



**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.

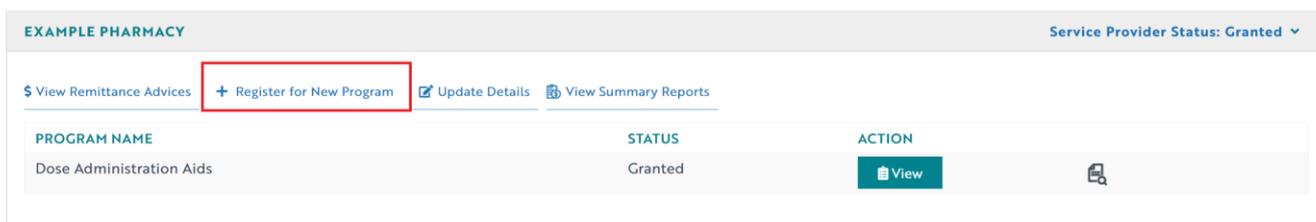
For best performance, we recommend the most recent version of the **Google Chrome** browser is used. Whilst you can successfully submit your registration and make claims using other browsers, they may not have all the features required to provide you with the best user experience.

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

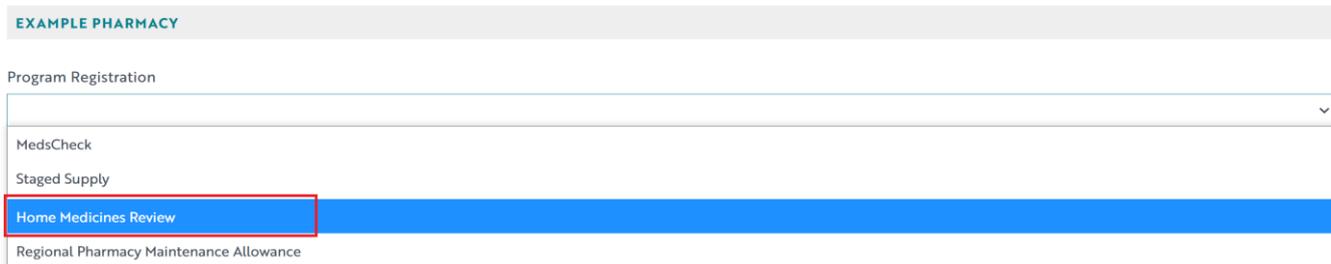


EXAMPLE PHARMACY Service Provider Status: Granted ▾

[View Remittance Advices](#)
[+ Register for New Program](#)
[Update Details](#)
[View Summary Reports](#)

PROGRAM NAME	STATUS	ACTION
Dose Administration Aids	Granted	View 

- 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**



EXAMPLE PHARMACY

Program Registration

MedsCheck
 Staged Supply
Home Medicines Review
 Regional Pharmacy Maintenance Allowance

- 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

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](#)

- 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.

✓ Your Home Medicines Review program registration has been approved.

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

EXAMPLE PHARMACY		Service Provider Status: Granted ▼
View Remittance Advices + Register for New Program Update Details View Summary Reports		
PROGRAM NAME	STATUS	ACTION
Dose Administration Aids	Granted	View 
MedsCheck and Diabetes MedsCheck	Granted	View 
Home Medicines Review	Granted	View 

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

Program Resources can be found here

HOME MEDICINES REVIEW - EXAMPLE PHARMACY									
Service Claim	Follow-Up Claim	View Variations	Interview by a Registered Pharmacist	Interview Outside Patient's Home	View Claims	Service History Checker			
<div style="text-align: right;"> Service Provider Cap Counter </div>									
ENTRIES									
<input type="text" value="Search"/> <input type="submit" value="Q"/>									
ID	CLAIM TYPE	PATIENT FAMILY NAME	PATIENT MEDICARE/DVA NUMBER	DATE OF SERVICE	DATE SUBMITTED	APPROVAL	ACTION	VIEW CLAIMS	
26230	HMR Service Claim	Smith	TT223494A	05/09/2021	29/09/2021	Granted			Payment
26229	HMR Service Claim	Smith	TT223560A	01/09/2021	29/09/2021	Granted			Payment
First « 1 » Last									
Total number of entries: 2									
Show <input type="text" value="10"/> entries									

