



Pharmacy Programs  
Administrator

# PROGRAM RULES

## Staged Supply

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Australian Government  
Department of Health,  
Disability and Ageing

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## STAGED SUPPLY

# 1 INTRODUCTION

**Staged Supply involves the provision of Pharmaceutical Benefits Scheme (PBS) medicines in instalments when requested by the prescriber. The Program is designed to assist Patients who are at risk of drug dependency or who are otherwise unable to manage their medicines safely.**

This document outlines the Program Rules governing the Staged Supply Program. This document must be read in conjunction with the *Pharmacy Programs Administrator General Terms and Conditions* (General Terms), relevant Professional Standards and Pharmacy Board Guidelines. Definitions in the General Terms apply in these Program Rules.

# 2 BACKGROUND

The Staged Supply Program is funded by the Australian Government Department of Health, Disability and Ageing (the Department). The Program aims to improve medication adherence and reduce the risk of self-harm or harm to others through accidental or intentional misuse, abuse or diversion of prescribed medicines.

For the purposes of this Program, Staged Supply is the provision of PBS medicines in instalments where requested by the prescriber. Staged Supply instalments may be made daily, weekly or as requested by the prescriber.

The Staged Supply Program specifically excludes medicines supplied under the Section 100 Highly Specialised Drugs (HSD) Program (Community Access), including all medications currently eligible under the [Opioid Dependence Treatment \(ODT\) Community Pharmacy Program](#).

# 3 ELIGIBILITY

## 3.1 Service Provider Eligibility Criteria

To be eligible to become an Approved Staged Supply Service Provider and participate in the Staged Supply Program, a Pharmacy must:

- Be approved to dispense pharmaceutical benefits as part of the PBS defined in Section 90 of the *National Health Act 1953* (Section 90 Pharmacy)
- Be accredited by an approved Pharmacy Accreditation Program or be in the process of attaining accreditation within six months of applying to participate in the Program. The Department may waive the requirement to hold or be seeking accreditation in order to ensure patients can access the Program
- Agree to publicly display and comply with the *Community Pharmacy Service Charter* and *Customer Service Statement* (available [here](#))
- Abide by the General Terms (available [here](#))
- Undertake to provide Staged Supply Services in accordance with these Program Rules, relevant Professional Standards and Pharmacy Board Guidelines
- Undertake to obtain appropriate written consent for provision of Staged Supply Services prior to providing the service. A consent form is available [here](#)

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- Ensure that the preparation and supply of the instalment occurs in an area which accords with legislative requirements for dispensing medications
- Comply with legislative requirements in relation to storage of and staff access to medicines that are held in the pharmacy, including ensuring that the area where the medicines are stored is not accessible to the public
- 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.

### 3.2 Patient Eligibility Criteria

To be eligible for a Staged Supply Service funded under the Program, the patient must:

- Be a Medicare and/or Department of Veterans' Affairs (DVA) cardholder or is a person who is eligible for a Medicare card
- Hold a current, valid, government-issued concession card
- Live at home or in a community setting
- Have been referred for a Staged Supply Service by their prescriber

Have been prescribed one or more of the following types of medications as a pharmaceutical benefit:

- Opioid analgesics
- Antipsychotics
- Anxiolytics
- Hypnotics and sedatives
- Antidepressants
- Psycho-stimulants.

Staged Supply Services funded under this Program are not available to in-patients of public or private hospitals, day hospital facilities or transitional care facilities, or residents of Aged Care Facilities or correctional facilities.

Staged Supply Services funded under this Program are not available to Patients receiving Staged Supply Services funded under other federal, state or territory government programs.

Where a Patient does not meet the eligibility criteria, the Staged Supply Service Provider may offer the service at the Patient's own cost. A lack of eligibility for funding under this Program does not invalidate a Patient's (or carer's) request to provide medicines in a manner equivalent to staged supply.

Patients receiving ODT medicines under the ODT Community Pharmacy Program are not excluded from Staged Supply for their other eligible medications.

### 3.3 Patient Consent

The Staged Supply Service Provider must obtain appropriate written consent from the Patient or the Patient's carer prior to providing a Staged Supply Service. A consent form is available online [here](#).

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# 4 STAGED SUPPLY PROGRAM ELEMENTS

## 4.1 Staged Supply Services

A Staged Supply Service must be conducted in accordance with the Pharmacy Board Guidelines and PSA Standards, including the routine monitoring and assessment of the Patient.

