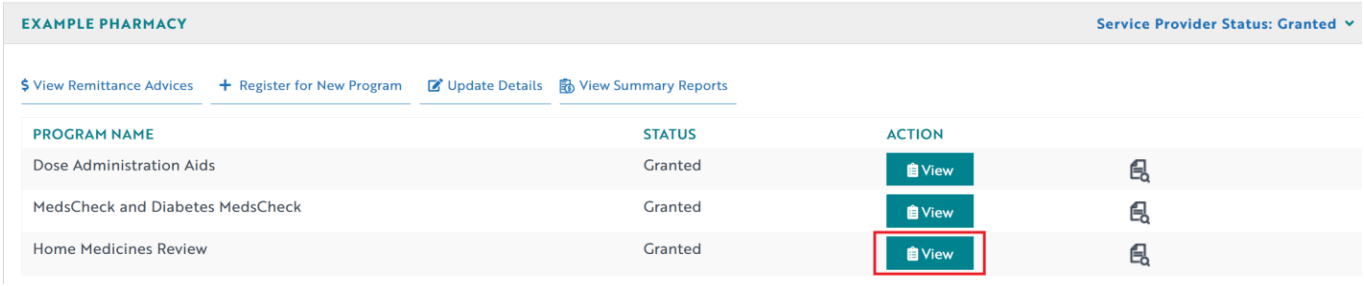


VIEWING YOUR HMR SERVICE CAP

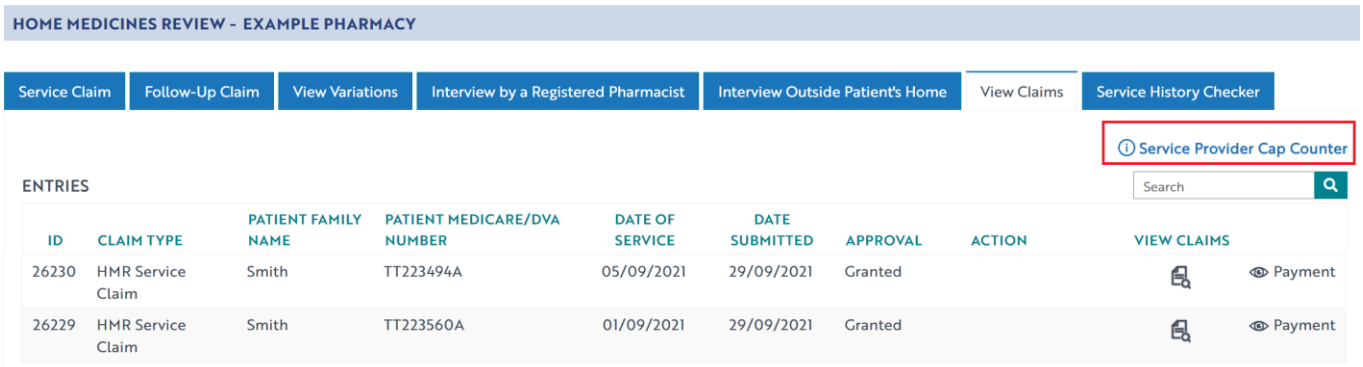
Service Providers and Accredited Pharmacists are subject to a service cap of 30 HMR Services per calendar month. The service cap applies to both the Service Provider claiming the services, and the individual Accredited Pharmacist who provides the service.

Please note:
If you are an Accredited Pharmacist wishing to view the initial HMR claims that have been claimed using your MRN/SHPA number, please see the Portal User Guide- HMR Service Cap Usage Checker linked here.

