Pharmacy Programs Administrator

ACOP MEASURE TIER 2 – RACH PORTAL USER GUIDE

November 2024

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Introduction

This Pharmacy Programs Administrator (PPA) Portal User Guide provides a step-by-step process for Residential Aged Care Facilities (RACHs) and RACH Authorised Employees participating in Tier 2 of the Aged Care On-site Pharmacist (ACOP) Measure.

To register a RACH for Tier 2 of the ACOP Measure in order to submit claims, you will need to undertake the following steps:

- Create your own unique user account for the PPA Portal – see Section: ***Set up your user account for the PPA Portal***

- Register your user account for the role of RACH Authorised Employee – see Section: ***Register for a Role***

- Link your user account to a Service Provider by either:

    o Submitting a request to link to an existing Service Provider account - see Sections: ***Link your Role to a Service Provider already on the Portal*** *and/or* ***Link your Role to multiple existing Service Providers***

    o By registering a new Service Provider account - see Section: ***Link your Role to a new Service Provider account i.e. create a new Service Provider account.***

For best performance, we recommend that you use the most recent version of Google Chrome as your internet browser. 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 PPA Portal user experience.

If you require further assistance regarding the PPA Portal, please do not hesitate to contact the PPA Support Centre on 1800 951 285 (Mon – Fri 8am – 8pm AET) or email support@ppaonline.com.au.

Important Portal Information

The Department of Health and Aged Care has designed the PPA Portal to allow users to have their own individual log-in accounts. Users are then able to either create or link themselves to existing 'Service Provider' accounts i.e. the accounts belonging to organisations or businesses such as a RACH or pharmacy. To allow organisations flexibility and control over who can update important information and submit claims on their behalf, Service Provider accounts may have as many or as few users linked to them as the organisation chooses. Users can be added or removed at any time from the Service Provider account.

A user is assigned to a Service Provider account as either:

- The **Main Authorised Person (MAP)** - Actions permitted: Update contact and bank details, approve an AP, register for Programs, submit claims, view remittance advices and generate reports on submitted claims. The person who creates a Service Provider account is automatically assigned as it's MAP. The MAP status can later be transferred to another eligible user linked to the account if required.

    or

- An **Authorised Person (AP)** - Actions permitted: Submit claims, view remittance advices and generate reports on submitted claims.

A Service Provider can have only one MAP but any number of APs. Each AP is granted approval to view/use the Service Provider account by the MAP. See Section: *Main Authorised Person Functions* below for more information about how the MAP can approve APs.

A user can act for multiple Service Providers

A user can be approved to act for multiple Service Providers. A user who acts for multiple Service Providers can have a different designated authority status (MAP or AP) for each Service Provider account they are linked to.

For example, a user working in two organisations could be the MAP for one Service Provider account but be an AP for the other Service Provider account.

See Section: *Register for a Role* below for more information about how to do this.

Support is available

We have a support team trained to provide assistance should you require it. Please do not hesitate to contact us by telephone (1800 951 285) between 8am and 8pm Australian Eastern Time or by email (support@ppaonline.com.au).

Set up your user account for the PPA Portal

1) Each new user must create their Portal log-in account using a unique email address. Each new user can then follow this User Guide to link to their desired Service Provider account(s).

2) Please note your user log-in account belongs to you, not to your RACH. Therefore, the PPA does not recommend sharing log-in details with other people. You will be held responsible for the information provided in the Portal submitted via your user log-in account.

3) You should not use your account to attempt to register other people for roles. Instead, if other people need access to the same RACH, they should register their own new user log-in account on the Portal and follow this User Guide to link to the RACH Service Provider account.

4) Navigate to the Portal via the website https://app.ppaonline.com.au and click **"Enter"**. The Pharmacy Programs Administrator Portal Login page will display.

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

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

7) Please ensure you have verified your email, so you can continue to log in and undertake actions in the Portal. Please note you will not be able to see any Service Provider accounts on your Portal home screen, or be able to claim until you have verified your email.

