



**Pharmacy Programs
Administrator**

PORTAL USER GUIDE – HMR CAP USAGE CHECKER

August 2021

PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – HMR CAP USAGE CHECKER

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INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step-by-step process for using the Home Medicines Review (HMR) Cap Usage Checker.

The HMR Cap Usage Checker has been designed to enable Accredited Pharmacists to view the initial HMR claims that have been claimed using their MRN/SHPA number.

Portal Users wishing to utilise the HMR Cap Usage Checker must have their own personal PPA Portal account in which they hold an Accredited Pharmacist role. You do not need to be linked to any Service Provider to be able to view your own personal HMR Cap Usage Checker. However please note, full claim details associated with each initial HMR claim are only visible where you are linked as an Authorised User to the Service Provider who submitted the claim. If you are not linked to the Service Provider who submitted the claim you will only be able to view high-level claiming details.

Please note this HMR Cap Usage checker only contains HMRs that have been successfully claimed in the PPA Portal. The PPA has no visibility of HMRs undertaken but not yet submitted. It is the Accredited Pharmacist's responsibility for keeping track of how many HMRs they have undertaken during any particular month.

The User Guide describes the following processes:

- Locating the Cap Usage Checker
- HMR Cap Usage – Six-Month Summary Table
- HMR Cap Usage – Claims within your Monthly Cap Usage
- Exporting Records.

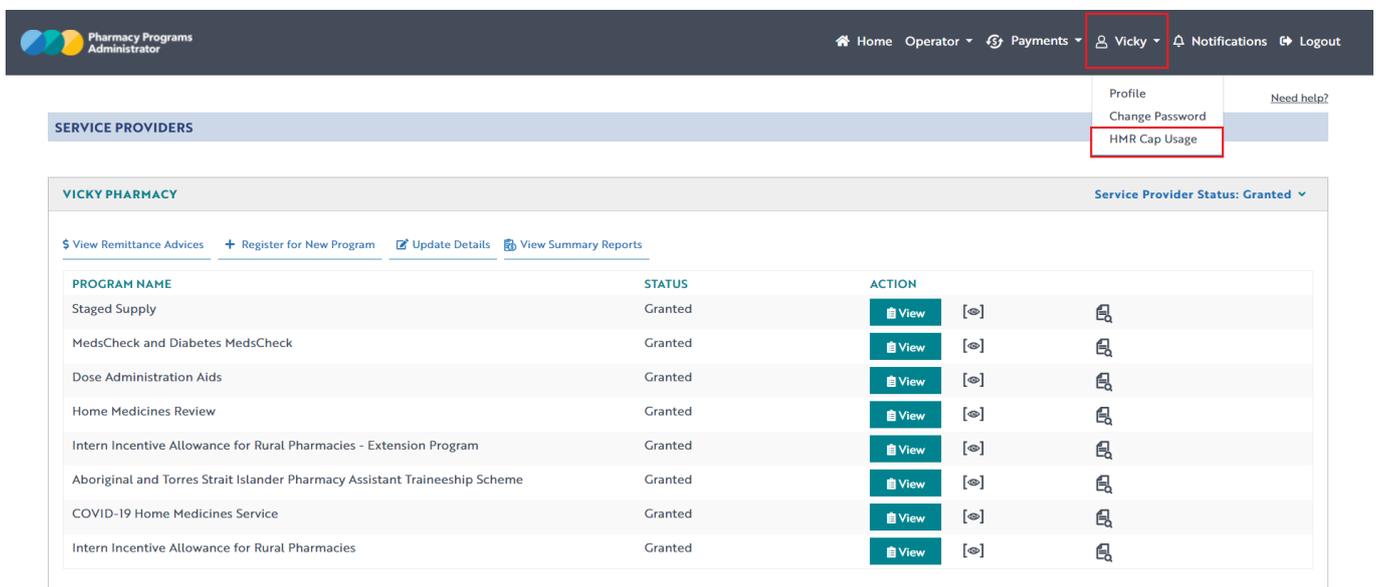
For best performance, we recommend the most recent version of the **Chrome** browser is used. Whilst you can successfully view the usage using other browsers, they may not have all the features required to provide you with the best user experience.

