



**Pharmacy Programs
Administrator**

PORTAL USER GUIDE - REMITTANCE ADVICES

August 2020

The following user guide has been produced to assist Service Providers in reconciling their claim payments.

This guide outlines how to:

- Understand the layout of a reconciliation report
- View the remittance reconciliation report
- Search for an invoice
- Print a reconciliation report
- Export the contents of the reconciliation report to a spreadsheet or .csv file
- Download a copy of the Remittance Report.

Reports are only available for transactions that have taken place after 1 February 2019. Transactions prior to this time were not managed by the PPA.

Should you have any queries, please do not hesitate to contact the Support Centre on 1800 951 285 or email support@ppaonline.com.au.

UNDERSTANDING THE LAYOUT OF A RECONCILIATION REPORT

Within 3 business days of processing a payment, providing the payment is not declined by the Bank, one of the following documents will be emailed to the Service Provider:

- A **Remittance Advice (Invoice)** – for programs which are not subject to GST
- A **Recipient Created Tax Invoice (RCTI)** – for programs which *are* subject to GST

A **Reconciliation Report** is simultaneously generated during this time and provides more detailed information about the claims related to individual Invoices/RCTIs. The Reconciliation Report is not emailed to the Service Provider but can be viewed on the Portal. Note: Invoices and RCTIs are also available for viewing on the Portal through the Reconciliation Report functionality.

The Reconciliation Report contains the following sections:

1) Report overview which includes the following:

- Invoice ID (highlighted in yellow) which is the same as the 'Payment Number' on the Remittance Advice or RCTI which is emailed to Service Providers when a payment has been successfully credited
- Note: An 'Opening' or 'Closing Balance' with a red value in brackets indicates that the Service Provider had an amount payable to PPA at the beginning (opening balance) or end (closing balance) of the time the Remittance Advice was generated

2) Claims/Payment information

- Provides details about individual claims, itemised by Claim ID
- In the 'Payment Amount' column (highlighted in green), a red value in brackets indicates a negative value
- The 'Status' column (highlighted in orange) may provide additional information about the claim's status. In this example, claim ID 3184 shows a negative payment amount due to a cancelled payment (as notated in the 'Status' column)

Note: The status for cancelled or adjusted claims will display as 'Paid'

RECONCILIATION REPORT - OPERATOR APPROVAL PHARMACY

Service Provider ID : 378	Remittance Date : June 26, 2020
Service Provider Name : Operator Approval Pharmacy	Bank Reference Number : 2193-315-378
Invoice ID : 2193	Paid Date : June 26, 2020
Opening Balance : \$0.00	Closing Balance : \$0.00

Print Page
Export

TOTAL PAYMENTS

CLAIM ID	CLAIM TYPE	CLAIM DATE	STATUS	QUANTITY	PAYMENT AMOUNT	GST	TOTAL AMOUNT	VIEW CLAIM
3184	Staged Supply Service Claim	04/05/2020	Paid <small>Cancelled - duplicate claim</small>	1	(\$129.48)	\$0.00	(\$129.48)	
14097	HMR Service Claim	11/05/2020	Paid	1	\$222.77	\$0.00	\$222.77	
14098	HMR 1st Follow-up Service	11/05/2020	Paid	1	\$111.39	\$0.00	\$111.39	
14099	HMR Service Claim	11/05/2020	Paid	1	\$222.77	\$0.00	\$222.77	
SUB TOTAL					\$427.45	\$0.00	\$427.45	
TOTAL CREDITED							\$427.45	

First 1 Last

Show 10 entries

Total number of entries: 4

VIEWING THE REMITTANCE RECONCILIATION REPORT

To view the remittance reconciliation report, please follow these steps:

- 1) Log in to the Pharmacy Programs Administrator Portal – <https://app.ppaonline.com.au/home>
- 2) Select the **View Remittance Advices** link below the Service Provider name that you wish to generate a reconciliation report for.

