



**Pharmacy Programs  
Administrator**

# PORTAL USER GUIDE – STAGED SUPPLY

November 2022

# PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – STAGED SUPPLY

INTRODUCTION.....	1
STAGED SUPPLY PROGRAM REGISTRATION .....	2
STAGED SUPPLY SERVICE CLAIM.....	5

## INTRODUCTION

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

- Staged Supply Program Registration
- Staged Supply Service Claim
- Staged Supply Patient Deactivation.

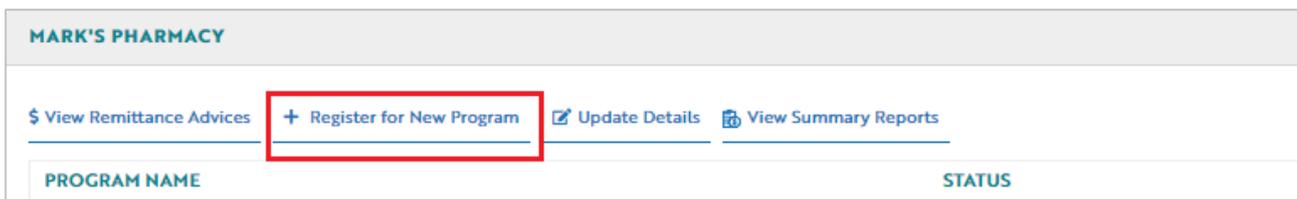
For best performance, we recommend the most recent version of the **Chrome** browser is used. Whilst you can successfully submit your registration and make claims using other browsers, they may not have all the features required to provide you with the best user experience.

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).

## STAGED SUPPLY PROGRAM REGISTRATION

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

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



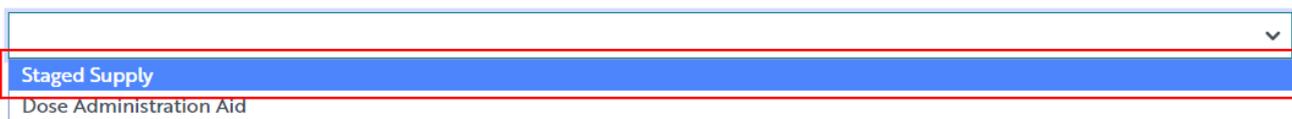
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[\\$ View Remittance Advices](#)
[+ Register for New Program](#)
[Update Details](#)
[View Summary Reports](#)

PROGRAM NAME	STATUS
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- 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 **Staged Supply**

Program Registration



Staged Supply

Dose Administration Aid

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

### Declaration

To be eligible to become a Staged Supply Service Provider and participate in the Staged Supply 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](http://www.ppaonline.com.au)
- d. Agree to continue to meet the above Eligibility Criteria while participating in the Staged Supply Program and agree to notify the Pharmacy Program Administrator of any changes in circumstances, including a change of ownership or PBS approval number
- e. Agree to undertake Staged Supply Services in accordance with the Pharmacy Programs Administrator General Terms and Conditions and Staged Supply Program Rules, including those related to patient eligibility
- f. Provide Staged Supply services in accordance with relevant Professional Standards and Pharmacy Board Guidelines
- g. Undertake to obtain appropriate written consent for provision of the Staged Supply service prior to providing the service
- h. Ensure that the Staged Supply services 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
- i. Ensure that the preparation and supply of the instalment occurs in an area which accords with legislative requirements for the dispensing of medications.
- j. Compliance with legislative requirements in relation to the storage and access by staff to medicines that are held in the pharmacy and that the area where the medicines are stored is not accessible to the public
- k. Ensure the Registered Pharmacist conducting the Staged Supply initiation and follow up is not responsible for dispensing or undertaking other professional duties
- l. Agree to accept the payment received under this Program as full payment and provide all aspects of the Staged Supply service at no cost to participating patients.

## Pharmacy Programs Administrator Portal User Guide – Staged Supply

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

To confirm your eligibility for the Program you will need to complete the following fields and upload the required supporting document

- My Service Provider has Pharmacy Accreditation (QCPP)
- My Service Provider is in the process of obtaining Pharmacy Accreditation (QCPP)

6) If you select **My Service Provider has Pharmacy Accreditation (QCPP)**, you will also 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.

