Pharmacy Programs Administrator

HOSPITAL PHARMACY PORTAL USER GUIDE – TAKE HOME NALOXONE PROGRAM

September 2022

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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) Program. It describes the following processes:

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

Please note only S94 Hospital Pharmacies located in certain States/Territories can currently provide bulk supplies of naloxone to AAS sites under the THN Program. Once this changes for other States and Territories, Service Providers will be informed.

For best performance, we recommend the most recent version of the **Google 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.

SET UP YOUR USER ACCOUNT FOR THE PORTAL

1) Navigate to the Portal via the website https://app.ppaonline.com.au and select the **Enter** button

2) The Pharmacy Programs Administrator (PPA) Portal Login page will display. Click on the **Register as a new user** link
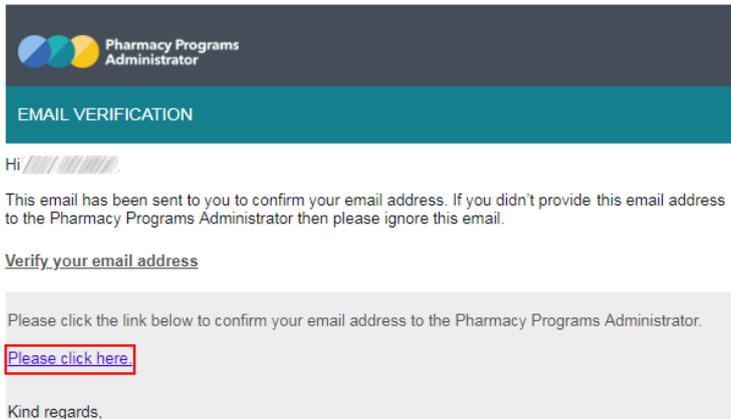

3) The New User Registration Form will display

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

5) Once you have verified your email, you will be able to log in to the PPA Portal.

REGISTER FOR A ROLE

1) Navigate to the Portal via the website https://app.ppaonline.com.au. The login page will display. Enter your account details and click on the **Log In** button
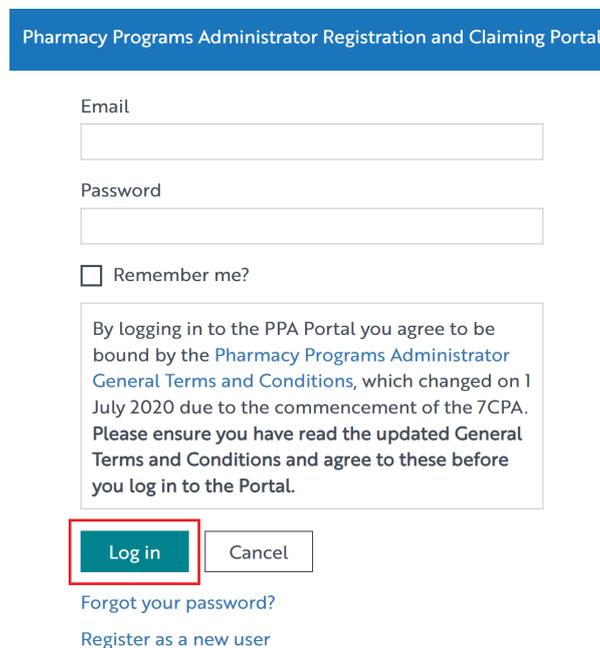
2) The welcome page will display, which will outline the steps for registering and claiming in the PPA Portal that are in this guide. These steps are general, and this guide is more specifically

targeted at those planning to use the PPA Portal for the THN program. Scroll to the bottom of the page and click on the **To begin please register for a Role** link to register

More information about registering on the Portal can be found here.

To begin please register for a Role.

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 7CPA programs, there are many role options available, but to register for the THN Program you must select **Take Home Naloxone Participant** as your role

