



Pharmacy Programs  
Administrator

# PORTAL USER GUIDE – QUALITY USE OF MEDICINES

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## PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – QUALITY USE OF MEDICINES

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## INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step by step process for the Quality Use of Medicines (QUM) Program. It describes the following processes:

- QUM - Program Registration
- QUM - Register an Aged Care Facility
- QUM – Finding and Selecting a Facility
- QUM - Service Claim
- QUM – Extend an existing Service Agreement

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

## QUM – PROGRAM REGISTRATION

This section provides an overview of how to register for the QUM program

- 1) Open the **HOME** page to display a list of approved programs for a Service Provider
- 2) To register for the QUM program, click the **Register for New Program** link. Please note only the Main Authorised Person for the Service Provider can register for a new program

TEST PHARMACY		Service Provider Status: Granted ▾
<a href="#">\$ View Remittance Advices</a>	<a href="#">+ Register for New Program</a>	<a href="#">✎ Update Details</a>
PROGRAM NAME	STATUS	ACTION

- 3) The Program Registration screen will display a list of all programs the Service Provider may register for. Use the drop-down list to select **Quality Use of Medicines**

TEST PHARMACY
Program Registration
<div style="border: 1px solid #ccc; padding: 5px;"> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> <span style="float: right;">▾</span> </div> <ul style="list-style-type: none"> <li>MedsCheck</li> <li>Staged Supply</li> <li>Dose Administration Aid</li> <li>Clinical Interventions</li> <li style="background-color: #0070c0; color: white; padding: 2px;">Quality Use Of Medicines</li> <li>Residential Medication Management Review</li> <li>Home Medicines Review</li> <li>Rural Pharmacy Maintenance Allowance</li> </ul> </div>

- 4) The QUM program registration information will be displayed (part of form shown below)

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 User must read the declaration and click **Submit Registration** to continue. If there are invalid fields, an error message will appear. If needed, contact the Support Centre on 1800 951 285 for assistance
- 6) The Program registration will be automatically approved.

## QUM - REGISTER AN AGED CARE FACILITY

- 1) To be able to register an Aged Care Facility for the QUM Program you must first be registered for the QUM program
- 2) From the home screen, click on the **View** button against the QUM Program under the relevant service provider

TEST PHARMACY		Service Provider Status: <b>Granted</b> ▼	
<a href="#">\$ View Remittance Advices</a> <a href="#">+ Register for New Program</a> <a href="#">🔗 Update Details</a>			
PROGRAM NAME	STATUS	ACTION	
Quality Use of Medicines	Granted	<b>View</b>	

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

### QUALITY USE OF MEDICINES - TESTING PHARMACY

[All Aged Care Facilities](#)
[Active Aged Care Facilities](#)
[Register An Aged Care Facility](#)

- 4) Click on **Register an Aged Care Facility** to register an Aged Care Facility for the QUM Program.
- 5) The **QUM Register an Aged Care Facility Application** screen will display (part of form shown below). Complete all fields and upload a copy of your QUM Aged Care Facility Service Agreement.

#### QUALITY USE OF MEDICINES - TEST PHARMACY

[All Aged Care Facilities](#)   [Active Aged Care Facilities](#)   [Register An Aged Care Facility](#)

##### DETAILS OF AGED CARE FACILITY (ACF)

 NAPS ID (If Known)
 

 RACF Name
 

- 6) Once you have completed all fields and pressed the **Submit** button, a confirmation message will appear. The application will be assessed by an operator for approval.

- 7) To view the application, click on the **All Aged Care Facilities** tab. The application will be in a pending state (below). Once an operator has approved the application, the status of the application will change from **Pending** to either **Granted** or **Rejected**. You will be notified of the outcome via email.