Confirm email

Thank you for confirming your email. Please click here to log in.
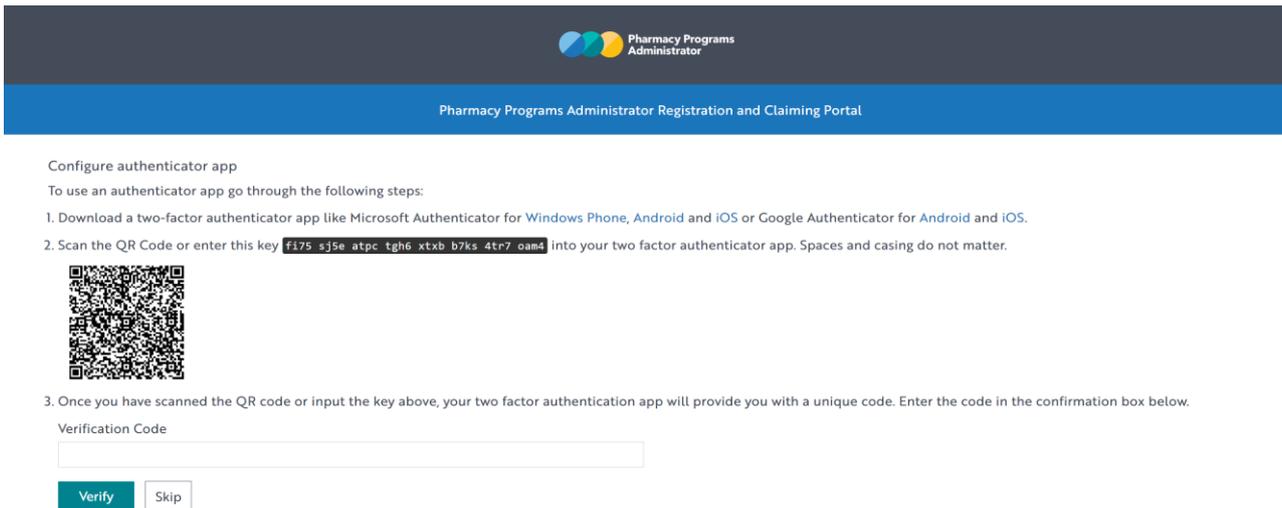
Apply Two-Factor Authentication to your account

After you have registered your log-in email address, you'll be taken to a screen titled **Configure Authenticator App**.

To protect your privacy, mitigate security risks and add additional safety, you can apply **Two-Factor Authentication** to your PPA Portal account.

Two-factor authentication is an extra layer of protection used to ensure the security of online accounts beyond just a username and password. You will be prompted to use an authenticator app before logging in to the PPA Portal to verify the correct person is logging into your account. All new PPA Portal users will have the option to turn on two-factor authentication when they first register to use the Portal.

These steps below will show you how to apply **Two-Factor Authentication** to your account, or otherwise opt-out of this functionality. Opting out of Two-factor authentication is **not** recommended.

1) The **Configure authenticator app** details will display as below. You will be required to download a two-factor authentication app such as Microsoft Authenticator for Windows Phone, Android and iOS or the Google Authenticator for Android and iOS.

2) You will then need to use your smart phone or other device to scan the QR code on your screen, or enter the displayed key into your two-factor authenticator app.

3) Once you have completed that step, your app will provide you with a unique code. Enter that code into the **Verification Code** field on your PPA Portal screen.

4) Click on the **Verify** button to finish applying **Two-Factor Authentication** to your account.

5) Two-factor authentication will be applied to your account from this point onwards and you'll be

taken to the PPA Portal entry screen.

6) If you would like to opt-out of this step, and not apply two-factor authentication to your account, you can simply select the **Skip** button instead of Verify. You'll then be taken to the PPA Portal entry screen. Please note opting out of Two-factor authentication is not recommended.

If you have any queries, please don't hesitate to contact our Support Centre on 1800 951 285 or via support@ppaonline.com.au.

