



Pharmacy Programs  
Administrator

# HOSPITAL PHARMACY PORTAL USER GUIDE – TAKE HOME NALOXONE PILOT

July 2021

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## INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step by step process for registering and claiming for the Take Home Naloxone (THN) Pilot. It describes the following processes:

- Set up a user account for the Portal
- Register for a Role
- Register or request to be linked to a Service Provider (your hospital pharmacy)
- Register for the THN Pilot Program
- Submit a THN Pilot Individual Supply Claim
- Submit a THN Pilot Bulk Supply Claim.

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).

## SET UP YOUR USER ACCOUNT FOR THE PORTAL

- 1) Navigate to the Portal via the website <https://ppaonline.com.au>. The Pharmacy Programs Administrator Portal Login page will display

Email

Password

Remember me?

By logging in to the PPA Portal you agree to be bound by the Pharmacy Programs Administrator General Terms and Conditions.

[Forgot your password?](#)  
[Register as a new user](#)

- 2) Click on the **Register as a new user** link. The New User Registration Form will display

**NEW USER REGISTRATION FORM**

Given Name(s)

Family Name

- 3) Complete the fields as required and click **Register**. A confirmation email will be sent to your email address for verification

  
**EMAIL VERIFICATION**

Hi / / / / /

This email has been sent to you to confirm your email address. If you didn't provide this email address to the Pharmacy Programs Administrator then please ignore this email.

[Verify your email address](#)

Please click the link below to confirm your email address to the Pharmacy Programs Administrator.  
[Please click here.](#)

Kind regards,

- 4) Once you have verified your email, you will be able to log in.

### Confirm email

Thank you for confirming your email. [Please click here to log in.](#)

## REGISTER FOR A ROLE

- 1) Navigate to the Portal via the website <https://ppaonline.com.au>. The login page will display.  
Enter your account details and click on the **Log In** button

Email

Password

Remember me?

**Log in**

[Forgot your password?](#)

[Register as a new user](#)

- 2) The following will display. Click on the register for a Role link at the bottom of the welcome page

### WELCOME TO THE PHARMACY PROGRAMS ADMINISTRATOR PORTAL

To begin, you will need to finish setting up your account:

#### 1. Register for a Role (Mandatory)

- 3) The role/s that you hold influence the Programs and Service Providers for which you can register. As the PPA Portal also manages claiming for many programs, there are many role options available, but to register for the THN Pilot you must select **Take Home Naloxone Pilot Participant**

ⓘ Total number of entries: 1

- Registered Pharmacist
- Accredited Pharmacist
- Service Provider Contact
- Intern Pharmacist
- Professional Educator
- AHA/MPS Head Pharmacist
- Mentor
- Student
- Chief Executive Officer (ACCHO or ELS)
- Chief Operating Officer (NACCHO)
- Director of Proprietary Limited (P/L) Company
- Medical Director - ACCHO
- Head of Pharmacy School
- Take Home Naloxone Pilot Participant**

## HOSPITAL PHARMACY PORTAL USER GUIDE – TAKE HOME NALOXONE PILOT

- 4) You will then be able to submit your role registration, by clicking the **Submit** button

### ROLE REGISTRATION

Select a role type to register for

This role is reserved for users who are participating in the Take Home Naloxone (THN) Pilot program.



- 5) You are now ready to create and link yourself to a Service Provider (i.e. your S94 hospital pharmacy).