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.

LOCATING THE CAP USAGE CHECKER

This section details how to locate your HMR Cap Usage Checker on the Pharmacy Programs Administrator Portal.

- 1) Log in to the [PPA Portal](#) using your account. You must hold the role of Accredited Pharmacist if you wish to check your personal HMR Cap Usage. If you do not yet have a PPA Portal account, please refer to the Portal User Guide – Initial Registration available under the Portal User Guides section of the [PPA Resources page](#)
- 2) In the banner menu at the top of the screen, select your **name/profile** icon
- 3) A drop-down list of options will display. Select the **HMR Cap Usage** option.



The screenshot shows the Pharmacy Programs Administrator Portal interface. At the top right, the user 'Vicky' is logged in, and a dropdown menu is open, highlighting the 'HMR Cap Usage' option. Below the navigation bar, the 'SERVICE PROVIDERS' section is visible, with 'VICKY PHARMACY' selected. The 'Service Provider Status' is 'Granted'. A table lists various programs with their status and actions.

PROGRAM NAME	STATUS	ACTION
Staged Supply	Granted	View [🔒] 📄
MedsCheck and Diabetes MedsCheck	Granted	View [🔒] 📄
Dose Administration Aids	Granted	View [🔒] 📄
Home Medicines Review	Granted	View [🔒] 📄
Intern Incentive Allowance for Rural Pharmacies - Extension Program	Granted	View [🔒] 📄
Aboriginal and Torres Strait Islander Pharmacy Assistant Traineeship Scheme	Granted	View [🔒] 📄
COVID-19 Home Medicines Service	Granted	View [🔒] 📄
Intern Incentive Allowance for Rural Pharmacies	Granted	View [🔒] 📄

HMR CAP USAGE – SIX-MONTH SUMMARY TABLE

Once you have navigated to the HMR Cap Usage Page, you will immediately be able to see a **summary** of the HMRs claimed within the previous **six months**.

Please note, the HMR monthly cap is based on the HMR Date of Service (i.e., Date of Interview). Claims will therefore count towards your monthly cap in the month they were undertaken. For example, a HMR undertaken in March but claimed in April will count towards your March monthly cap.

This HMR Cap Usage checker only contains HMRs that have been successfully claimed in the PPA Portal. The PPA has no visibility of HMRs undertaken but not yet submitted. It is the Accredited Pharmacist’s responsibility for keeping track of how many HMRs they have undertaken during the month.



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HOME MEDICINE REVIEW - CAP USAGE

 The following information relates to Vicky User MRN/SHPA: 1234 across all Service Providers.
Please note that only service claims for the initial interview count towards your monthly Accredited Pharmacist cap. Therefore this cap usage checker only includes claims for initial interviews and does not include follow-up services.

FROM DATE	TO DATE	CLAIMS / CAP	
01/03/2021	31/03/2021	2 of 30	View Claims
01/04/2021	30/04/2021	6 of 30	View Claims
01/05/2021	31/05/2021	13 of 30	View Claims
01/06/2021	30/06/2021	20 of 30	View Claims
01/07/2021	31/07/2021	9 of 30	View Claims
01/08/2021	31/08/2021	3 of 30	View Claims

Show entries

HMR CAP USAGE – CLAIMS WITHIN YOUR MONTHLY CAP USAGE

This section details how to view the claims related to your Monthly Cap Usage by expanding a specific month within the six-month summary table.

- 1) Identify the month you would like to view the claims for. We have identified March 2021 in the example below
- 2) Select the **View Claims** button on the corresponding row
- 3) The claims undertaken in your selected month will appear in a new **secondary table** below your six-month summary table. The table will contain the claim submission date, the Service Date (i.e., the HMR Interview Date), the Patient Family Name and a View Claim icon.