OPERATOR APPROVAL PHARMACY Service Provider Status: **Granted** ▾

\$ View Remittance Advices
+ Register for New Program
✎ Update Details
📄 View Summary Reports

PROGRAM NAME	STATUS	ACTION
MedsCheck and Diabetes MedsCheck	Granted	📄 View
Staged Supply	Granted	📄 View
Dose Administration Aids	Granted	📄 View
Clinical Interventions	Granted	📄 View
Home Medicines Review	Granted	📄 View
Residential Medication Management Review	Granted	📄 View

- 3) A list of all reconciliation reports, itemised by Invoice ID will display.
Note: An 'Amount Paid' value of \$0.00 indicates that no payment was paid by PPA for that invoice.

REMITTANCE ADVICES - OPERATOR APPROVAL PHARMACY					
ENTRIES					
INVOICE ID	SERVICE PROVIDER	PAID DATE	SENT DATE	AMOUNT PAID	
2257	Operator Approval Pharmacy	20/07/2020	24/07/2020	\$49.36	📄
2193	Operator Approval Pharmacy	26/06/2020	30/06/2020	\$286.24	
2132	Operator Approval Pharmacy	20/06/2020	25/06/2020	\$222.77	
2090	Operator Approval Pharmacy	08/06/2020	17/06/2020	\$5.96	

- 4) The report displayed will be itemised by Claim IDs. Please refer to the section above titled [Understanding the layout of a Reconciliation Report](#) for further information.
Note: Opening and closing balances displayed in red brackets indicate negative values.

HOW TO SEARCH FOR AN INVOICE

The Remittance Advices home screen can be used to search for Invoice IDs, or the Paid Amount.

- 1) Select the **View Remittance Advices** link below the Service Provider name that you wish to generate a reconciliation report for. A list of all reconciliation reports, itemised by Invoice ID will display.

OPERATOR APPROVAL PHARMACY Service Provider Status: **Granted** ▾

\$ View Remittance Advices
+ Register for New Program
📄 Update Details
📄 View Summary Reports

PROGRAM NAME	STATUS	ACTION
MedsCheck and Diabetes MedsCheck	Granted	📄 View
Staged Supply	Granted	📄 View
Dose Administration Aids	Granted	📄 View
Clinical Interventions	Granted	📄 View
Home Medicines Review	Granted	📄 View
Residential Medication Management Review	Granted	📄 View

- 2) The search function is located on top right-hand side and can be used to search specific invoice IDs or payment amounts.

Note: The 'Invoice ID' is the same as the 'Payment Number' on the Remittance Advice or RCTI.

REMITTANCE ADVICES - OPERATOR APPROVAL PHARMACY

ENTRIES | 🔍

INVOICE ID	SERVICE PROVIDER	PAID DATE	SENT DATE ▾	AMOUNT PAID	
2292	Operator Approval Pharmacy	25/07/2020	29/07/2020	\$112.65	
2278	Operator Approval Pharmacy	24/07/2020	28/07/2020	\$746.76	
2257	Operator Approval Pharmacy	20/07/2020	24/07/2020	\$49.36	
2193	Operator Approval Pharmacy	26/06/2020	30/06/2020	\$286.24	
2132	Operator Approval Pharmacy	20/06/2020	25/06/2020	\$222.77	
2090	Operator Approval Pharmacy	08/06/2020	17/06/2020	\$5.96	