Register for a Role

To undertake any claiming activities in the PPA Portal you must first register for a Role. The Role you select will affect what you may do in the Portal, including the type of Service Provider you can link yourself to in order to submit claims, and the type/s of Programs you can register for.

For the purposes of the ACOP Measure you can register as an 'RACH Authorised Employee'. See below for the steps to do this. If you wish to participate in any other programs administered by the PPA, please see the General PPA New User Registration Guide which explains the other roles and Service Provider types available in the Portal.

1) Navigate to the Portal via https://app.ppaonline.com.au. Enter your account log-in details and click on the **Log In** button.

Email

[   ] 5

Password

[   ] 5

☐ Remember me?

[Log in]

Forgot your password?

Register as a new user

2) The following will display (partial screenshot below).

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) Click on the register for a Role link at the bottom of the welcome page if you are a new user.

To begin please register for a Role.

4) If you are an existing Portal user, you can select the Registrations button at the top right hand corner of your screen.

🏠 Home   📋 Registrations   👤 Example ▾   🔔 Notifications   ➡ Logout

5) You will be taken to a new page. Towards the bottom of this screen, under the heading 'New Role Registrations' you will be prompted to select a role type from a drop-down list.
For the purposes of participating in the ACOP Measure, the role type to select is **_RACH Authorised Employee_**. Once the role is selected, press the **Submit** button.

6) You will then need to link yourself to either:

   a. An existing Service Provider account already created by someone else at the organisation - see Section: _Link your Role to a Service Provider already on the Portal_

b. By registering a new Service Provider account - see Section: *Link your Role to multiple existing Service Providers*

After registering as a RACH Authorised Employee on the PPA Portal you will be able to link yourself at any time to multiple RACH Service Provider accounts already registered on the Portal. Once the request to link is submitted, the Main Authorised Person (MAP) of each relevant Service Provider account will be notified and asked to approve your requested link. If approved, you will be able to claim on behalf of the Service Provider.

1) From your Portal Home screen click on **Registrations** at the top of the page.

2) Click the **Select Role** button beside the **RACH Authorised Employee** role.

3) Follow steps 1-4 from the *Link your Role to a Service Provider already on the Portal* section above.

4) You can complete these steps for each RACH you wish to link yourself to.

5) If you need to link yourself to another Service Provider type for the purpose of participating in programs other than the ACOP Measure you may first be required to register for a different role. Please see the New User Registration Portal Guide for more information on other roles and Service Provider account types.

c. Link your Role to a new Service Provider account i.e. create a new Service Provider account.
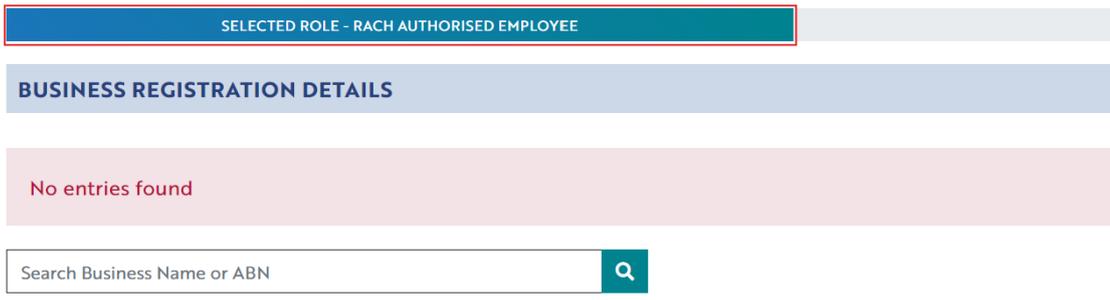
Link your Role to a Service Provider already on the Portal

After registering a Role on the Portal, you will be able to link yourself to a Service Provider account already registered on the Portal. Once the request to link has been submitted, the Main Authorised Person (MAP) of the Service Provider account will be notified and asked to approve your requested link. If approved, you will be able to claim on behalf of the Service Provider. Step by step instructions on how to submit a request to link are available below.

1) Once you have registered a Role you will then be able to **search** for Service Provider accounts that already exist in the Portal (see screenshot below).