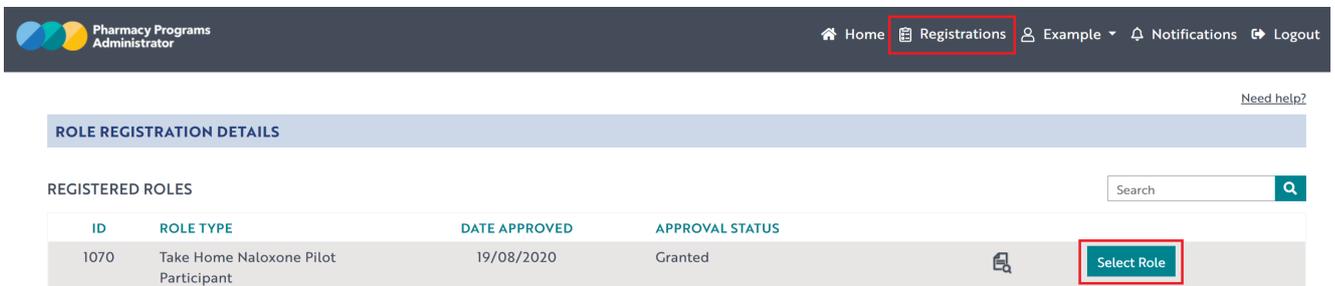
## LINK YOUR ROLE TO AN EXISTING SERVICE PROVIDER

Once you have successfully submitted your Take Home Naloxone Pilot Participant role registration, you are now ready to link your role to a Service Provider.

If the Service Provider (i.e the s94 Hospital Pharmacy) already has an account in the Portal, you can follow these steps.

If you are intending to link your role to a Service Provider that does not have an account in the Portal, please see the next section titled [Link your role to a new Service Provider](#).

- 1) Select the **Registrations** button at the top of your screen
- 2) Then click on the Select Role button to the right of your Take Home Naloxone Participant role



Pharmacy Programs Administrator

Home Registrations Example Notifications Logout

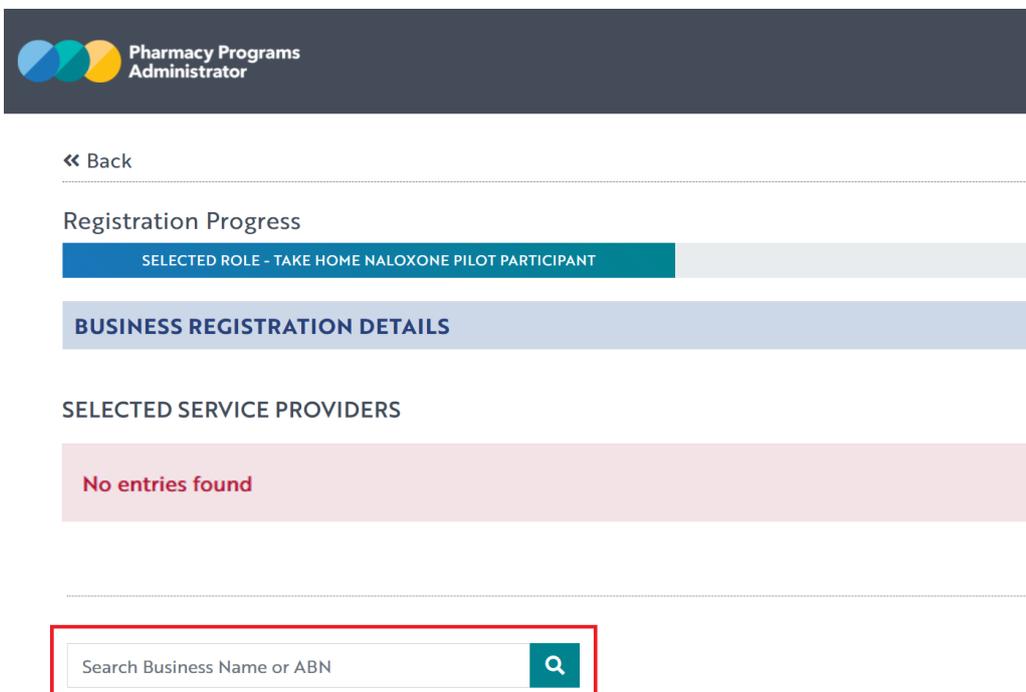
Need help?

ROLE REGISTRATION DETAILS

REGISTERED ROLES

ID	ROLE TYPE	DATE APPROVED	APPROVAL STATUS	
1070	Take Home Naloxone Pilot Participant	19/08/2020	Granted	 <b>Select Role</b>

- 3) At the bottom of your screen, you will now be able to search for an existing Service Provider by their business name or their ABN.