To confirm your eligibility for the Program you will need to complete the following fields and upload the required supporting document

- My Service Provider has Pharmacy Accreditation (QCPP)
- My Service Provider is in the process of obtaining Pharmacy Accreditation (QCPP)

Pharmacy Accreditation ID (QCPP ID)

QCPP Start Date

QCPP End Date

Upload Pharmacy Accreditation Certificate or Exemption Notice




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 Staged Supply Program Rules you must obtain accreditation within six months of submitting your Program registration.

Please also upload any supporting documentation from QCPP which confirms the accreditation process is underway.

To confirm your eligibility for the Program you will need to complete the following fields and upload the required supporting document

- My Service Provider has Pharmacy Accreditation (QCPP)
- My Service Provider is in the process of obtaining Pharmacy Accreditation (QCPP)

Enter the date by which you expect to have obtained the Pharmacy Accreditation (QCPP)

Upload supporting document to show that you have commenced the Pharmacy Accreditation (QCPP) process for this Service Provider

## Pharmacy Programs Administrator Portal User Guide – Staged Supply

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**

To confirm your eligibility for the Program you will need to complete the following fields and upload the required supporting document

- My Service Provider has Pharmacy Accreditation (QCPP)  
 My Service Provider is in the process of obtaining Pharmacy Accreditation (QCPP)

Pharmacy Accreditation ID (QCPP ID)

0001

QCPP Start Date

01/01/2020 

QCPP End Date

01/01/2022 

Upload Pharmacy Accreditation Certificate or Exemption Notice

QCPP Accreditation Certificate for My Pharmacy.docx

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

To confirm your eligibility for the Program you will need to complete the following fields and upload the required supporting document

- My Service Provider has Pharmacy Accreditation (QCPP)  
 My Service Provider is in the process of obtaining Pharmacy Accreditation (QCPP)

Pharmacy Accreditation ID (QCPP ID)

0001

QCPP Start Date

01/01/2020 

QCPP End Date

01/01/2022 

Upload Pharmacy Accreditation Certificate or Exemption Notice

Document Uploaded: QCPP Accreditation Certificate for My Pharmacy.docx  
 

9) The User can then click **Submit Registration** to continue. If you have any 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.

## STAGED SUPPLY SERVICE CLAIM

This section details how to submit a Staged Supply Service Claim through the Pharmacy Programs Administrator Portal.

- 1) In order to submit a Staged Supply Service Claim you must first register for the program and be approved
- 2) 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
- 3) Click on the **View** button to make a claim against a program under the relevant Service Provider

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<a href="#">View Remittance Advices</a> <a href="#">+ Register for New Program</a> <a href="#">Update Details</a> <a href="#">View Summary Reports</a>		
PROGRAM NAME	STATUS	ACTION
MedsCheck and Diabetes MedsCheck	Granted	<a href="#">View</a>
Staged Supply	Granted	<a href="#">View</a>
Dose Administration Aids	Granted	<a href="#">View</a>

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

Service Claim

View Claims

Service claims submitted this month: 0 out of 15

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Patient Medicare Number or DVA Number

- 5) The **Staged Supply Service Claim** screen will display (part of form shown below). A message detailing how many patients you have submitted a claim for during the month will display at the top.

**STAGED SUPPLY - MARK'S PHARMACY**

Service Claim

View Claims

Service claims submitted this month: 0 out of 15

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Patient Medicare Number or DVA Number

- 6) If you have submitted a claim for a patient during a previous month, once you enter in their Medicare or DVA Number the rest of the claim will auto-populate with the data submitted in the previous claim

## Pharmacy Programs Administrator Portal User Guide – Staged Supply

- 7) Complete/edit the remaining fields in the Staged Supply Service Claim. If you need to return to the claim at another time, scroll down and click the **Save** button. You can then continue the saved claim by clicking the **View Claims** tab and then the **Continue Submission** button
- 8) Once you have finished completing all fields on the screen and corrected any errors (if required) click on the **Submit** button. An approval message will then appear
- 9) To see a list of all submitted and/or saved claims, click on the **View Claims** tab. You can also filter for the type of claim you want to view by selecting an option from the **Claim type** dropdown menu.

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Service Claim    View Claims

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

Claim type: 

- All
- Service Claim
- Initial Patient Registration
- Six Month Follow Up

STAGED SUPPLY	CLAIM ID	CLAIM TYPE	DATE SUBMITTED	CLAIM STATUS
310	68738483911	Staged Supply Service Claim	25/01/2019	Granted



**CONTACT THE SUPPORT CENTRE:** 1800 951 285 | [support@ppaonline.com.au](mailto:support@ppaonline.com.au)