



Pharmacy Programs  
Administrator

# PORTAL USER GUIDE – MEDSCHECK AND DIABETES MEDSCHECK

November 2022

## PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – MEDSCHECK AND DIABETES MEDSCHECK

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## INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step by step process for the MedsCheck Program. It describes the following processes:

- MedsCheck Program Registration
- MedsCheck and Diabetes MedsCheck Service Claiming
- Viewing your current monthly MedsCheck Service cap

Please refer to the (separate) Service History Checker [User Guide](#) for information concerning this functionality.

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 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](mailto:support@ppaonline.com.au).

## MEDSCHECK PROGRAM REGISTRATION

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

- 1) Navigate to the **Home** page to display a list of your approved Service Provider(s)
- 2) To register for the MedsCheck program, firstly click the **Register for New Program** link. Please note only the Main Authorised Person for the Service Provider can register for a new program

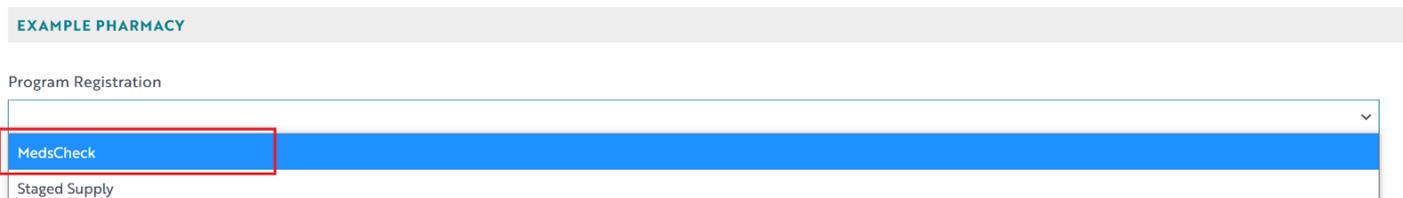


EXAMPLE PHARMACY Service Provider Status: Granted ▾

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

PROGRAM NAME	STATUS	ACTION
Dose Administration Aids	Granted	<a href="#">View</a>

- 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 **MedsCheck**



EXAMPLE PHARMACY

Program Registration

MedsCheck

Staged Supply

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

### Declaration

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

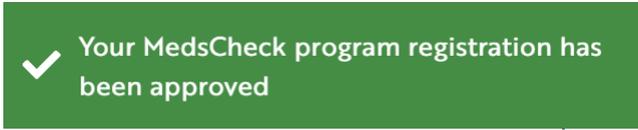
- a. Be approved to dispense pharmaceutical benefits as part of the Pharmaceutical Benefits Scheme (PBS) defined in Section 90 of the National Health Act 1953 (Cth) (Section 90 Pharmacy)
- b. Agree to deliver MedsCheck Services in accordance with the Pharmacy Programs Administrator General Terms and Conditions and MedsCheck Program Rules, including those related to patient eligibility
- c. Provide MedsCheck services in accordance with relevant Professional Standards and Pharmacy Board Guidelines
- d. Undertake to obtain appropriate written consent for the provision of a MedsCheck Service prior to providing the service. A consent form is available at [www.ppaonline.com.au](http://www.ppaonline.com.au)
- e. Ensure that services delivered under the Program are carried out by a Registered Pharmacist face-to-face with the patient in an area of the community pharmacy approved premises that is physically separated from the retail trading floor so that the privacy and confidentiality of the patient is protected. The area must meet the following requirements:
  - be appropriately furnished with facilities to allow the patient and the pharmacist to sit down together;
  - be of sufficient size and appropriate layout to accommodate efficient workflow, including adequate room for the patient, their carer and the pharmacist as well as all the consumables, equipment and documentation required for the service;
  - allow the patient and the pharmacist to talk at normal speaking volumes without being overheard by any other person (including pharmacy staff);
  - be clearly sign posted as a private consultation area
- f. Understand that services under the Program can be carried out in a public area of the pharmacy when a Community Pharmacy is closed to members of the public, as long as the conversation between the Registered Pharmacist and the patient cannot be overheard by any other person (including pharmacy staff)
- g. Ensure the Registered Pharmacist conducting the services under the Program is not responsible for dispensing or undertaking other professional duties at the time of consultation
- h. Understand that no more than twenty (20) MedsCheck and Diabetes MedsCheck Services in total per Service Provider per calendar month will be remunerated. The threshold applies regardless of the number of Registered Pharmacists that may provide MedsCheck and Diabetes MedsCheck Services on the Service Provider's behalf
- i. Agree to continue to meet the above Eligibility Criteria while participating in the MedsCheck Program and advise the Pharmacy Programs Administrator if the pharmacy ceases to be eligible for the MedsCheck Program.
- j. Agree to accept the payment received under this Program as full payment and provide any services under the Program at no cost to Patients