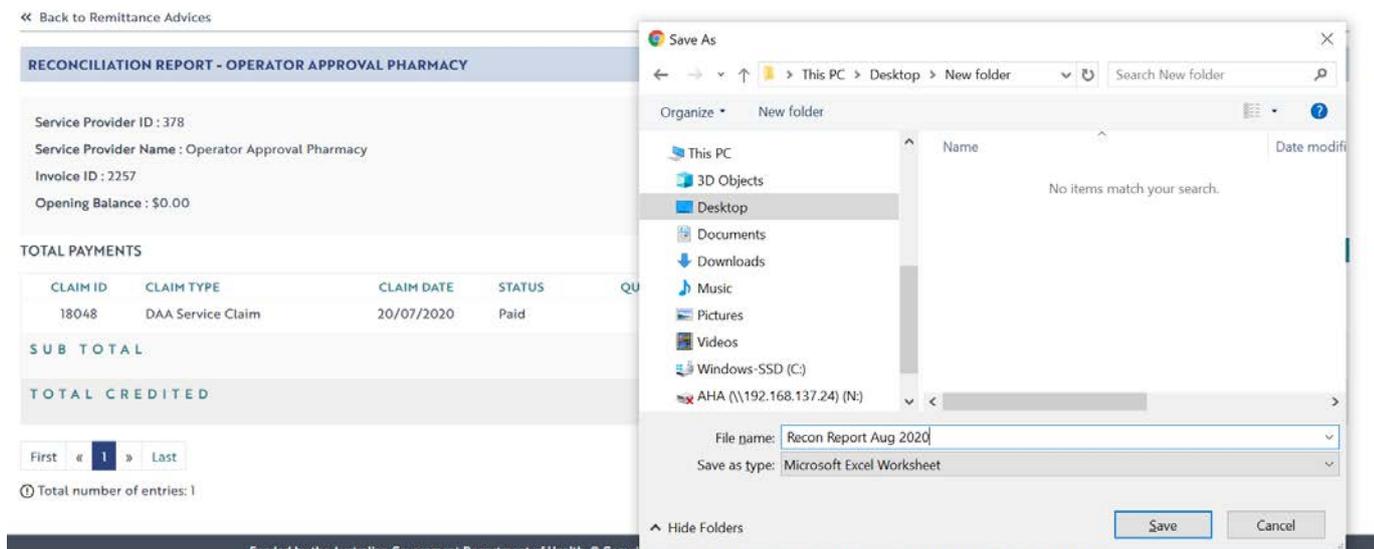
HOW TO EXPORT A RECONCILIATION REPORT TO A SPREADSHEET OR .CSV FILE

- 1) At the top of your Reconciliation Report, click on the **Export** button and select either **Excel** or **CSV**.



- 2) The *Save As* window will pop up. Assign a file name, browse to the desired file location, and click on the **Save** button.

Note: Depending on your browser settings, the file may automatically download. The *Save As* pop up window may look different depending on your device.



- 3) To access the saved Excel or CSV file, navigate to the previously chosen file location.

HOW TO PRINT THE REMITTANCE REPORT

- 1) Select the **View Remittance Advices** link below the Service Provider name.

OPERATOR APPROVAL PHARMACY

\$ View Remittance Advices	+ Register for New Program	Update Details	View Summary Reports
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PROGRAM NAME	STATUS	ACTION
MedsCheck and Diabetes MedsCheck	Granted	View 
Staged Supply	Granted	View 
Dose Administration Aids	Granted	View 
Clinical Interventions	Granted	View 
Home Medicines Review	Granted	View 
Residential Medication Management Review	Granted	View 

- 2) Select the **View Reconciliation Report** icon  for the relevant remittance advice you wish to view.

REMITTANCE ADVICES - OPERATOR APPROVAL PHARMACY				
ENTRIES				
INVOICE ID	SERVICE PROVIDER	PAID DATE	SENT DATE	AMOUNT PAID
2257	Operator Approval Pharmacy	20/07/2020	24/07/2020	\$49.36  
2193	Operator Approval Pharmacy	26/06/2020	30/06/2020	\$286.24  
2132	Operator Approval Pharmacy	20/06/2020	25/06/2020	\$222.77  

- 3) Selection the **Print Page** icon shown on the right-hand side of the screen.

