



Pharmacy Programs  
Administrator

# COMMUNITY PHARMACY PORTAL USER GUIDE – AGED CARE ON-SITE PHARMACIST MEASURE

November 2024

# PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE FOR COMMUNITY PHARMACIES – AGED CARE ON-SITE PHARMACIST MEASURE

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## INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide for community pharmacies provides a step-by-step process for the Aged Care On-site Pharmacist (ACOP) Measure. It describes the following processes:

- ACOP - Program Registration
- ACOP - Register a Residential Aged Care Home (RACH) Relationship
- ACOP - Finding and Selecting a registered RACH
- ACOP – Submitting a claim
- ACOP – Maximum Annual Days Counter

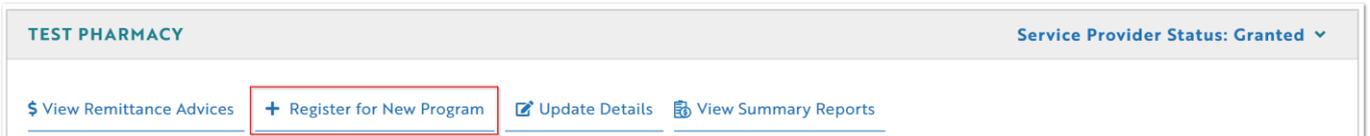
For best performance, we recommend the most recent version of the **Google Chrome** browser is used. Whilst you can successfully submit your registration and make claims using other browsers, they may not have all the features required to provide you with the best user experience.

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](mailto:support@ppaonline.com.au).

## ACOP – PROGRAM REGISTRATION

This section details how to submit a ACOP Measure Registration through the Pharmacy Programs Administrator Portal. **Please note only the Main Authorised Person for the pharmacy can register for a new program**

- 1) Open the **Home** page to display a list of your approved Service Provider(s)
- 2) Find the Service Provider you are trying to register for the ACOP Measure
- 3) To register for the ACOP Measure, click the **Register for New Program** link underneath the Service Provider’s name.



TEST PHARMACY Service Provider Status: Granted ▾

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

- 4) The Program registration screen will display. Click on the arrow to open the drop-down menu to see a list of all programs a Service Provider may register for

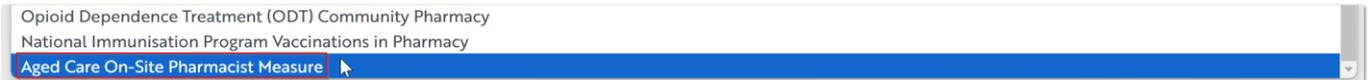


TEST PHARMACY

Program Registration

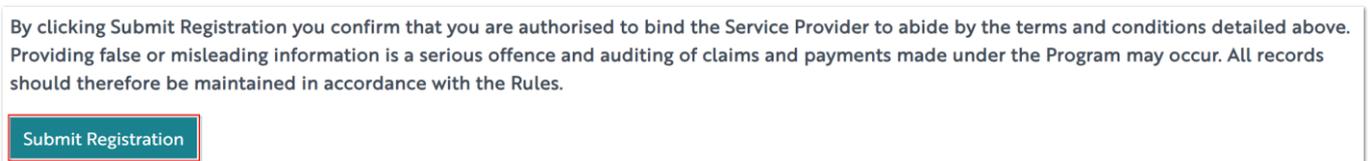
▾

- 5) Select **Aged Care On-Site Pharmacist Measure**



Opioid Dependence Treatment (ODT) Community Pharmacy  
National Immunisation Program Vaccinations in Pharmacy  
**Aged Care On-Site Pharmacist Measure**

- 6) The Aged Care On-Site Pharmacist Measure registration information will be displayed (part of form shown below)