Staged Supply Service Providers may claim a fee for the provision of one medication under a Staged Supply Arrangement for up to 15 eligible patients per month. Supporting documentation must be retained for each service claimed as per Section 7.3.

To be eligible to claim for Staged Supply Services under this Program, the Staged Supply Service Provider must collect information and submit it via the Pharmacy Programs Administrator [Portal](#) (the Portal).

# 5 FEES

Staged Supply payments are not subject to GST.

Approved Service Providers can claim the following payments under the Program:

Description	Fee (per patient)
Provision of first Staged Supply Service each week (first day)	\$8.12
Each additional provision of a Staged Supply Service during the week (subsequent days)	\$4.12

No additional Patient charges may be levied for participating patients who are funded through the Staged Supply Program.

*Note: Patients will still be required to pay to obtain the medicines provided through the Staged Supply Service including the PBS co-payment (if applicable).*

*Forms to aid with the collection of this information are available from [www.ppaonline.com.au](http://www.ppaonline.com.au)*

# 6 FUNDING AVAILABILITY

Each pharmacy may receive funding for the provision of Staged Supply Services up to a maximum of 15 patients per month.

*Caps will be monitored and may be modified to ensure the funding does not exceed the allocated budget.*

# 7 CLAIMS

To become an Approved Staged Supply Service Provider and participate in the Staged Supply Program, eligible Pharmacies must first register via the [Portal](#).

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### 7.1 Claim Submission

An Approved Staged Supply Service Provider may submit claims on a monthly basis for providing Staged Supply Services to eligible Patients. Claims must be submitted online via the [Portal](#).

Staged Supply Services must be claimed by the end of the next calendar month (e.g. Staged Supply Services provided in March must be claimed by 30 April). Claims submitted outside this timeframe will not be paid and cannot be resubmitted.

All information entered in the claim must be correct as any inconsistencies may result in the claim not being able to be submitted.

### 7.2 Claim Lodgement

The following information must be provided to the Pharmacy Programs Administrator in order to claim a payment under this Program:

- a. Section 90 number
- b. Pharmacy Accreditation ID
- c. Patient details (including Medicare/DVA card number, full name, date of birth, concession status and confirmation of consent)
- d. Date of initial Staged Supply
- e. Details of at least one Staged Supply Program eligible medication (including PBS Code, Brand and Drug Name, Form and Strength)
- f. Dose and Current Regimen
- g. A declaration by the claiming Approved Staged Supply Service Provider that the patient satisfies the eligibility criteria outlined in Section 3.2 of these Program Rules.

### 7.3 Supporting Documentation

The following information must be retained by the Staged Supply Service Provider for seven years to support any claim for payment made under these Program Rules:

- a. Section 90 number at the time of the provision of the Staged Supply Service
- b. Pharmacy Accreditation ID at the time of the provision of the Staged Supply Service
- c. Registered Pharmacist Identifier (e.g. AHPRA registration number)
- d. Copy of the signed patient consent form
- e. Patient's name and address
- f. Patient's Medicare/DVA Card number
- g. Patient's concession card number
- h. How the Patient has satisfied the other eligibility criteria
- i. List of all prescription and non-prescription medicines the Patient is taking at the time the Staged Supply Service is provided
- j. Date(s) of provision of medicine instalments as a part of the Staged Supply Service.

Supporting documentation can be electronic or hard copy.

## STAGED SUPPLY

### 8 AUDIT AND COMPLIANCE REQUIREMENTS

Service Providers must retain full and true records (including all patient consent forms) in relation to the provision of services for not less than seven years after the claim for payment. Such records must be kept in a manner that permits them to be conveniently and properly audited, and enables the amounts claimed as well as the services provided under the General Terms and these Program Rules to be determined. Service Providers may be subject to audits by the Department (or its representative) to ensure that the General Terms and these Program Rules have been complied with and must provide all and any records requested as part of such audit(s).

Service Providers must also ensure that they are using current documents when obtaining information or consent from patients. Service Providers that wrongfully or incorrectly receive support and/or do not meet the requirements set out in the General Terms and these Program Rules may be subject to compliance action (as determined by the Department or Pharmacy Programs Administrator) and repayment may be required. Under section 137.1 of the Criminal Code, giving false and misleading information is a serious offence. If an audit/compliance action is to be conducted, Service Providers will be required to produce documentation within a specified time frame.

### 9 RESOURCES

Staged Supply Program resources are available for download from the [PPA website](#).



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