Select a role type to register for

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

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

Select a role type to register for

Take Home Naloxone Participant

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

Submit

5) You are now ready to link your role to a Service Provider (i.e. your S94 Hospital Pharmacy).
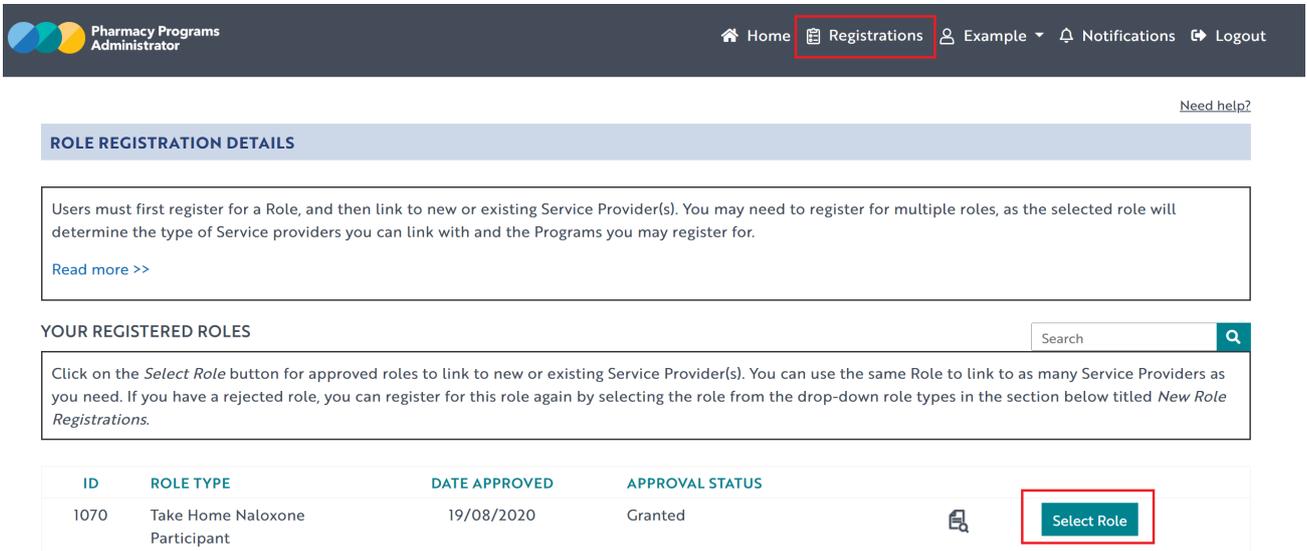
LINK YOUR ROLE TO AN EXISTING SERVICE PROVIDER

Once you have successfully submitted your Take Home Naloxone 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 yet, 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

3) At the bottom of your screen, you will now be able to search for an existing S94 Hospital Pharmacy Service Provider by their business name or their ABN

4) Once you have searched for and found the AAS Service Provider you wish to link your role to, you can click the **Select** button

Please note if the S94 Hospital Pharmacy Service Provider you are looking for 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

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 the email address you enter. Click on the **Submit** button to complete the registration process

Registration Progress

SELECTED ROLE - TAKE HOME NALOXONE PARTICIPANT	SELECTED SERVICE PROVIDER - EXAMPLE S94 PUBLIC HOSPITAL	

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 Participant** for **Example S94 Public Hospital**

Submit

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 the Support Centre. You will receive an email notification when it has been processed.

LINK YOUR ROLE TO A NEW SERVICE PROVIDER

A new S94 Hospital Pharmacy must be registered as a Service Provider in the PPA Portal before it can be linked to your Role. This must be completed by the Service Provider's **Main Authorised Person** (MAP).

> 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 Take Home Naloxone Participant role you will be shown the following screen. You will need to register a new Service Provider by clicking on the **Can't find your Service Provider? Register a new one** link

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

Can't find your Service Provider? Register a new one.

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

3) Click on the drop-down box labelled **Type of Pharmacy / Business** to select the relevant S94 Hospital Pharmacy as the type of Service Provider you wish to register for

Once you have selected a Service Provider type, complete the required fields. To participate in the program your S94 Hospital Pharmacy needs an ABN and **must** be registered for GST.

The S94 approval number is sometimes also called a Pharmacy Approval Number (PAN) and will be in the format **H**X000X, i.e. **H** followed by one letter, three numbers and another letter.

4) A new screen will display. 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

5) 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 the PPA Support Centre. You will receive an email notification when it has been approved.

REGISTERING FOR THE THN PROGRAM

Once your Service Provider registration is approved by a PPA Support Centre Operator, you will be able to register that Service Provider for the THN Program.

1) Once logged in to the PPA Portal, open the **Home** page to display a list of your approved Service Provider(s)

2) To Register for the THN Program, click the **Register for New Program** link underneath the name of the Service Provider you are trying to register for the THN Program. *Please note* only the Main Authorised Person (MAP) for the Service Provider can register for new Programs

EXAMPLE S94 PUBLIC HOSPITAL	Service Provider Status: Granted ⌄
$ View Remittance Advices + Register for New Program ✏ Update Details 📊 View Summary Reports	
No entries found	

3) The Program Registration screen will display a list of all programs a Service Provider may register for. THN S94 Hospital Pharmacy Service Providers can only select **Take Home Naloxone** from the list

EXAMPLE S94 PUBLIC HOSPITAL

Program Registration

Take Home Naloxone	⌄

4) The THN Program registration information will be displayed. This is simply a declaration outlining the conditions you must abide by in order to be eligible to participate in the THN Program

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 Program Guidelines.