Registration Progress

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

2) Type in the search bar the name or ABN of the Service Provider account you wish to try to link yourself to. A list of potential matches will be returned. **Select** the Service Provider you wish to link to. If you do not find the Service Provider you want to link to it may be because it does not yet have a PPA Portal account – if you are authorised to create an account for the RACH see Section below titled: *Link your Role to a new Service Provider account i.e. create a new Service Provider account*.

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

3) After selecting an existing Service Provider account to link to, you will then be asked for your contact details for acting in this Role at this organisation. Enter your preferred contact details and click on the **Submit** button. Please ensure you complete this step or the Portal won't process your request to link properly.

4) In order for you to be able to start claiming on behalf of the Service Provider, the Main Authorised Person (generally the person who originally registered the Service Provider account) will need to approve your link request. Once approved, the Service Provider will appear on your Portal home screen.

Link your Role to multiple existing Service Providers

After registering as a RACH Authorised Employee on the PPA Portal you will be able to link yourself at any time to multiple RACH Service Provider accounts already registered on the Portal. Once the request to link is submitted, the Main Authorised Person (MAP) of each relevant Service Provider account will be notified and asked to approve your requested link. If approved, you will be able to claim on behalf of the Service Provider.

1) From your Portal Home screen click on **Registrations** at the top of the page.

2) Click the **Select Role** button beside the **RACH Authorised Employee** role.

3) Follow steps 1-4 from the *Link your Role to a Service Provider already on the Portal* section above.

4) You can complete these steps for each RACH you wish to link yourself to.

5) If you need to link yourself to another Service Provider type for the purpose of participating in programs other than the ACOP Measure you may first be required to register for a different role. Please see the New User Registration Portal Guide for more information on other roles and Service Provider account types.

Link your Role to a new Service Provider account i.e. create a new Service Provider account

To link your Role to an organisation who does not yet have an account on the Portal, you will need to register the organisation for a new Service Provider account. By registering a new Service Provider account, you will automatically become that Service Provider account's **Main Authorised Person (MAP)**.

The MAP is the only person who will be able to approve other users to act on behalf of the Service Provider (e.g. submit claims). You will also be the only person who is able to update information relating to the Service Provider account such as bank account and contact details. You must therefore be an individual who is authorised by the RACH to do this, for example the RACH Manager. Please note the MAP must not be the credentialed pharmacist who will be working at the RACH under the Measure or an individual from a third-party organisation assisting the RACH to source an ACOP.

Further information about MAP functions can be found here.

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

Registration Progress

SELECTED ROLE - RACH AUTHORISED EMPLOYEE

BUSINESS REGISTRATION DETAILS

No entries found

Search Business Name or ABN	🔍

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

2) The following screen will display. Click on the drop-down box underneath the **Type of Pharmacy / Business** heading and select **Residential Aged Care Home.**

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

Name

ABN

3) This page is where you will be asked to provide details about the RACH. Complete each field including uploading the **Main Authorised Person authority letter** (example letter available here). The bank details entered on this page will be the account that the PPA makes payment to. These must be the bank details of either the RACH or the RACH Head Office. Should the

MAP need to update bank details after the Service Provider has been registered, please see the updating bank details instructions on page 17 in the *Main Authorised Person Functions* section of this guide. Once all required fields are entered select the **Next** button.

> **Please note:** All finance notifications for this Service Provider will be sent to the Service Provider's email address recorded in this step of the registration.

4) A new screen will display, asking you for your Main Contact Details in relation to this Service Provider. Enter in your preferred contact details for any formal communications from the PPA regarding this Service Provider. Click on the **Submit** button to complete the registration process. Please ensure you complete this step or the Service Provider account registration cannot be finalised.