Pharmacy Programs Administrator

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Registration Progress

SELECTED ROLE - TAKE HOME NALOXONE PILOT PARTICIPANT

BUSINESS REGISTRATION DETAILS

SELECTED SERVICE PROVIDERS

No entries found

Search Business Name or ABN

Can't find your Service Provider? [Register a new one.](#)

## HOSPITAL PHARMACY PORTAL USER GUIDE – TAKE HOME NALOXONE PILOT

- 4) Once you have search for and found the Service Provider you wish to link your role to, you can click the **Select** button. If the Service provider does not display in the search results, they may not yet have an account in the PPA Portal. Please go to the next section titled [Link your role to a new Service Provider](#)

naloxone s94					
#	BUSINESS NAME	ABN	TYPE	CREATED ON	
575	Naloxone S94 Private	46707112476	THN S94 PrivateHospital	03/12/2019	
576	Naloxone S94 Public	46707112476	THN S94 PublicHospital	03/12/2019	

- 5) A new screen will display, asking you for the Main Contact Details. Enter in your preferred contact details for any formal communications. These communications will be sent to this email address. Click on the **Submit** button to complete the registration process

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Registration Progress

SELECTED ROLE - TAKE HOME NALOXONE PILOT PARTICIPANT      SELECTED SERVICE PROVIDER - NALOXONE AAS

Please provide your contact details for acting in this role. This is a mandatory step and the registration will be unsuccessful if you do not provide these details.

**MAIN CONTACT DETAILS**

Phone Number

Mobile Number

Fax Number

Email

\*This email will be used for formal communications, please ensure you check it regularly

Submit **Take Home Naloxone Pilot Participant** for **Naloxone AAS**



- 6) A confirmation message will then appear in the top right-hand corner of the screen. Please note it may take a few days for your registration to be reviewed and approved by someone in our Support Centre. You will receive an email notification when it has been approved.

## LINK YOUR ROLE TO A NEW SERVICE PROVIDER

To link your Role to a Service Provider that is not already in the portal, you will first need to register your pharmacy as a Service Provider. To do this you must be that Service Provider's **Main Authorised Person**.

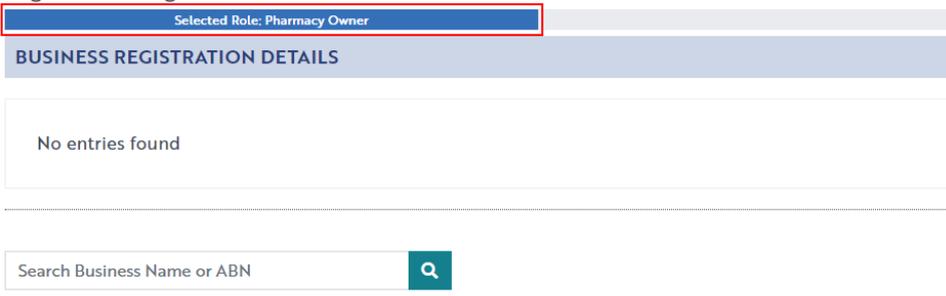
The **Main Authorised Person** is the only person who can:

- Approve other individuals to act on behalf of the Service Provider in terms of registering for programs or submitting claims.
- Update information relating to the Service Provider including bank account details, address details (physical and postal), and contact details.

For the registration to be successful you must meet the eligibility requirements to hold the Main Authorised Person role for the new Service Provider.

- 1) Once you have registered your Role you will be shown the following screen. If you wish to register a new Service Provider, click on the **Register a new one** link

### Registration Progress



Can't find your Service Provider? [Register a new one.](#)

- 2) The following screen will display. The individual registering for the new Service Provider will automatically be delegated as the Main Authorised Person (MAP) for that Service Provider. The MAP is the only person for that Service Provider who will be able to approve other users to act on behalf of the Service Provider (e.g. submit a service claim). The MAP is also the only person who is able to update information relating to this Service Provider

As the individual registering a new Service Provider (e.g. pharmacy or business), you agree that you are authorised to bind this Service Provider on behalf of all owners. You will become the Main Authorised Person for the Service Provider. The Main Authorised Person is the only person who can:

- a. Approve other individuals to act on behalf of the Service Provider in terms of registering for programs or submitting claims.
- b. Update information relating to the Service Provider including Bank Account details, Address details (physical and postal), and Contact details.