- 5) After reading the Program Declaration carefully, click on the **Submit Registration** button.

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.

A rectangular button with a teal background and white text that reads "Submit Registration". The button is highlighted with a red rectangular border.

- 6) 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 for Services under the MedsCheck program.  
If you have any difficulties, please contact the Support Centre on 1800 951 285 for assistance.

A green rectangular message box with a white checkmark icon on the left and white text on the right that reads "Your MedsCheck program registration has been approved".

✓ Your MedsCheck program registration has  
been approved

## MEDSCHECK CLAIMING

This section provides an overview of how make a claim for the MedsCheck program

- 1) In order to submit a MedsCheck Service Claim you must first register for the program and be approved as per the steps in the previous section.
- 2) 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
- 3) Click on the **View** button to make a MedsCheck claim 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	<a href="#">View</a>
MedsCheck and Diabetes MedsCheck	Granted	<a href="#">View</a>

- 4) The home screen for claims will display a list of previous claims for both Regular and Diabetes MedsCheck claims types:

**MEDSCHECK - EXAMPLE PHARMACY**

[Regular MedsCheck](#)
[Diabetes MedsCheck](#)
[View Claims](#)
[Service History Checker](#)

! Health Outcomes Data collection ceased from 1 March 2020. Subsequently, any claims that were previously Pending or in PreSubmission status have automatically been rejected.

[Service Cap Counter](#)

Claim type:

**ENTRIES**

ID	CLAIM TYPE	PATIENT MEDICARE/DVA NUMBER	DATE OF SERVICE	DATE SUBMITTED	APPROVAL	ACTION	VIEW CLAIMS
85797	Regular MedsCheck	56833668111	01/11/2021	04/11/2021	Granted		
85796	Regular MedsCheck	33296615311	31/10/2021	04/11/2021	Granted		

## CREATING A MEDSCHECK CLAIM

- 1) To create a MedsCheck claim, click on the **Regular MedsCheck or Diabetes MedsCheck** tab depending on the type of Service you have provided the patient. The following screen will display when the Regular MedsCheck tab is selected. Complete all the required fields.

Program Resources can be found here

**MEDSCHECK - EXAMPLE PHARMACY**

Regular MedsCheck | Diabetes MedsCheck | View Claims | Service History Checker

① Service Cap Counter

**REGULAR MEDSCHECK**

Patient Medicare/DVA number

Date of MedsCheck Service  
dd/mm/yyyy

Patient Date of Birth  
dd/mm/yyyy

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

**REGULAR MEDSCHECK**

Patient Medicare/DVA number

Patient Medicare/DVA number is required

Date of MedsCheck Service  
30/09/2021

Patient Date of Birth  
01/01/1980

- 3) Once all fields have been completed, click on the **Submit** button to submit the claim for payment.

### Declaration

By clicking Submit you acknowledge and agree that:

- a. By submitting a claim on behalf of the pharmacy/business, you agree that you are authorised to submit this claim and bind the pharmacy/business to the Pharmacy Programs Administrator General Terms and Conditions (General Terms) and the Program Rules, applicable as at the date of the service/s
- b. You have permission to pass on the details of any pharmacist/s and service recipients included in the claim/s to the Pharmacy Programs Administrator and the Australian Government, as required under the General Terms and Program Rules
- c. To the best of your knowledge, all services included in this claim were supplied in accordance with the General Terms and the Program Rules, including those related to patient eligibility
- d. You have used your best endeavours to ensure that all information provided in the claim is complete and correct at the time of submission
- e. Documentation in relation to this claim is available for audit by the Pharmacy Programs Administrator.