All Aged Care Facilities
Active Aged Care Facilities
Register An Aged Care Facility

Service agreements with facilities can be found in the All Aged Care Facilities or Active Aged Care Facilities tabs. The Active Aged Care Facilities tab displays all service agreements where the end date listed has not passed or has only recently expired. The All Aged Care Facilities tab displays all agreements, including those listed in the Active tab plus those expired or rejected agreements. Portal functionality remains the same in each tab.

QUM APPLICATION LIST

ID	SERVICE AGREEMENT START DATE	SERVICE AGREEMENT END DATE	RACF NAME	APPROVAL	
3093	01/01/2020	01/01/2025	Aged Care	Pending	<div style="display: flex; align-items: center; gap: 5px;"> <span></span> <span style="background-color: #0070c0; color: white; padding: 2px 5px;">New Claim</span> <span style="background-color: #0070c0; color: white; padding: 2px 5px;">Actions</span> </div>

First « 1 » Last
Show 10 entries

ⓘ Total number of entries: 1

## QUM – FINDING AND SELECTING A FACILITY

There are two different views available to Service Providers for the Aged Care Facilities registered on your profile:

- All Aged Care Facilities
- Active Aged Care Facilities

### QUALITY USE OF MEDICINES - TESTING PHARMACY

All Aged Care Facilities

Active Aged Care Facilities

Register An Aged Care Facility

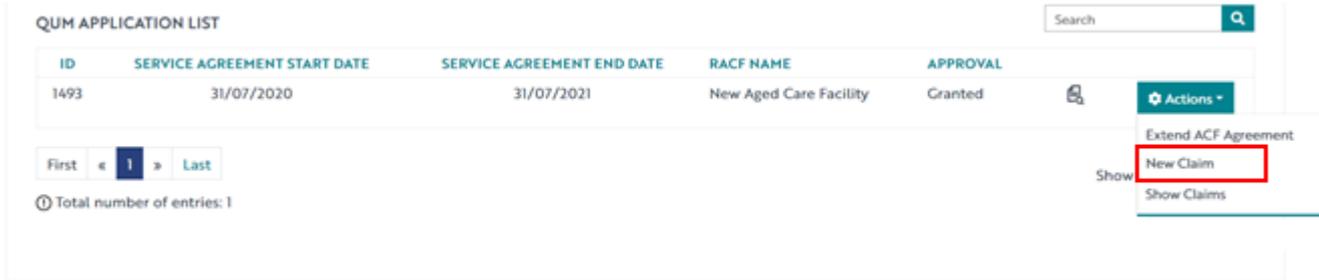
- 1) The **All Aged Care Facilities** tab will display all Aged Care Facility records registered to your PPA Portal account including both active and historical records
- 2) The **Active Aged Care Facilities** tab will only display Aged Care Facility records that meet the following criteria:
  - The Facility has a Service Agreement that is active or has not been expired for longer than one month; and
  - The Facility has an approval status of Granted

Facilities with any other approval status such as Rejected or Facilities with Service Agreements that have expired over one month ago can be found in the All Aged Care Facilities tab.

If you have a Facility that you can no longer see in the **Active Aged Care Facilities** tab that you are still undertaking services for, you may need to look in the **All Aged Care Facility** tab to extend the Service Agreement. Once a Service Agreement extension is successfully approved the Facility will once again show in the **Active Aged Care Facilities** tab.