Submit Registration

5) Ensure you carefully read through the THN Program Declaration, then click the **Submit Registration** button at the bottom of the page to continue

6) Once submitted, the Program Registration will be automatically approved. A green message box will appear in the top right-hand corner of the screen. You can now begin to submit data under the THN Program

✓ Your Take Home Naloxone program registration has been approved.

If you have trouble, contact the Support Centre on 1800 951 285 or via support@ppaonline.com.au for assistance.

THN NEW INDIVIDUAL SUPPLY CLAIM

This section details how to submit a THN Program **Individual Supply Claim** through the PPA Portal.

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

In order to submit a THN Program Individual Supply Claim you must first register for the program and be approved.

1) Once logged into the PPA Portal, click on the **Home** icon to access a list of approved program registrations against one or more S94 Service Providers

2) Click on the **View** button to submit an Individual Supply claim against the THN Program under the relevant Service Provider

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

4) The **THN Program New Individual Supply Claim** screen will display. Please complete all the required fields. Note that this claim form is to be used both for the initial supply of naloxone and any refill supply of naloxone to the same individual

TAKE HOME NALOXONE - EXAMPLE S94 PUBLIC HOSPITAL

| Claims | New Individual Supply Claim | New Bulk Supply Claim |

DETAILS

Date of Supply

| dd/mm/yyyy |

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

| |

INITIAL SUPPLY OR REFILL

Patient Consent
Patient consent is required to collect the following information. A guide to obtaining verbal consent is available here.

○ Patient does not consent

○ Patient provided verbal consent

Please note that a maximum of two total products supplied to an individual can be entered per claim. An individual may however return and receive naloxone on multiple occasions.

5) If there are issues with any of the information entered into the claim form, an error message will appear (see below). Correct any entries where necessary

TAKE HOME NALOXONE - EXAMPLE S94 PUBLIC HOSPITAL

| Claims | New Individual Supply Claim | New Bulk Supply Claim |

DETAILS

Date of Supply

| dd/mm/yyyy |

Date of Supply is required.

6) Once you have completed the Individual Supply Claim form and read and agreed to the declaration, click on the **Submit** button to submit the claim. If all fields have been correctly entered, an approval message will appear

✔ Thank you for submitting your claim, the claim has been automatically validated and is now approved

Please note the payment amount for the THN claim will vary according to the product supplied, total quantity, pharmacy type and claim type

7) If you need to return to the claim at another time, click the **Save** button instead. Saved claims will save with a *Pre-Submission* status

8) To see a list of all submitted and/or saved claims, click on the **Claims** tab. Click on the **Continue Submission** button to complete any saved claims. Only submitted claims will be paid. If claims are not submitted, they cannot be paid.

TAKE HOME NALOXONE - EXAMPLE S94 PUBLIC HOSPITAL

| Claims | New Individual Supply Claim | New Bulk Supply Claim |

ENTRIES   Search 🔍

ID	DATE SUBMITTED	DATE OF SUPPLY	CLAIM TYPE	APPROVAL STATUS	ACTIONS		
91318	-	22/06/2022	Naloxone Individual Supply Claim	PreSubmission	Continue Submission	🔍	
91317	23/06/2022	23/06/2022	Naloxone Individual Supply Claim	Granted		🔍	👁 Payment

First « **1** » Last   Show 10 ∨ entries

ⓘ Total number of entries: 2

Should you require any assistance, please don't hesitate to contact the PPA Support Centre on 1800 951 285 or via support@ppaonline.com.au.

THN NEW BULK SUPPLY CLAIM

This section details how to submit a THN Program **Bulk Supply Claim** through the PPA Portal.
In order to submit a THN Bulk Supply Claim you must first submit a Program Registration as per the steps in the above sections.

Please note: not all S94 Hospital Pharmacies are approved to provide bulk supplies of naloxone to AAS sites under the THN Program. Please contact your State or Territory health department to check.