### PHARMACY / BUSINESS DETAILS

Type of Pharmacy / Business

## HOSPITAL PHARMACY PORTAL USER GUIDE – TAKE HOME NALOXONE PILOT

- 3) Click on the drop-down box labelled **Type of Pharmacy / Business** to select the type of Service Provider you wish to register

### PHARMACY / BUSINESS DETAILS

Type of Pharmacy / Business

▼

- Take Home Naloxone - Authorised Alternative Supplier
- Take Home Naloxone - S92 Practitioner
- Take Home Naloxone - S94 Private Hospital
- Take Home Naloxone - S94 Public Hospital

Once you have selected a Service Provider type, complete the required fields. To participate in the program your pharmacy needs an ABN and must be registered for GST.

The Section 94 approval number is sometimes also called a Pharmacy Approval Number (PAN) and will be in the format **HX000X**, i.e. **H** followed by one letter, three numbers and another letter.

### PHARMACY / BUSINESS DETAILS

Type of Pharmacy / Business

Take Home Naloxone - S94 Private Hospital

Name

ABN

GST Registered

Yes

No

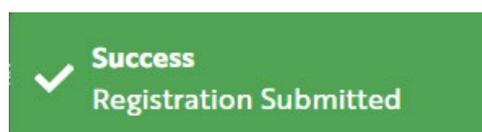
Section 94 approval number

The following sections should be completed with the address, contact, and bank account details for the Service Provider itself (i.e. the business details). You will be able to provide your individual contact details as they relate to the Service Provider separately.

### PHYSICAL ADDRESS

Address Line 1

- 4) A new screen will display, asking you for the Main Contact Details. Enter in your preferred contact details for any formal communications. Please note that all finance notifications and communications will be sent to the email address provided in this section. Click on the **Submit** button to complete the registration process



- 5) A confirmation message will then appear. Please note it may take a few days for your registration to be reviewed and approved by an Operator. You will receive an email notification once your registration has been approved.

## REGISTERING FOR THE THN PILOT PROGRAM

Once your Service Provider registration is approved by an Operator, if you are the Main Authorised Person for a Service Provider, you will be able to register that Service Provider for the THN Pilot.

- 1) Login to the Portal. The home page will display your registered Service Providers. Click on the **Register for New Program** link for the appropriate Service Provider

[Need help?](#)

**SERVICE PROVIDERS**

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**THN PRIVATE HOSPITAL TEST ACCOUNT** Service Provider Status: **Granted** ▾

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

PROGRAM NAME	STATUS	ACTION

- 2) You will be taken to a Program Registration page. The only program you will be able to select is the THN Pilot. Choose this program

**THN PRIVATE HOSPITAL TEST ACCOUNT**

Program Registration

Take Home Naloxone Pilot

- 3) The THN Pilot program registration information will be displayed. This declaration outlines the conditions you and your organisation must abide by in order to be eligible to participate in the THN Pilot. You can then click **Submit Registration** to continue

### Declaration

To be eligible to participate in the Take Home Naloxone Pilot Program, a hospital pharmacy must:

- a. Be approved to dispense pharmaceutical benefits as part of the Pharmaceutical Benefits Scheme (PBS) defined in Section 94 of the National Health Act 1953 (Cth)(Section 94 Pharmacy)
- b. Agree that your pharmacy trading name and location may be listed on the Department of Health's pilot website and/or provided to participating state health departments for communications relating to the pilot
- c. Confirm that it is registered for GST
- d. Agree to provide services in accordance with the Take Home Naloxone Pilot Guidelines, available for download from [www.ppaonline.com.au](http://www.ppaonline.com.au)

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 Take Home Naloxone Pilot Guidelines.