[<< Back to Remittance Advices](#)

RECONCILIATION REPORT - OPERATOR APPROVAL PHARMACY	
Service Provider ID : 378	Remittance Date : July 20, 2020
Service Provider Name : Operator Approval Pharmacy	Bank Reference Number : 2257-317-378
Invoice ID : 2257	Paid Date : July 20, 2020
Opening Balance : \$0.00	Closing Balance : \$0.00

[Print Page](#)
[Export](#)

TOTAL PAYMENTS								
CLAIM ID	CLAIM TYPE	CLAIM DATE	STATUS	QUANTITY	PAYMENT AMOUNT	GST	TOTAL AMOUNT	VIEW CLAIM
18048	DAA Service Claim	20/07/2020	Paid	8	\$49.36	\$0.00	\$49.36	
SUB TOTAL					\$49.36	\$0.00	\$49.36	
TOTAL CREDITED							\$49.36	

- 4) Your **Reconciliation Report** will appear on the left-hand side of the screen. On the right-hand side of the screen you will be presented with **Print** options.

Note: The *Print* window may look different depending on your device and browser settings.

31/07/2020
PPA


Pharmacy Programs Administrator

Collins Street East VIC 8003
 1800 951 285
www.ppaonline.com.au

RECONCILIATION REPORT - OPERATOR APPROVAL PHARMACY

Service Provider ID : 378
 Service Provider Name : Operator Approval Pharmacy
 Invoice ID : 2257
 Opening Balance : \$0.00

Remittance Date : July 20, 2020
 Bank Reference Number : 2257-317-378
 Paid Date : July 20, 2020
 Closing Balance : \$0.00

TOTAL PAYMENTS

CLAIM ID	CLAIM TYPE	CLAIM DATE	STATUS	QUANTITY	PAYMENT AMOUNT	GST	TOTAL AMOUNT
18048	DAA Service Claim	20/07/2020	Paid	8	\$49.36	\$0.00	\$49.36
SUB TOTAL					\$49.36	\$0.00	\$49.36
TOTAL CREDITED							\$49.36

Print
1 sheet of paper

Destination Microsoft XPS Docum ▾

Pages All ▾

Colour Colour ▾

More settings ▾

Print
Cancel

5) Select **See More** from the drop-down menu for **Print Destinations**.

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RECONCILIATION REPORT - OPERATOR APPROVAL PHARMACY

Service Provider ID : 378
 Service Provider Name : Operator Approval Pharmacy
 Invoice ID : 2257
 Opening Balance : \$0.00

Remittance Date : July 20, 2020
 Bank Reference Number : 2257-317-378
 Paid Date : July 20, 2020
 Closing Balance : \$0.00

TOTAL PAYMENTS

CLAIM ID	CLAIM TYPE	CLAIM DATE	STATUS	QUANTITY	PAYMENT AMOUNT	GST	TOTAL AMOUNT
18048	DAA Service Claim	20/07/2020	Paid	8	\$49.36	\$0.00	\$49.36
SUB TOTAL					\$49.36	\$0.00	\$49.36
TOTAL CREDITED							\$49.36

Print
1 sheet of paper

Destination Microsoft XPS Docum ▾

Pages All ▾

Colour Colour ▾

More settings ▾

Microsoft XPS Document Writer
 OneNote for Windows 10
 Save as PDF
See more...

Print
Cancel

6) Choose your preferred printer from the drop-down list.

Select a destination

Q

-  Save as PDF
-  Microsoft XPS Document Writer
-  OneNote for Windows 10
-  OneNote (Desktop)
-  Microsoft Print to PDF
-  Fax

Manage
Cancel

7) You may then select **More Settings** and proceed to adjust the print settings before selecting **Print** on the bottom-right hand corner.

31/07/2020 PPA



Collins Street East VIC 8003
1800 951 285
www.ppaonline.com.au

RECONCILIATION REPORT - OPERATOR APPROVAL PHARMACY

Service Provider ID : 378

Service Provider Name : Operator Approval Pharmacy

Invoice ID : 2257

Opening Balance : \$0.00

Remittance Date : July 20, 2020

Bank Reference Number : 2257-317-378

Paid Date : July 20, 2020

Closing Balance : \$0.00

TOTAL PAYMENTS

CLAIM ID	CLAIM TYPE	CLAIM DATE	STATUS	QUANTITY	PAYMENT AMOUNT	GST	TOTAL AMOUNT
18048	DAA Service Claim	20/07/2020	Paid	8	\$49.36	\$0.00	\$49.36
SUB TOTAL					\$49.36	\$0.00	\$49.36
TOTAL CREDITED							\$49.36

Print 1 sheet of paper

Destination Microsoft XPS Docum

Pages All

Colour Colour

More settings

Paper size A4

Pages per sheet 1

Margins Default

Scale Default

Options

- Headers and footers
- Background graphics

Print
Cancel

HOW TO DOWNLOAD A PDF COPY OF THE REMITTANCE ADVICE

A copy of the Remittance Advice (Invoice) or RCTI can be downloaded. This is the same document which is included in the email payment confirmation, and will look different to the reconciliation report.