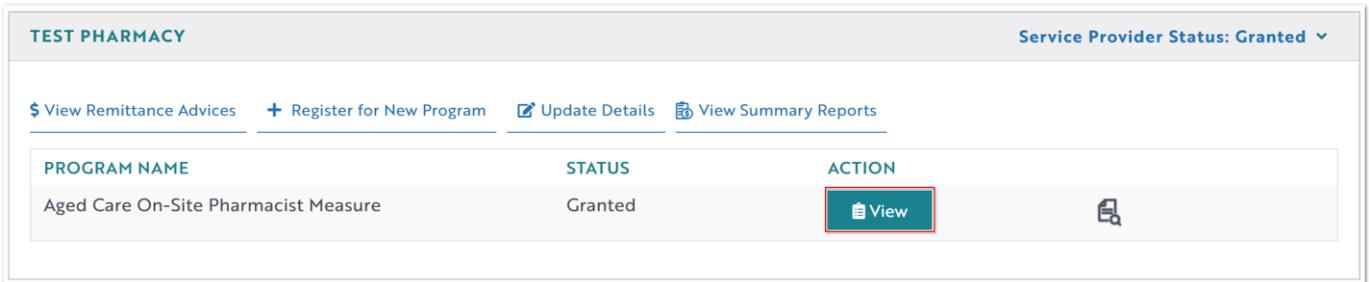
By clicking Submit Registration you confirm that you are authorised to bind the Service Provider to abide by the terms and conditions detailed above. Providing false or misleading information is a serious offence and auditing of claims and payments made under the Program may occur. All records should therefore be maintained in accordance with the Rules.

**Submit Registration**

- 7) Ensure you carefully read over the ACOP Measure Declaration, then click on the **Submit Registration** button to continue
- 8) The Program registration will be automatically approved.

## ACOP – REGISTER A RACH RELATIONSHIP

- 1) To be able to register a RACH Relationship for the ACOP Measure you must have first registered for the ACOP Measure
- 2) From the home screen, click on the **View** button against the ACOP Measure under the relevant Service Provider



**TEST PHARMACY** Service Provider Status: **Granted** ▾

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

PROGRAM NAME	STATUS	ACTION
Aged Care On-Site Pharmacist Measure	Granted	<a href="#">View</a> 

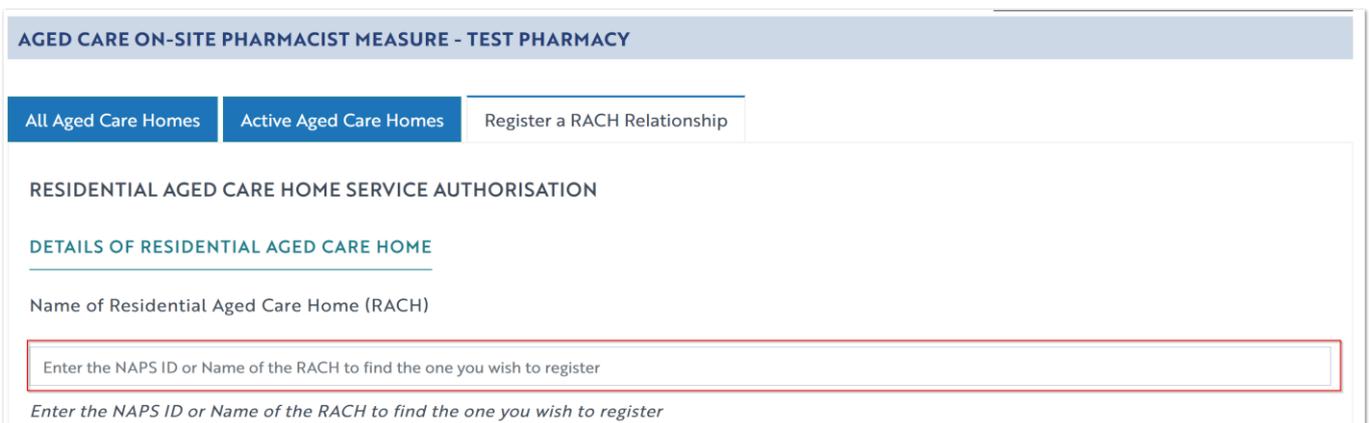
- 3) This will take you to the ACOP Measure screen and will default to the **All Aged Care Homes** tab. This tab displays a list of all current Aged Care Homes that are eligible for claiming in our Portal
- 4) Click on the **Register a RACH Relationship** tab to register an Aged Care Home for the ACOP Measure



**AGED CARE ON-SITE PHARMACIST MEASURE - TEST PHARMACY**

[All Aged Care Homes](#)
[Active Aged Care Homes](#)
[Register a RACH Relationship](#)

- 5) The **Residential Aged Care Home Service Authorisation** screen will display (part of form shown). Enter the NAPS ID or Name of the RACH to find the one you wish to register and some of the RACH's details will automatically pre-fill. The greyed-out fields are pre-filled and cannot be edited. Complete all other fields and upload a copy of the signed Service Authorisation



**AGED CARE ON-SITE PHARMACIST MEASURE - TEST PHARMACY**

[All Aged Care Homes](#)
[Active Aged Care Homes](#)
[Register a RACH Relationship](#)