**Submit Registration**

## HOSPITAL PHARMACY PORTAL USER GUIDE – TAKE HOME NALOXONE PILOT

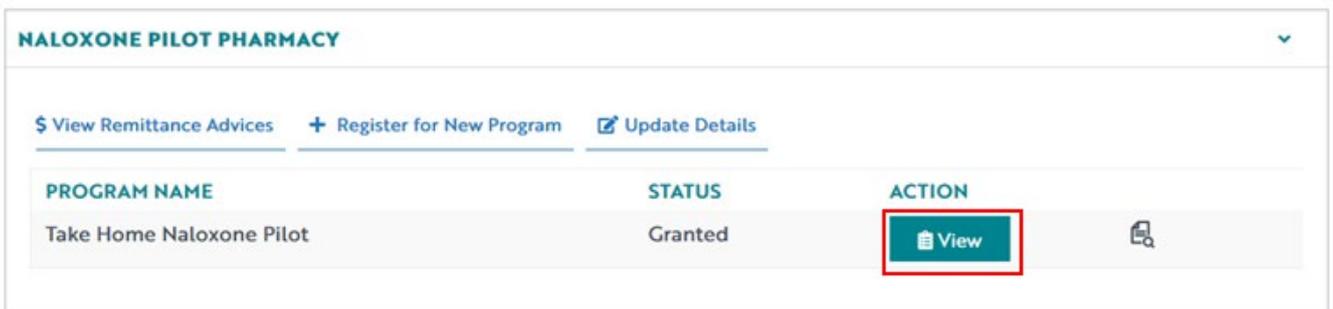
- 4) Once submitted, the program registration will be reviewed by an Operator. The Program will now appear on your Portal home page underneath the relevant Service Provider with a 'pending' status.  
Please note: it may take up to 24 hours for your Program Registration to be approved by an Operator. You will be notified via email once your program registration has been approved.
- 5) Once approved, you will be able to submit claims for the Take Home Naloxone Pilot through the PPA Portal.

## THN PILOT NEW INDIVIDUAL SUPPLY CLAIM

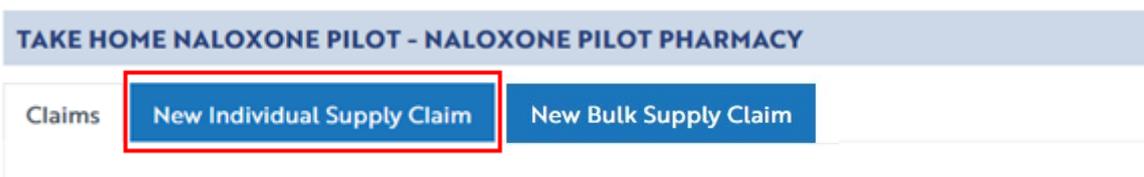
This section details how to submit a THN Pilot Individual Supply Claim through the Pharmacy Programs Administrator Portal.

The Individual Supply Claim asks you to provide information about each instance of Naloxone supply to an individual

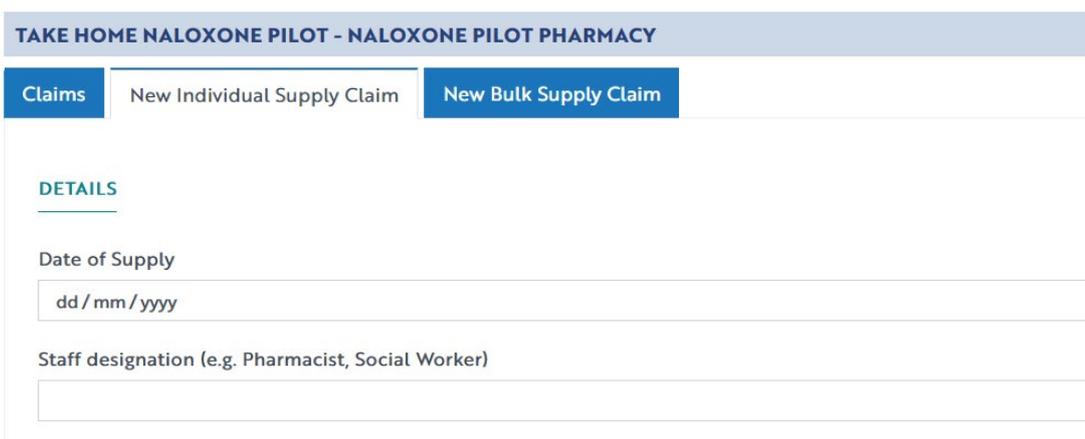
- 1) In order to submit a THN Pilot Individual Supply Claim you must first register for the program and be approved
- 2) Once logged into the Pharmacy Programs Administrator portal, click on the **Home** icon to access a list of approved program registrations against one or more Service Providers
- 3) Click on the **View** button to make a claim against a program under the relevant Service Provider