4) A green message box will appear in the top right-hand corner of the screen.



- 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

**MEDSCHECK - EXAMPLE PHARMACY**

Regular MedsCheck | Diabetes MedsCheck | View Claims | Service History Checker

**Health Outcomes Data collection ceased from 1 March 2020. Subsequently, any claims that were previously Pending or in PreSubmission status have automatically been rejected.**

[Service Cap Counter](#)

Claim type: All

**ENTRIES**

Search

ID	CLAIM TYPE	PATIENT MEDICARE/DVA NUMBER	DATE OF SERVICE	DATE SUBMITTED	APPROVAL	ACTION	VIEW CLAIMS
131462	Regular MedsCheck	-	01/11/2022	-	PreSubmission	<b>Continue Submission</b>	
85797	Regular MedsCheck	56833668111	01/11/2021	04/11/2021	Granted		Payment
85796	Regular MedsCheck	33296615311	31/10/2021	04/11/2021	Granted		Payment
85795	Regular MedsCheck	40407034611	30/10/2021	04/11/2021	Granted		Payment

First « 1 » Last

Show 10  entries

Total number of entries: 4

Please ensure you claim all MedsCheck Services **by the end of the next calendar month** after the Service was provided to the patient. For example, any Services undertaken in March must be claimed by 30 April.

## VIEWING YOUR MEDSCHECK AND DIABETES MEDSCHECK SERVICE CAP

Service Providers are subject to a Service cap of 20 MedsCheck and/or Diabetes MedsCheck services per calendar month. The Service cap applies to the Service Provider regardless of the number of Pharmacists who provide the Service. This cap applies to any combination of MedsCheck, or Diabetes MedsCheck Services submitted.

There are two methods for Service Providers to view their current monthly cap within the Portal:

- On the MedsCheck Program Home screen
- While entering a MedsCheck Service claim