**RESIDENTIAL AGED CARE HOME SERVICE AUTHORISATION**

**DETAILS OF RESIDENTIAL AGED CARE HOME**

Name of Residential Aged Care Home (RACH)

*Enter the NAPS ID or Name of the RACH to find the one you wish to register*

- 6) Once you have completed all fields and pressed the **Submit** button, a confirmation message will appear. The application will be assessed by an Operator for approval

## Pharmacy Programs Administrator Portal User Guide – ACOP Measure

- 7) To view the application, click on the **All Aged Care Homes** tab. The application will be in a pending state (see below). Once an Operator has approved the application, the status will change to granted. If there are any issues with your application an Operator will push it back to pre-submission and you will receive an email detailing the required actions you need to take

ALL AGED CARE HOMES					
ID	RACH NAME	START DATE	END DATE	APPROVAL	
14303	Test Aged Care Home	-	-	Pending	

- 8) Once all issues are resolved the status of the application will change from **Pending** to **Granted** and the RACH will appear in the **Active Aged Care Homes** tab.

## ACOP – FINDING AND SELECTING A REGISTERED RACH

There are two different views available to pharmacies for Aged Care Home registered on your profile:

- All Aged Care Homes
- Active Aged Care Home

AGED CARE ON-SITE PHARMACIST MEASURE - TEST PHARMACY		
All Aged Care Homes	Active Aged Care Homes	Register a RACH Relationship

- 1) The **All Aged Care Homes** tab will display all RACH records registered to your PPA Portal account including both active and historical records
- 2) The **Active Aged Care Homes** tab will only display RACH records that meet the following criteria:
  - The RACH has a relationship that is active or has not been expired for longer than one month; and
  - The RACH has an approval status of Granted

RACHs with any other approval status such as Rejected or RACHs with relationships that have expired over one month ago can be found in the **All Aged Care Home** tab.

If you have a RACH that you can no longer see in the **Active Aged Care Home** tab, you may need to look in the **All Aged Care Home** tab.

## ACOP – SUBMITTING A CLAIM

- 1) To be able to make a claim for the ACOP Measure you must have had approval for the registration of a RACH Relationship
- 2) When you are in the **Active Aged Care Home** tab, click on **Manage Claims** beside the RACH you wish to submit under

**AGED CARE ON-SITE PHARMACIST MEASURE - TEST PHARMACY**

All Aged Care Homes
Active Aged Care Homes
Register a RACH Relationship

Q

ID	RACH NAME	START DATE	END DATE	APPROVAL	
14251	Test Aged Care Home	21/06/2024	-	Granted	<span style="font-size: 1.2em;">📄</span> <span style="border: 1px solid red; padding: 2px 5px; margin-left: 10px;">Manage Claims</span>

- 3) The **ACOP Claim** screen will display (part of screen below). To submit a claim, click on the **New Claim** tab.

**AGED CARE ON-SITE PHARMACIST MEASURE - TEST PHARMACY**

All Aged Care Homes
Active Aged Care Homes
Register a RACH Relationship

⬅ Back to RACH list

View Claims
New Claim

TEST AGED CARE HOME, SERVICE AUTHORISATION

- 4) The following screen will display (part of form shown)