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

HOME MEDICINES REVIEW - EXAMPLE PHARMACY									
Service Claim	Follow-Up Claim	View Variations	Interview by a Registered Pharmacist	Interview Outside Patient's Home	View Claims	Service History Checker			
<div style="text-align: right;"> Service Provider Cap Counter </div>									
ENTRIES									
<input type="text" value="Search"/> <input type="submit" value="Q"/>									
ID	CLAIM TYPE	PATIENT FAMILY NAME	PATIENT MEDICARE/DVA NUMBER	DATE OF SERVICE	DATE SUBMITTED	APPROVAL	ACTION	VIEW CLAIMS	
26230	HMR Service Claim	Smith	TT223494A	05/09/2021	29/09/2021	Granted			Payment

Pharmacy Programs Administrator Portal User Guide – Home Medicines Review

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

Program Resources can be found here 

HOME MEDICINES REVIEW - EXAMPLE PHARMACY

Service Claim | Follow-Up Claim | View Variations | Interview by a Registered Pharmacist | Interview Outside Patient's Home | View Claims | Service History Checker

HMR SERVICE CLAIM ① Service Provider Cap Counter

If you have an approved Program Variation please instead go to the Variation Tab and click on the Start Claim button to the right of the applicable Variation.

Written Patient Consent Held

Yes

No

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

HOME MEDICINES REVIEW - EXAMPLE PHARMACY

Service Claim | Follow-Up Claim | View Variations | Interview by a Registered Pharmacist | Interview Outside Patient's Home | View Claims | Service History Checker

HMR SERVICE CLAIM ① Service Provider Cap Counter

If you have an approved Program Variation please instead go to the Variation Tab and click on the Start Claim button to the right of the applicable Variation.

Written Patient Consent Held

Yes

No

DETAILS OF SERVICE

A HMR Service can only be performed for the same patient once every 24 months unless deemed clinically necessary by the Patient's Medical Practitioner

Medicare or DVA Number

4707474381

Please include the individual reference number for Medicare

- 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.

HOME MEDICINES REVIEW - EXAMPLE PHARMACY

Service Claim | Follow-Up Claim | View Variations | Interview by a Registered Pharmacist | Interview Outside Patient's Home | View Claims | Service History Checker

ENTRIES ① Service Provider Cap Counter

Search 

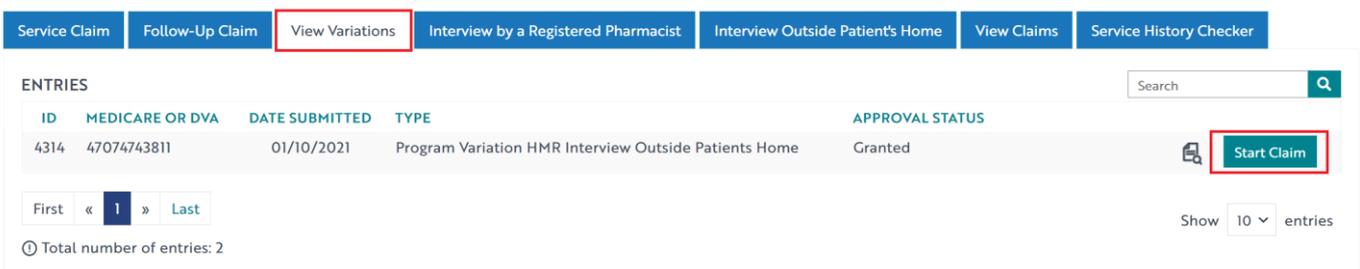
ID	CLAIM TYPE	PATIENT FAMILY NAME	PATIENT MEDICARE/DVA NUMBER	DATE OF SERVICE	DATE SUBMITTED	APPROVAL	ACTION	VIEW CLAIMS
26235	HMR Service Claim	-	4707474381	-	-	PreSubmission	Continue Submission	
26230	HMR Service Claim	Smith	TT223494A	05/09/2021	29/09/2021	Granted		  Payment

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*

HOME MEDICINES REVIEW - EXAMPLE PHARMACY



Service Claim | Follow-Up Claim | **View Variations** | Interview by a Registered Pharmacist | Interview Outside Patient's Home | View Claims | Service History Checker

ENTRIES Search

ID	MEDICARE OR DVA	DATE SUBMITTED	TYPE	APPROVAL STATUS
4314	47074743811	01/10/2021	Program Variation HMR Interview Outside Patients Home	Granted

First « 1 » Last Show 10 entries

Total number of entries: 2

- 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

Prior Approval Code for outside Patient's home Program Variation

4314

Services linked to approved HMR variations should be submitted using the associated **Start Claim** button located in the **View Variations** tab. Your variation code will automatically be pre-filled in the claim form.