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



- 5) The **THN Pilot New Individual Supply Claim** screen will display



The screenshot shows a web interface for 'TAKE HOME NALOXONE PILOT - NALOXONE PILOT PHARMACY'. At the top, there is a 'Claims' section with three tabs: 'New Individual Supply Claim', 'New Bulk Supply Claim', and 'New Bulk Supply Claim'. The 'New Individual Supply Claim' tab is selected. Below the tabs is a 'DETAILS' section with the following fields:

**DETAILS**

Date of Supply

Staff designation (e.g. Pharmacist, Social Worker)

## HOSPITAL PHARMACY PORTAL USER GUIDE – TAKE HOME NALOXONE PILOT

- 6) Complete the remaining fields in the **New Individual Supply Claim** form. Note that this claim is to be used both for initial supply claims and any refill supply claims.

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 **Claims** tab and then the **Continue Submission** button

- 7) The payment amount for the claim will be calculated in real time and will be displayed at the bottom of the form. The amount varies according to the product, pharmacy and claim type, therefore the screenshot below may not be reflective of the amount your pharmacy will be reimbursed. Note that a maximum of two products supplied for an individual can be claimed in a single claim. An individual may however return and receive naloxone on multiple occasions.

### PRODUCTS PROVIDED

Please enter a maximum of two total products supplied.

Nyxoid (1.8mg/actuation nasal spray, 2x1 actuation)

Prenoxad (1mg/mL injection, 2 mL syringe)

Junalox (400 ug/mL injection, 5x1 mL ampoules)

Naloxone Juno (400 ug/mL injection, 5x1 mL ampoules)

Naloxone Hydrochloride DBL (400 ug/mL injection, 5x1 mL ampoules)

Payment total: \$67.00 (incl. GST) - 2 products entered.

- 8) Once you have finished completing all fields on the screen and corrected any errors (if required) click on the **Submit** button. A green approval message will then appear in the top right corner.
- 9) To see a list of all submitted and/or saved claims, click on the Home Icon then **View** (as described in point 3 above). All submitted and/or saved claims will be displayed under the **Claims** tab

TAKE HOME NALOXONE PILOT - NALOXONE PILOT PHARMACY						
Claims	New Individual Supply Claim		New Bulk Supply Claim			
ENTRIES						Search <input type="text"/>
ID	DATE SUBMITTED	DATE OF SUPPLY	APPROVAL STATUS			
7581	-	01/12/2019	PreSubmission	<input type="button" value="Continue Submission"/>		
7580	26/11/2019	01/12/2019	Granted		Payment	

## THN PILOT NEW BULK SUPPLY CLAIM

This section details how to submit a THN Pilot **Bulk Supply Claim** through the Pharmacy Programs Administrator Portal.

- 1) In order to submit a THN Pilot **Bulk Supply 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

S94 PRIVATE HOSPITAL MP7		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	
Take Home Naloxone Pilot	Granted	<a href="#">View</a>	

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

TAKE HOME NALOXONE PILOT - S94 PRIVATE HOSPITAL MP7

[Claims](#)   [New Individual Supply Claim](#)   [New Bulk Supply Claim](#)

- 5) The **THN Pilot New Bulk Supply Claim** screen will display

TAKE HOME NALOXONE PILOT - S94 PRIVATE HOSPITAL MP7

[Claims](#)   [New Individual Supply Claim](#)   [New Bulk Supply Claim](#)

SEARCH FOR AUTHORISED ALTERNATIVE SUPPLIER (AAS)

AAS Search

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**SUPPLY DETAILS**

AAS

AAS Postcode

## HOSPITAL PHARMACY PORTAL USER GUIDE – TAKE HOME NALOXONE PILOT

- 6) To find the AAS you have provided a bulk supply to, start typing in the **Search for Authorised Alternative Supplier (AAS)** field. A list will appear below the field, showing matching AAS.
- 7) Select the AAS you wish to claim for using the **Select AAS** button on the right of the screen. If the AAS is not on the list, you will need to contact the AAS and confirm that they are approved to participate in the program. The AAS then needs to ensure that State Health AAS registration records are up to date and have been provided to the PPA Support Centre.