Pharmacy Programs Administrator

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HOME MEDICINE REVIEW - CAP USAGE

The following information relates to Vicky User MRN/SHPA: 1234 across all Service Providers.
Please note that only service claims for the initial interview count towards your monthly Accredited Pharmacist cap. Therefore this cap usage checker only includes claims for initial interviews and does not include follow-up services.

FROM DATE	TO DATE	CLAIMS / CAP	
01/03/2021	31/03/2021	2 of 30	View Claims
01/04/2021	30/04/2021	6 of 30	View Claims
01/05/2021	31/05/2021	13 of 30	View Claims
01/06/2021	30/06/2021	20 of 30	View Claims
01/07/2021	31/07/2021	9 of 30	View Claims
01/08/2021	31/08/2021	3 of 30	View Claims

Show 10 entries

If you are not an Authorised Person, you will not be able to view the claim details.

SUBMITTED DATE	SERVICE DATE	PATIENT NAME	VIEW CLAIM
24/06/2021	22/03/2021	Sam	
10/06/2021	01/03/2021	Cam	

Show 10 entries

Export
↑

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- 4) Select the **view claims** icon on any rows that you would like to view additional information for.

If you are not an Authorised Person, you will not be able to view the claim details.

SUBMITTED DATE	SERVICE DATE	PATIENT NAME	VIEW CLAIM
24/06/2021	22/03/2021	Sam	
10/06/2021	01/03/2021	Cam	

Show 10 entries

Export
↑

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Record ID 82812

Written Patient Consent Held

- Yes
 No

DETAILS OF SERVICE

A HMR Service can only be performed for the same patient once every 24 months unless deemed clinically necessary by the Patient's Medical Practitioner

Medicare or DVA Number

12345678

Patient Given Name(s)