Outcomes/Recommendations of Service

- Increase in dose of one or more medicines
- Decrease in dose of one or more medicines
- Change of medicines to different medicine
- Cessation of one or more medicines
- Other

Other Recommendations to Referring Medical Practitioner

- 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

Thank you for submitting your claim, the claim has been automatically validated and is now approved for payment.

✓ Payment will be made within 5 business days provided your bank details are correct. If you believe your bank details may not be correct please update them now

Pharmacy Programs Administrator Portal User Guide – Home Medicines Review

- 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 - EXAMPLE PHARMACY

Service Claim
Follow-Up Claim
View Variations
Interview by a Registered Pharmacist
Interview Outside Patient's Home
View Claims
Service History Checker

Service Provider Cap Counter

ENTRIES Search

ID	CLAIM TYPE	PATIENT FAMILY NAME	PATIENT MEDICARE/DVA NUMBER	DATE OF SERVICE	DATE SUBMITTED	APPROVAL	ACTION	VIEW CLAIMS
26237	HMR Service Claim	-	47074743811	-	-	PreSubmission	Continue Submission	

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

EXAMPLE PHARMACY		Service Provider Status: Granted ▼
View Remittance Advices + Register for New Program Update Details View Summary Reports		
PROGRAM NAME	STATUS	ACTION
Dose Administration Aids	Granted	View 
MedsCheck and Diabetes MedsCheck	Granted	View 
Home Medicines Review	Granted	View 

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

Program Resources can be found here

HOME MEDICINES REVIEW - EXAMPLE PHARMACY

[Service Claim](#)
[Follow-Up Claim](#)
[View Variations](#)
[Interview by a Registered Pharmacist](#)
[Interview Outside Patient's Home](#)
[View Claims](#)
[Service History Checker](#)

HMR FOLLOW-UP CLAIM

Medicare Number or DVA Number

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

HOME MEDICINES REVIEW - EXAMPLE PHARMACY

[Service Claim](#)
[Follow-Up Claim](#)
[View Variations](#)
[Interview by a Registered Pharmacist](#)
[Interview Outside Patient's Home](#)
[View Claims](#)
[Service History Checker](#)

HMR FOLLOW-UP CLAIM

Medicare Number or DVA Number

Medicare Number or DVA Number is required

- 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

Pharmacy Programs Administrator Portal User Guide – Home Medicines Review

- 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.

Program Resources can be found here 

HOME MEDICINES REVIEW - EXAMPLE PHARMACY

[Service Claim](#) |
 [Follow-Up Claim](#) |
 [View Variations](#) |
 [Interview by a Registered Pharmacist](#) |
 [Interview Outside Patient's Home](#) |
 [View Claims](#) |
 [Service History Checker](#)

 Service Provider Cap Counter

ENTRIES

Search 

ID	CLAIM TYPE	PATIENT FAMILY NAME	PATIENT MEDICARE/DVA NUMBER	DATE OF SERVICE	DATE SUBMITTED	APPROVAL	ACTION	VIEW CLAIMS
26236	HMR 1st Follow-up Service	Smith	-	-	-	PreSubmission	Continue Submission	

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

EXAMPLE PHARMACY		Service Provider Status: Granted ▼	
View Remittance Advices + Register for New Program Update Details View Summary Reports			
PROGRAM NAME	STATUS	ACTION	
Dose Administration Aids	Granted	View	
MedsCheck and Diabetes MedsCheck	Granted	View	
Home Medicines Review	Granted	View	

- 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.

Program Resources can be found here

HOME MEDICINES REVIEW - EXAMPLE PHARMACY

[Service Claim](#)
[Follow-Up Claim](#)
[View Variations](#)
[Interview by a Registered Pharmacist](#)
[Interview Outside Patient's Home](#)
[View Claims](#)
[Service History Checker](#)

HMR SERVICE CLAIM

[Service Provider Cap Counter](#)

If you have an approved Program Variation please instead go to the Variation Tab and click on the Start Claim button to the right of the applicable Variation.

Written Patient Consent Held

- Yes
 No

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)

Program Resources can be found here

HOME MEDICINES REVIEW - EXAMPLE PHARMACY

[Service Claim](#)
[Follow-Up Claim](#)
[View Variations](#)
[Interview by a Registered Pharmacist](#)
[Interview Outside Patient's Home](#)
[View Claims](#)
[Service History Checker](#)

PROGRAM VARIATION HMR: INTERVIEW OUTSIDE PATIENT'S HOME

PATIENT DETAILS

Patient Medicare Number or DVA Number

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

Pharmacy Programs Administrator Portal User Guide – Home Medicines Review

- 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 AACCP/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.