Note: For programs which are *not* subject to GST, a *Remittance Advice (Invoice)* will download. For programs which *are* subject to GST, a *Recipient Created Tax Invoice (RCTI)* will download.

Select the **View Remittance Advices** link below the Service Provider name.

OPERATOR APPROVAL PHARMACY

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

PROGRAM NAME	STATUS	ACTION
MedsCheck and Diabetes MedsCheck	Granted	View 
Staged Supply	Granted	View 
Dose Administration Aids	Granted	View 
Clinical Interventions	Granted	View 
Home Medicines Review	Granted	View 
Residential Medication Management Review	Granted	View 

- 1) Select the **Download** icon for the relevant remittance advice you wish to download.

REMITTANCE ADVICES - OPERATOR APPROVAL PHARMACY

ENTRIES Search

INVOICE ID	SERVICE PROVIDER	PAID DATE	SENT DATE	AMOUNT PAID	
2257	Operator Approval Pharmacy	20/07/2020	24/07/2020	\$49.36	
2193	Operator Approval Pharmacy	26/06/2020	30/06/2020	\$286.24	
2132	Operator Approval Pharmacy	20/06/2020	25/06/2020	\$222.77	
2090	Operator Approval Pharmacy	08/06/2020	17/06/2020	\$5.96	

- 2) Select **Save as a PDF** in the destination drop-down menu. The *Save As* window will appear. Assign a file name, browse to the desired file location, and click on the **Save** button.
 Note: Depending on your browser settings, the file may automatically download. The *Save As* pop up window may look different depending on your device.

REMITTANCE ADVICES - OPERATOR APPROVAL PHARMACY

ENTRIES Search

INVOICE ID	SERVICE PROVIDER	PAID DATE	SENT DATE	AMOUNT PAID
2329	Operator Approval Pharmacy			
2292	Operator Approval Pharmacy			
2278	Operator Approval Pharmacy			
2257	Operator Approval Pharmacy			
2193	Operator Approval Pharmacy			
2132	Operator Approval Pharmacy			
2090	Operator Approval Pharmacy			
1945	Operator Approval Pharmacy			
1911	Operator Approval Pharmacy			
1881	Operator Approval Pharmacy			

First « 1 2 3 4 5 6 7 8 » Last

Total number of entries: 77

Save As

← → ↑ ↓ Desktop > New folder

Organise · New folder

This PC 3D Objects Desktop Documents Downloads

Name Date modified

No items match your search.

File name: Remittance Advice

Save as type: Adobe Acrobat Document

Hide Folders Save Cancel

- 3) A copy of your Remittance Advice or RCTI will be downloaded. To access the downloaded PDF, navigate to the previously chosen file location.



Remittance Advice

Pharmacy Programs Administrator
 Locked Bag 3
 Collins Street East,
 Victoria 8003
 Email: support@ppaonline.com.au
 ABN: 82 072 790 848
 Phone: 1800 951 285

Payment Number: 2292
Remittance Date: 25/07/2020
Service Provider ID: 378
Operator Approval Pharmacy
 Line 123456
 Line 234
 Melbourne,
 Victoria
 3000
 ABN: 33 051 775 556

Description	Opening Balance	Total
	\$0.00	
RMMR Service Claim (x 1)	28/07/2020	\$112.65
Total		\$112.65
AMOUNT DEPOSITED TO YOUR BANK ACCOUNT		\$112.65
	Closing Balance	\$0.00