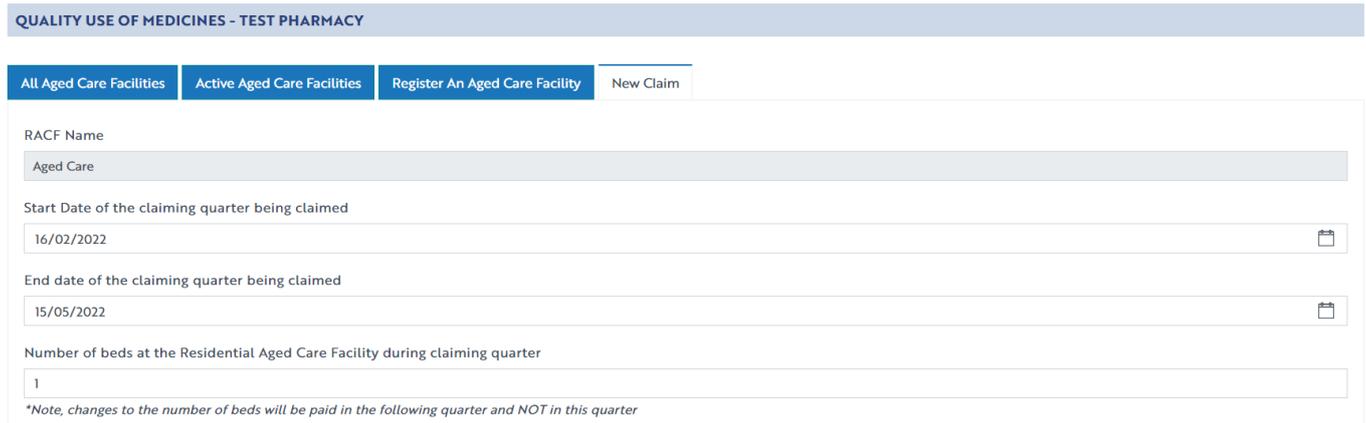
## QUM - SERVICE CLAIM

- 3) To be able to make a claim for the QUM Program the registration of an Aged Care Facility must have been approved.
- 4) When you are in the **Active Aged Care Facilities** tab, find the applicable facility, click on **Actions**, then **New Claim**. The following screen will display.



The screenshot shows a table titled "QUM APPLICATION LIST" with columns: ID, SERVICE AGREEMENT START DATE, SERVICE AGREEMENT END DATE, RACF NAME, and APPROVAL. A single entry is shown with ID 1493, start date 31/07/2020, end date 31/07/2021, RACF NAME "New Aged Care Facility", and APPROVAL "Granted". An "Actions" dropdown menu is open, showing options: "Extend ACF Agreement", "New Claim" (highlighted with a red box), and "Show Claims".

- 5) The **QUM Claim** screen will display (part of screen below).

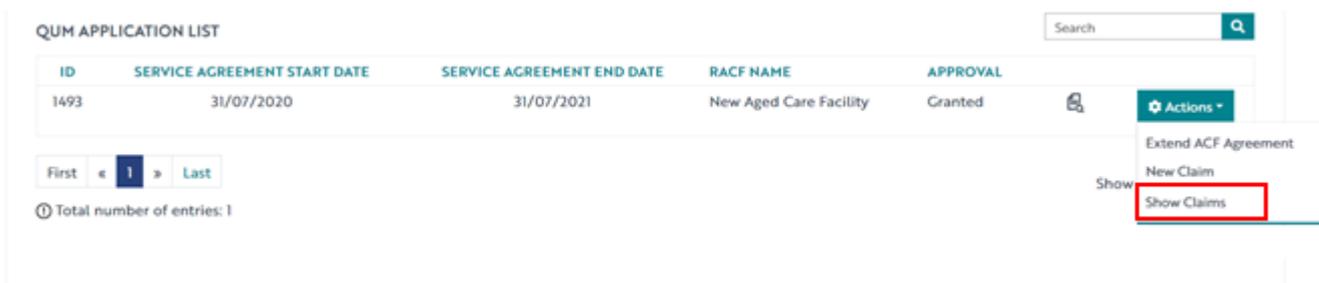


The screenshot shows the "New Claim" form under the "Active Aged Care Facilities" tab. The form includes the following fields:

- RACF Name: Aged Care
- Start Date of the claiming quarter being claimed: 16/02/2022
- End date of the claiming quarter being claimed: 15/05/2022
- Number of beds at the Residential Aged Care Facility during claiming quarter: 1

*\*Note, changes to the number of beds will be paid in the following quarter and NOT in this quarter*

- 6) Complete all mandatory fields. If any error messages appear, correct your responses.
- 7) Read the declaration and then press the **Submit** button to submit the claim. An approval message will then appear
- 8) To see a list of all submitted and/or saved claims for a specific Aged Care Facility, select **Show Claims** under the **Actions** button.