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

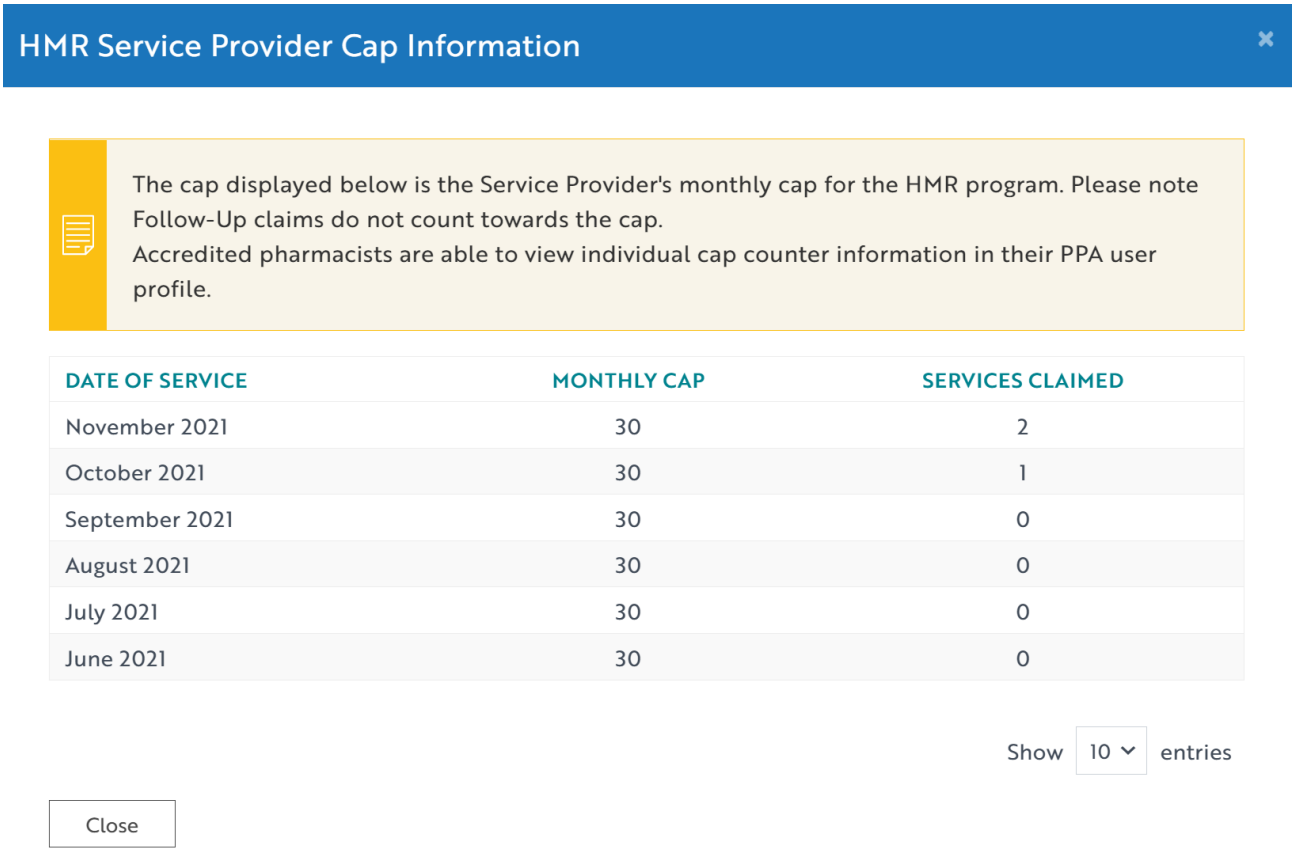


2) The current monthly Service Provider Cap Counter is displayed on the top right-hand corner of the Program Home page



3) When selecting the Service Cap Counter button, the following pop up will display on screen. You will be able to view how many HMR Services have been claimed during each calendar month and your monthly HMR Service cap.

   In the example below, the Service Provider has already submitted 2 Service Claims for the month of November, has a monthly Service cap of 30, and so has 28 Services remaining before reaching their monthly cap.



Please note claims that have been saved in *Pre-Submission*, that are yet to be submitted, and follow-up claims do not count towards the monthly cap.

If you have difficulties, contact the PPA Support Centre on 1800 951 285 for assistance.