**AGED CARE ON-SITE PHARMACIST MEASURE - TEST PHARMACY**

All Aged Care Homes
Active Aged Care Homes
Register a RACH Relationship

⬅ Back to RACH list

View Claims
New Claim

TEST AGED CARE HOME, SERVICE AUTHORISATION
 

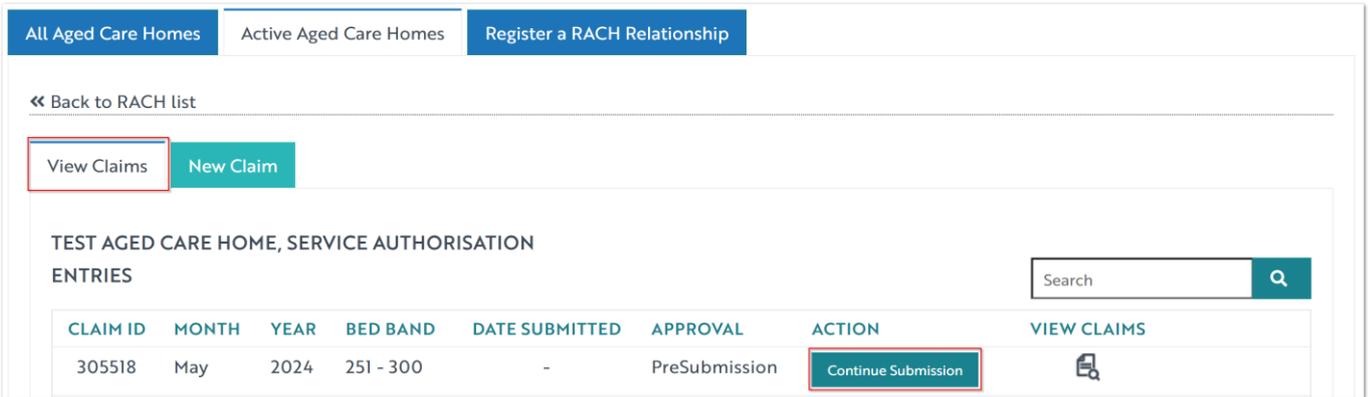
Claimed Calendar Month

Claimed Calendar Year

RACH Name

## Pharmacy Programs Administrator Portal User Guide – ACOP Measure

- 5) Complete all mandatory fields. The greyed-out fields are pre-filled and cannot be edited. If any error messages appear, correct your responses. You can always press the **Save** button and return to the claim later
- 6) Once you are ready to submit the claim, read and agree to the declaration and then press the **Submit** button. If all fields have been correctly entered, an approval message will display
- 7) To continue working on a saved claim, in the **View Claims** tab click on the green **Continue Submission** button beside the claim you wish to continue working on.



The screenshot shows the 'View Claims' tab selected. Below the navigation tabs, there is a search bar and a table of claims. The table has columns for CLAIM ID, MONTH, YEAR, BED BAND, DATE SUBMITTED, APPROVAL, ACTION, and VIEW CLAIMS. A row is visible with CLAIM ID 305518, MONTH May, YEAR 2024, BED BAND 251 - 300, DATE SUBMITTED -, and APPROVAL PreSubmission. The 'Continue Submission' button in the ACTION column is highlighted with a red box.

CLAIM ID	MONTH	YEAR	BED BAND	DATE SUBMITTED	APPROVAL	ACTION	VIEW CLAIMS
305518	May	2024	251 - 300	-	PreSubmission	Continue Submission	

## ACOP – MAXIMUM ANNUAL DAYS COUNTER

This section details how to use the **Maximum Annual Days Counter** so that you can easily see and assess the number of days being claimed against the RACHs financial year entitlement.

- 1) To view the Maximum Annual Days Counter for the ACOP Measure you must have had approval for the registration of a RACH Relationship
- 2) When you are in the **Active Aged Care Home** tab, click on **Manage Claims** beside the RACH you wish to review the days claimed for



The screenshot shows the 'Active Aged Care Homes' tab selected. Below the navigation tabs, there is a search bar and a table of active aged care homes. The table has columns for ID, RACH NAME, START DATE, END DATE, and APPROVAL. A row is visible with ID 14251, RACH NAME Test Aged Care Home, START DATE 21/06/2024, END DATE -, and APPROVAL Granted. The 'Manage Claims' button is highlighted with a red box.

ID	RACH NAME	START DATE	END DATE	APPROVAL
14251	Test Aged Care Home	21/06/2024	-	Granted

## Pharmacy Programs Administrator Portal User Guide – ACOP Measure

- 3) The ACOP Claim screen will display (part of screen below). To view the Maximum Annual Days Counter, click on the **Maximum Annual Days Counter** link