1) 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

2) Click on the **View** button to make a Bulk Supply claim against the THN Program under the relevant Service Provider

EXAMPLE S94 PUBLIC HOSPITAL		Service Provider Status: Granted ⌄
$ View Remittance Advices ＋ Register for New Program ✎ Update Details ▤ View Summary Reports		
PROGRAM NAME	**STATUS**	**ACTION**
Take Home Naloxone	Granted	🗎 View

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

TAKE HOME NALOXONE - EXAMPLE S94 PUBLIC HOSPITAL

Claims	New Individual Supply Claim	New Bulk Supply Claim

ENTRIES

| Search | 🔍 |

| No entries found |

4) The **THN Pilot New Bulk Supply Claim** screen will display. Please complete all the required fields. This includes selecting the correct State/Territory the Authorised Alternative Supplier (AAS) is located in.

TAKE HOME NALOXONE - EXAMPLE S94 PUBLIC HOSPITAL

Claims	New Individual Supply Claim	New Bulk Supply Claim

State/Territory

| New South Wales | ⌄ |

Search for Authorised Alternative Supplier (AAS)

| AAS Search | 🔍 |

SUPPLY DETAILS

AAS

AAS Postcode

5) 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 the matching AAS

6) Select the AAS you wish to claim for using the **Select AAS** button on the right of the screen

Search for Authorised Alternative Supplier (AAS)

| Example | 🔍 |

SELECT AAS

Search 🔍

AAS NAME	AAS STREET ADDRESS 1	STATE	POSTCODE	
Example AAS	1 High Street	New South Wales	2000	Select AAS

First « 1 » Last

Show 10 ∨ entries

ⓘ Total number of entries: 1

If the AAS is not on the list, you will need to contact the AAS and confirm that they have been approved to participate in the THN program by their State or Territory health department. 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 via email.

7) 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 field refers to the staff member lodging the claim (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, what form of naloxone was supplied, the name of the AAS and the address of the AAS

Search for Authorised Alternative Supplier (AAS)

| Example | 🔍 |

SUPPLY DETAILS

AAS

| Example AAS |

AAS Postcode

| 2000 |

Date of Supply

| 23/06/2022 | 📅 |

Staff Designation

| Pharmacist |

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

Upload Invoice / Supporting Evidence

| Please select a file... | Browse | ⬆ Upload File |

⊞ Upload Additional Files

9) Once a file has been chosen, select the **Upload File** button

Upload Invoice / Supporting Evidence

| Stock Transfer Notice Example AAS.docx | Browse | ⬆ Upload File |

➕ Upload Additional Files

10) You will receive the following message in the top right-hand corner of the screen once your file has been successfully uploaded

✓ File Successfully Uploaded.

11) If you need to add multiple files, select the **Upload additional files** button, and repeat steps 9 and 10. The uploaded file can be viewed by clicking the **Download Document** button or removed by clicking the **rubbish bin icon**

Document Uploaded: Stock Transfer Notice Example AAS.docx

⬇ Download Document   🗑

➕ Upload Additional Files

12) If there are issues with any of the information entered into the claim form, an error message will appear (see below). Correct any entries where necessary

Date of Supply

| dd/mm/yyyy | 🗓 |

Date of Supply is required.

Staff Designation

| Pharmacist |

13) Once you have completed the Bulk Supply Claim form and read and agreed to the declaration, click on the **Submit** button to submit the claim. If all fields have been correctly entered, an confirmation message will appear

✓ Thank you for your submission, it has been successfully received. The submission will be reviewed and you will be contacted once this process is complete.

Please note it may take a few days for your Bulk Supply claim to be reviewed by the PPA Support Centre. You will receive an email notification when it has been approved.

14) If you need to return to the claim at another time, click the **Save** button instead. Saved claims will save with a *Pre-Submission* status

15) To see a list of all submitted and/or saved claims, click on the **Claims** tab. Click on the **Continue Submission** button to complete any saved claims. Only submitted claims will be paid. If claims are not submitted, they cannot be paid.

TAKE HOME NALOXONE – EXAMPLE S94 PUBLIC HOSPITAL

| Claims | New Individual Supply Claim | New Bulk Supply Claim |

ENTRIES   Search 🔍

ID	DATE SUBMITTED	DATE OF SUPPLY	CLAIM TYPE	APPROVAL STATUS	ACTIONS	
91455	-	22/06/2022	Naloxone Bulk Supply Claim	PreSubmission	Continue Submission	🔍
91437	23/06/2022	23/06/2022	Naloxone Bulk Supply Claim	Pending		🔍

Should you require any assistance, please don't hesitate to contact the PPA Support Centre on 1800 951 285 or via support@ppaonline.com.au