Sam

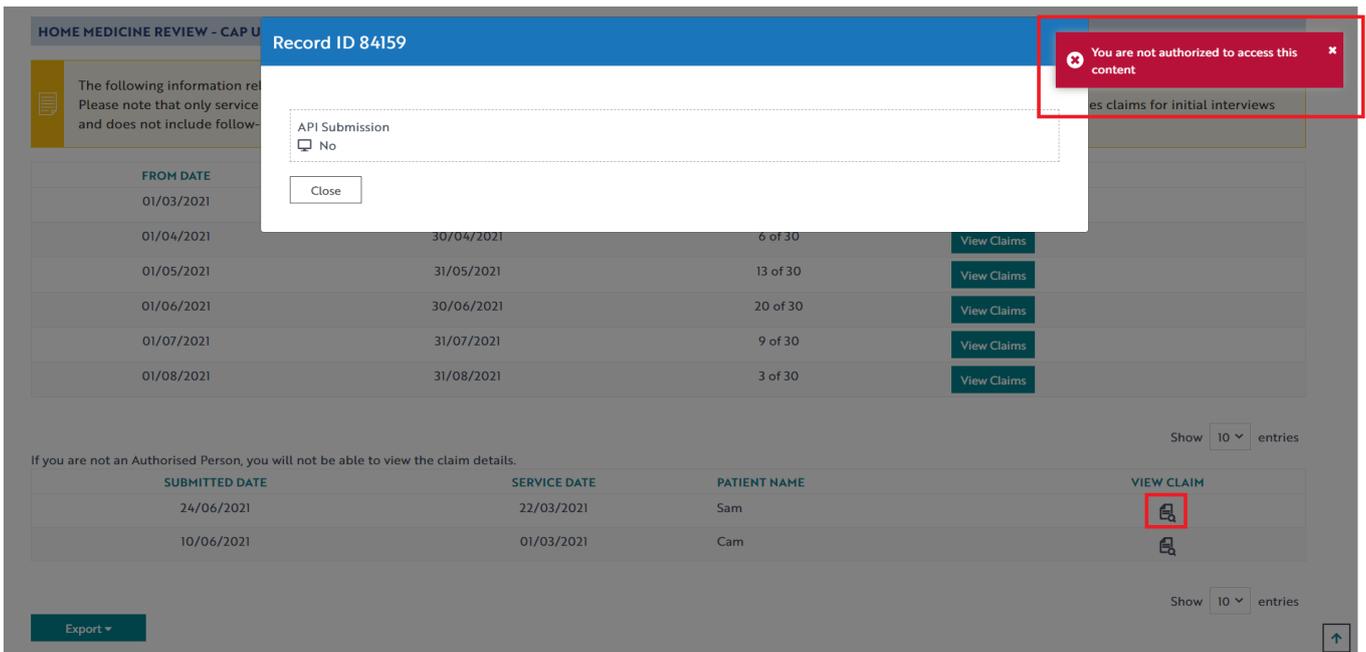
Patient Family Name

Patient

Please note: You are only able to view additional information for claims submitted by a Service Provider that your PPA Account is linked to as an Authorised User in the PPA Portal.

If your Account is not linked to the claiming Service Provider, you will receive the error message shown in the screenshot below.

If you believe that a claim has been made with your MRN/SHPA number in error, please contact the PPA Support Centre on support@ppaonline.com.au or 1800 951 285.



The screenshot shows the 'HOME MEDICINE REVIEW - CAP U' page for Record ID 84159. A red box highlights an error message: "You are not authorized to access this content". Below the error message is a table of claims with columns for 'FROM DATE', 'SERVICE DATE', and 'VIEW CLAIMS'. A 'Close' button is visible in the top right of the table area.

FROM DATE	SERVICE DATE	VIEW CLAIMS
01/03/2021		
01/04/2021	30/04/2021	6 of 30 View Claims
01/05/2021	31/05/2021	13 of 30 View Claims
01/06/2021	30/06/2021	20 of 30 View Claims
01/07/2021	31/07/2021	9 of 30 View Claims
01/08/2021	31/08/2021	3 of 30 View Claims

Below the table, a message states: "If you are not an Authorised Person, you will not be able to view the claim details." A table below this message shows claim details:

SUBMITTED DATE	SERVICE DATE	PATIENT NAME	VIEW CLAIM
24/06/2021	22/03/2021	Sam	View Claim
10/06/2021	01/03/2021	Cam	View Claim

At the bottom of the page, there is an 'Export' button and a 'Show 10 entries' dropdown menu.

EXPORTING RECORDS

This section details how to export claim information related to your Monthly Cap Usage from the secondary table.

- 1) Identify the month you would like to view your claims for from the six-month summary table and generate the secondary table as shown in the previous section
- 2) Select the **Export** icon below the secondary table

If you are not an Authorised Person, you will not be able to view the claim details.

SUBMITTED DATE	SERVICE DATE	PATIENT NAME	VIEW CLAIM
24/06/2021	22/03/2021	Sam	
10/06/2021	01/03/2021	Cam	

Export ▾
Show 10 ▾ entries
↑

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- 3) Select if you would like to export the data as an excel workbook or in .csv format

If you are not an Authorised Person, you will not be able to view the claim details.

SUBMITTED DATE	SERVICE DATE	PATIENT NAME	VIEW CLAIM
24/06/2021	22/03/2021	Sam	
10/06/2021	01/03/2021	Cam	

Excel
CSV
Last
Show 10 ▾ entries
↑

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- 4) Once your data has generated and downloaded you can open and review your export. **Please Note:** this function *only* exports the data shown in the secondary table and will not include further information on the claim.

If you are not an Authorised Person, you will not be able to view the claim details.

SUBMITTED DATE	SERVICE DATE	PATIENT NAME	VIEW CLAIM
24/06/2021	22/03/2021	Sam	
10/06/2021	01/03/2021	Cam	

First
« 1 » Last
Show 10 ▾ entries
↑

① Total number of entries: 2

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hmrServiceClaims_...xlsx ↑ Show all