5) A confirmation message will appear. The Service Provider account registration will need to be reviewed and approved by an Operator. Once approved, the Service Provider will appear on your Portal home screen and you will also receive an automated email from the PPA Portal.
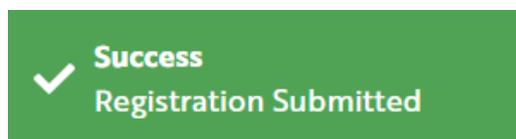
6) To register for another Role (only required if you are participating in programs administered by the PPA other than the ACOP Measure) or link to/register another Service Provider account follow the prompts on the PPA Portal screen.

7) If you wish to register a new Service Provider account for another RACH at a later date, on your Portal Home screen click on **Registrations** at the top of the page.

8) Click the button called **Select Role** beside the RACH Authorised Employee role.

9) Follow steps 1-6 to create a new Service Provider account.

Main Authorised Person Functions

The **Main Authorised Person (MAP)** holds the ultimate responsibility for the Service Provider account, including all submitted claims. There can only be one MAP authorised for each Service Provider account.

The MAP is the only person who can:

- Manage requests from individuals to act on behalf of the Service Provider (to register for programs and submit claims)

- Transfer the MAP role to another eligible Authorised Person

- Removing authorisations for existing Authorised Persons

- Update information relating to the Service Provider including bank account details, and contact details (further information can be obtained in the Portal User Guide - User Profile)

Managing requests from individuals to act on behalf of the Service Provider

1) Click on **Update Details** of the relevant Service Provider account on your Portal Home Screen.

2) This will open the Service Provider account details page. The second section titled *Pending Authorised Persons Requests* lists all pending requests made by individuals who wish to become an Authorised Person for the Service Provider. Click on either the **Approve** or **Reject** button beside the relevant user to manage their request.

3) The user who made the request will receive a notification with the outcome.

Transferring the MAP role to an eligible Authorised Person

1) Click on **Update Details** of the relevant Service Provider page on the Home Screen.
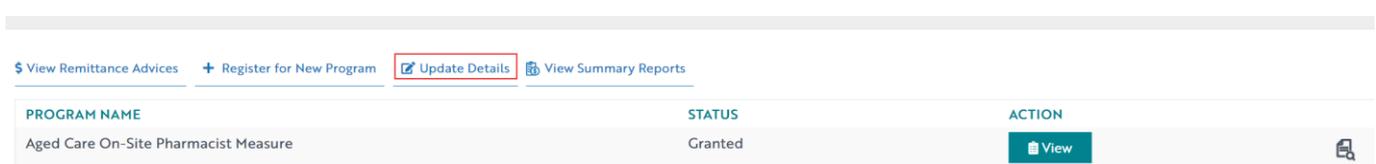
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2) The first section of the page lists everyone in the Portal authorised to claim for the Service Provider. Click on the **Actions** button, and then click on the **Assign as Main Authorised Person** button beside the Person that you wish for the MAP role will be transferred to.


*Note: The MAP role can only be transferred to an individual who is already linked to the account with a role of RACH Authorised Employee. It must also be someone who is authorised by the RACH to hold overall responsibility for the RACH's Service Provider account, for example a new RACH Manager. The MAP role must **not** be transferred to the credentialed pharmacist working at the RACH under the Measure or an individual from a third-party organisation assisting the RACH with sourcing an ACOP.*

3) A notification will be sent to the selected individual who will then be able to accept or reject the MAP transfer request. If the MAP transfer request is rejected the MAP role will remain with the original MAP.