AGED CARE ON-SITE PHARMACIST MEASURE - TEST PHARMACY

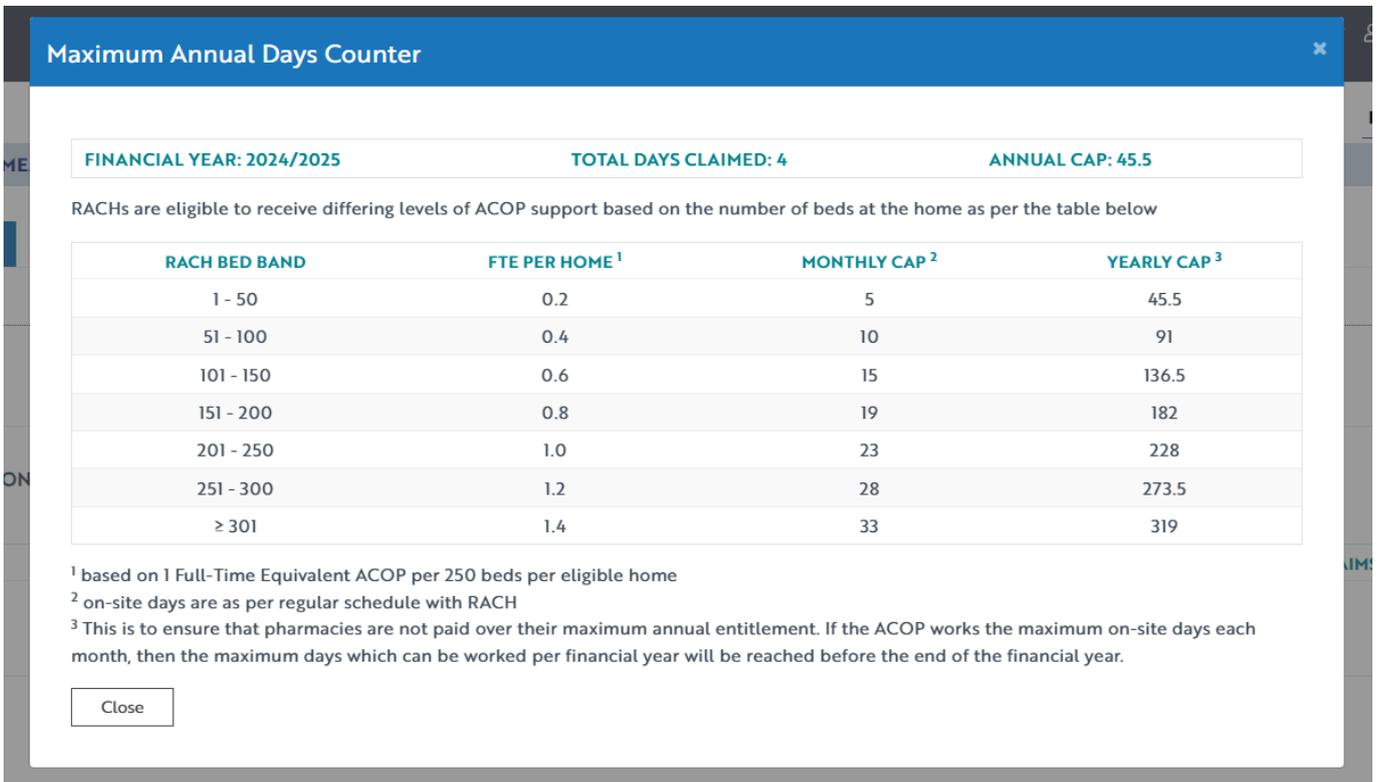
All Aged Care Homes **Active Aged Care Homes** Register a RACH Relationship

« Back to RACH list

View Claims **New Claim**

[Maximum Annual Days Counter](#)

- 4) The Days Counter screen will open (shown below) and display all the differing levels of ACOP support based on a RACHs bed band



**Maximum Annual Days Counter**

FINANCIAL YEAR: 2024/2025      TOTAL DAYS CLAIMED: 4      ANNUAL CAP: 45.5

RACHs are eligible to receive differing levels of ACOP support based on the number of beds at the home as per the table below

RACH BED BAND	FTE PER HOME <sup>1</sup>	MONTHLY CAP <sup>2</sup>	YEARLY CAP <sup>3</sup>
1 - 50	0.2	5	45.5
51 - 100	0.4	10	91
101 - 150	0.6	15	136.5
151 - 200	0.8	19	182
201 - 250	1.0	23	228
251 - 300	1.2	28	273.5
≥ 301	1.4	33	319

<sup>1</sup> based on 1 Full-Time Equivalent ACOP per 250 beds per eligible home  
<sup>2</sup> on-site days are as per regular schedule with RACH  
<sup>3</sup> This is to ensure that pharmacies are not paid over their maximum annual entitlement. If the ACOP works the maximum on-site days each month, then the maximum days which can be worked per financial year will be reached before the end of the financial year.

Close

- 5) The data in the top row (shown below) will display the financial year, total days claimed and the annual cap for the Home you selected in the **Active Aged Care Home** tab



**Maximum Annual Days Counter**

FINANCIAL YEAR: 2024/2025      TOTAL DAYS CLAIMED: 4      ANNUAL CAP: 45.5

- 6) In July, when you are eligible to claim for June, the financial year will still be displaying the prior year. In August, when the claiming opens for July, the new financial year will be updated to the new financial year.