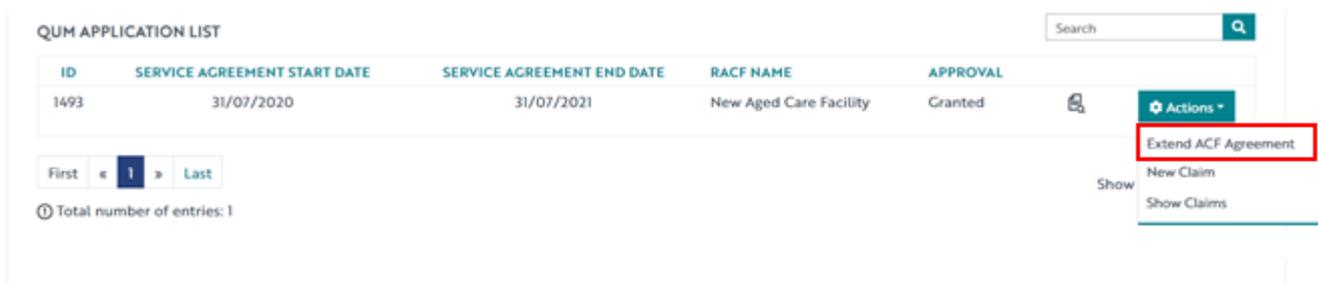
This screenshot is identical to the one above, showing the "QUM APPLICATION LIST" table and the "Actions" dropdown menu. In this instance, the "Show Claims" option in the dropdown menu is highlighted with a red box.

## QUM – EXTEND AN EXISTING SERVICE AGREEMENT

- 1) To be able to extend an existing Service Agreement, the newly signed Service Agreement must have a commencement date no greater than one day after the current Service Agreement end date.

Note: If the Service Agreement extension is not an exact continuation of the previous agreement, the Service Provider must re-register the Aged Care Facility (see page 5).

- 2) From the **Active Aged Care Facilities** tab, find the applicable facility, click on **Actions**, then select **Extend ACF Agreement**. The following screen will display.



QUM APPLICATION LIST

ID	SERVICE AGREEMENT START DATE	SERVICE AGREEMENT END DATE	RACF NAME	APPROVAL	
1493	31/07/2020	31/07/2021	New Aged Care Facility	Granted	<div style="border: 1px solid #ccc; padding: 2px;"> <span>Actions</span> <ul style="list-style-type: none"> <li style="border: 2px solid red; padding: 2px;">Extend ACF Agreement</li> <li style="padding: 2px;">New Claim</li> <li style="padding: 2px;">Show Claims</li> </ul> </div>

First « 1 » Last  
 Total number of entries: 1

If you are unable to locate the Facility that you wish to extend in the **Active Aged Care Facilities** tab, you may need to look in the **All Aged Care Facilities** tab to extend the Service Agreement. Once a Service Agreement extension is successfully approved the Facility will once again show in the **Active Aged Care Facilities** tab.

- 3) Complete the mandatory fields and ensure the **Service Agreement start date** and **Service Agreement end date** match the dates stated in the Service Agreement.
- 4) Ensure you attach and upload a copy of the **signed** and **dated** Service Agreement to the application and click **Submit**. The following screen will display.



Service Agreement start date  
01/08/2021

Service Agreement end date  
01/08/2023

Number of beds at the Residential Aged Care Facility  
150

Copy of executed Service Agreement  
 Document Uploaded: New Aged Care Facility QUM Extension.pdf  
 Download document 

Submit

- 5) Once you have completed all fields and pressed the **Submit** button, a confirmation message will appear. The application will then be assessed by an operator for approval. Approval usually occurs within 1 business day.