### VIEWING YOUR CAP ON THE MEDSCHECK PROGRAM HOME SCREEN

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

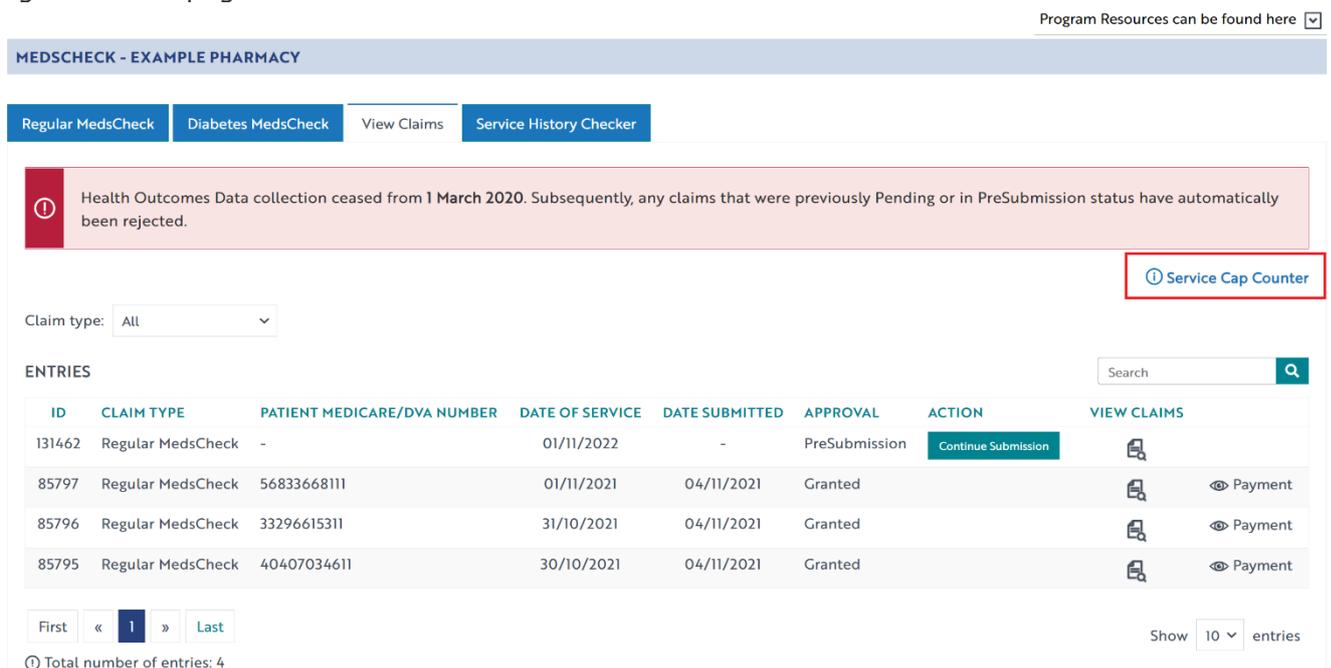


EXAMPLE PHARMACY Service Provider Status: **Granted** ▼

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

PROGRAM NAME	STATUS	ACTION
Dose Administration Aids	Granted	<a href="#">View</a> 
MedsCheck and Diabetes MedsCheck	Granted	<a href="#">View</a> 

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



Program Resources can be found here

**MEDSCHECK - EXAMPLE PHARMACY**

[Regular MedsCheck](#)
[Diabetes MedsCheck](#)
[View Claims](#)
[Service History Checker](#)

 Health Outcomes Data collection ceased from 1 March 2020. Subsequently, any claims that were previously Pending or in PreSubmission status have automatically been rejected.

[Service Cap Counter](#)

Claim type:

**ENTRIES** Search  

ID	CLAIM TYPE	PATIENT MEDICARE/DVA NUMBER	DATE OF SERVICE	DATE SUBMITTED	APPROVAL	ACTION	VIEW CLAIMS
131462	Regular MedsCheck	-	01/11/2022	-	PreSubmission	<a href="#">Continue Submission</a>	
85797	Regular MedsCheck	56833668111	01/11/2021	04/11/2021	Granted		 
85796	Regular MedsCheck	33296615311	31/10/2021	04/11/2021	Granted		 
85795	Regular MedsCheck	40407034611	30/10/2021	04/11/2021	Granted		 

Show  entries

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

**Service Cap Counter**
✕



The cap displayed below includes the total number of submitted MedsCheck and Diabetes MedsCheck services.

DATE OF SERVICE	MONTHLY CAP	SERVICES CLAIMED
November 2021	20	1
October 2021	20	2
September 2021	20	0
August 2021	20	0
July 2021	20	0
June 2021	20	0

Show 10 entries

Close

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

### VIEWING YOUR CAP WHILE ENTERING A MEDSCHECK SERVICE CLAIM

- 1) Navigate to the MedsCheck 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	<span style="background-color: #0072bc; color: white; padding: 2px 5px; border: 1px solid #0072bc;">View</span> <span style="float: right; font-size: 1.2em;">📄</span>
MedsCheck and Diabetes MedsCheck	Granted	<span style="background-color: #0072bc; color: white; padding: 2px 5px; border: 2px solid red;">View</span> <span style="float: right; font-size: 1.2em;">📄</span>

## Pharmacy Programs Administrator Portal User Guide: MedsCheck and Diabetes MedsCheck

- 2) Select either the **Regular MedsCheck** or **Diabetes MedsCheck** tab, depending on the type of Service you have provided the patient. Complete the fields in the Claim Form.

Program Resources can be found here 

MEDSCHECK - EXAMPLE PHARMACY

Regular MedsCheck | Diabetes MedsCheck | View Claims | Service History Checker

 Service Cap Counter

**REGULAR MEDSCHECK**

Patient Medicare/DVA number

Date of MedsCheck Service  
 

- 3) Once the Date of MedsCheck Service field has been completed, a live count of Services already submitted for the relevant month will display in the Claim Form. In this example below, the pharmacy has already submitted 3 MedsCheck/Diabetes MedsCheck Services out of their total monthly cap of 20

Program Resources can be found here 

MEDSCHECK - EXAMPLE PHARMACY

Regular MedsCheck | Diabetes MedsCheck | View Claims | Service History Checker

 Service Cap Counter

Service claims submitted for November : 3 out of 20

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**REGULAR MEDSCHECK**

Patient Medicare/DVA number

Date of MedsCheck Service  
 

If you have difficulties viewing your cap, you may wish to contact the PPA Support Centre on 1800 951 285 for assistance.