**TAKE HOME NALOXONE PILOT - S94 PRIVATE HOSPITAL MP7**

Claims
New Individual Supply Claim
New Bulk Supply Claim

**SEARCH FOR AUTHORISED ALTERNATIVE SUPPLIER (AAS)**

**SELECT AAS**

Q

AAS NAME	AAS STREET ADDRESS 1	STATE	POSTCODE	
SuperSpeciality Hospital	Test Address1Name	New South Wales	2632	<span style="border: 2px solid red; padding: 2px;">Select AAS</span>
SuperSpeciality HospitalUpdated	New ADDRESS	New South Wales	2000	<span style="background-color: #0056b3; color: white; padding: 2px;">Select AAS</span>

First
«
1
»
Last

Show  entries

Ⓞ Total number of entries: 2

## HOSPITAL PHARMACY PORTAL USER GUIDE – TAKE HOME NALOXONE PILOT

8) Once you have selected the correct AAS, you can complete the remaining fields in the **New Bulk Supply Claim** (see below). Please note:

- a. The staff designation refers to the staff member lodging the claim, for example, pharmacist, nurse, social worker, etc.
- b. You must upload evidence of the bulk supply. This may be a stock transfer notice, pick slip or other document/s that shows how many units of naloxone were supplied and where they went.

Date of Supply  
01/09/2020 📅

\* Please note: Junalox can be supplied from 27 August 2020. Claims for Junalox supplied prior to this date should not be submitted.

Staff Designation

Upload Invoice / Supporting Evidence  
Please select a file... Browse 📎 Upload File

+ Upload Additional Files

**PRODUCTS PROVIDED**

Nyxoid (1.8mg/actuation nasal spray, 2x1 actuation)

Junalox (400 ug/mL injection, 5x1 mL ampoules)

Prenoxad (1mg/ml injection, 2ml syringe)

Naloxone Juno (400 ug/ml injection, 5x1ml ampoules)

Naloxone Hydrochloride DBL (400 ug/ml injection, 5x1ml ampoules)

**SUMMARY**

Total Quantity  
0

Total Payment (excl. GST)  
0.00

Payment total: \$0.00 (incl. GST) - 0 products entered.

📄 Save 📄 Submit

9) To add a file, select **Browse** and navigate to the file you need to upload

Upload Invoice / Supporting Evidence  
Please select a file... Browse 📎 Upload File

+ Upload additional files

10) Select **Upload File**

Upload Invoice / Supporting Evidence  
AAS stock transfer notice.pdf Browse 📎 Upload File

+ Upload additional files

## HOSPITAL PHARMACY PORTAL USER GUIDE – TAKE HOME NALOXONE PILOT

11) You will receive the following message in the top right of the screen once your file has been uploaded



12) If you need to add multiple files, select the **Upload additional files** button, and repeat steps 9 and 10

13) Once all required data has been entered, a total payment amount will be generated and will display at the bottom of the claim form. Once you have finished entering data, you can click the **Submit** button. All bulk supply claims go to an Operator for approval.

### SUMMARY

Total Quantity

20

Total Payment (excl. GST)

445.80

Payment total: \$490.38 (incl. GST) - 20 products entered.

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 **Claims** tab and then the **Continue Submission** button.

14) To see a list of all submitted and/or saved claims, click on the Home Icon then **View** (as described in point 3 above). Under the **Claims** tab all submitted and/or saved claims will display.

### TAKE HOME NALOXONE PILOT - S94 PRIVATE HOSPITAL MP7

Claims **New Individual Supply Claim** **New Bulk Supply Claim**

ENTRIES Search

ID	DATE SUBMITTED	DATE OF SUPPLY	CLAIM TYPE	APPROVAL STATUS	ACTIONS	VIEW PAYMENT
10593	02/03/2020	01/12/2019	Naloxone Bulk Supply Claim	Pending	-	
10592	-	01/03/2020	Naloxone Bulk Supply Claim	PreSubmission	<input type="button" value="Continue Submission"/>	
10056	20/02/2020	01/01/2020	Naloxone Individual Supply Claim	Granted		Payment

Show  entries