Program Resources can be found here 

HOME MEDICINES REVIEW - EXAMPLE PHARMACY

Service Claim | Follow-Up Claim | **View Variations** | Interview by a Registered Pharmacist | Interview Outside Patient's Home | View Claims | Service History Checker

ENTRIES Search 

ID	MEDICARE OR DVA	DATE SUBMITTED	TYPE	APPROVAL STATUS	
4314	-	-	Program Variation HMR Interview Outside Patients Home	PreSubmission	Continue Submission 

First « 1 » Last Show 10 entries

 Total number of entries: 1

- 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.


 Thank you for submitting the Program Variation. This will be forwarded to the Department of Health to assess. You will receive notification of the outcome once the PPA receive the Department of Health's recommendation.

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)

Program Resources can be found here 

HOME MEDICINES REVIEW - EXAMPLE PHARMACY

[Service Claim](#)
[Follow-Up Claim](#)
[View Variations](#)
[Interview by a Registered Pharmacist](#)
[Interview Outside Patient's Home](#)
[View Claims](#)
[Service History Checker](#)

PROGRAM VARIATION HMR: INTERVIEW BY REGISTERED PHARMACIST

PATIENT DETAILS

Patient Medicare Number or DVA Number

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

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**

Please upload any evidence you wish to provide that supports this request

Supporting Evidence.docx

Declaration

By clicking Submit you acknowledge and agree that:

- a. You have explained the Program Variation process to the Patient and the Registered Pharmacist named above
- b. You have permission to pass on the details of any pharmacist/s and service recipients included in the Program Variation request to the Pharmacy Programs Administrator and the Australian Government, as required under the General Terms and HMR Program Rules
- c. You have used your best endeavours to ensure that all information provided in the Program Variation request is complete and correct at the time of submission
- d. Documentation in relation to this Program Variation request is available for audit by the Pharmacy Programs Administrator.

- 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.

Pharmacy Programs Administrator Portal User Guide – Home Medicines Review

- 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.

HOME MEDICINES REVIEW - EXAMPLE PHARMACY

Service Claim | Follow-Up Claim | **View Variations** | Interview by a Registered Pharmacist | Interview Outside Patient's Home | View Claims | Service History Checker

ENTRIES Search 

ID	MEDICARE OR DVA	DATE SUBMITTED	TYPE	APPROVAL STATUS	
4315	-	-	Program Variation HMR Interview By Registered Pharmacist	PreSubmission	<div style="border: 1px solid red; padding: 2px;">Continue Submission</div> 

- 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.


 Thank you for submitting the Program Variation. This will be forwarded to the Department of Health to assess. You will receive notification of the outcome once the PPA receive the Department of Health's recommendation.

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

EXAMPLE PHARMACY		Service Provider Status: Granted ▾	
View Remittance Advices + Register for New Program Update Details View Summary Reports			
PROGRAM NAME	STATUS	ACTION	
Dose Administration Aids	Granted	View	
MedsCheck and Diabetes MedsCheck	Granted	View	
Home Medicines Review	Granted	View	

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

HOME MEDICINES REVIEW - EXAMPLE PHARMACY													
Service Claim		Follow-Up Claim		View Variations		Interview by a Registered Pharmacist		Interview Outside Patient's Home		View Claims		Service History Checker	
												Service Provider Cap Counter	
ENTRIES												Search <input type="text"/>	
ID	CLAIM TYPE	PATIENT FAMILY NAME	PATIENT MEDICARE/DVA NUMBER	DATE OF SERVICE	DATE SUBMITTED	APPROVAL	ACTION		VIEW CLAIMS				
26230	HMR Service Claim	Smith	TT223494A	05/09/2021	29/09/2021	Granted							
26229	HMR Service Claim	Smith	TT223560A	01/09/2021	29/09/2021	Granted							

- 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.

HMR Service Provider Cap Information ✕

 The cap displayed below is the Service Provider's monthly cap for the HMR program. Please note Follow-Up claims do not count towards the cap. Accredited pharmacists are able to view individual cap counter information in their PPA user profile.

DATE OF SERVICE	MONTHLY CAP	SERVICES CLAIMED
November 2021	30	2
October 2021	30	1
September 2021	30	0
August 2021	30	0
July 2021	30	0
June 2021	30	0

 Show entries

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.