Accepting/Rejecting a MAP role transfer request

1) If a MAP transfer request has been sent to you, an automatic *Main Authorised Person Request* notification will display the next time you log into the PPA Portal.
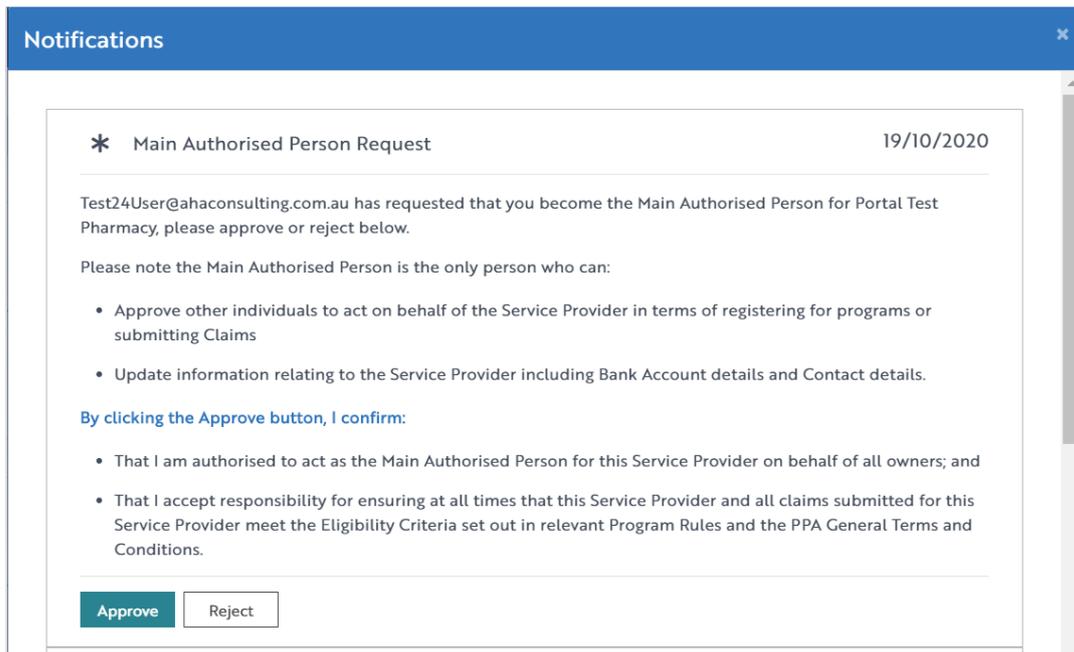
2) Click on either the **Approve** or **Reject** button to action the MAP request for the Service Provider account.

Removing authorisations for an existing linked user

1) Click on **Update Details** of the relevant Service Provider page on the Home Screen.

2) The first section of the page lists everyone in the Portal authorised to claim for the Service Provider account. Click on the **Actions** button, and then click on the **Remove Authorisation** button beside the relevant individual you wish to remove from the Service Provider account.

3) The removed Authorised Person will receive an email notifying them that they are no longer authorised to act on behalf of the Service Provider. They will no longer be able to submit claims or see the Service Provider account on their home screen.

Updating Service Provider bank details

1) Click on **Update Details** of the relevant Service Provider page on the home screen.

2) Scroll down to the **Bank Details** section and update fields with new details as required.

3) Scroll down to the bottom of the screen and select the **Save** button. Any future payments will then be made into the account of the details listed. Please note any payments made prior to updating these details will be made into the account details listed at the time of the payment batch was run by the PPA. Where bank details have changed it is therefore recommended to update your bank details prior to submitting that month's claim to ensure it is paid to the correct bank account.
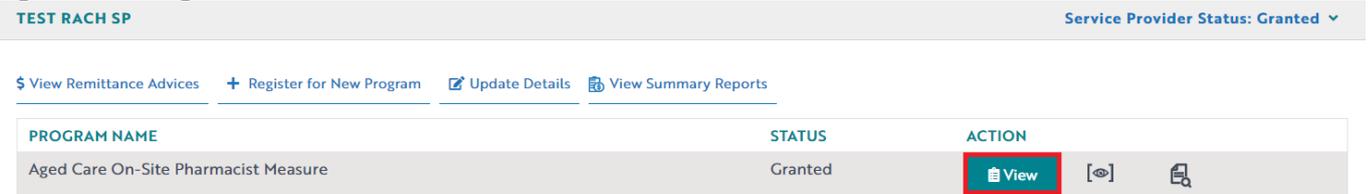

4) The MAP must ensure the bank details entered for a RACH Service Provider account are for either the RACH or the RACH Head Office.

Submit a RACH New Application

Where the RACH has not yet applied for the Measure, the next step is to submit an application under the RACH Service Provider's account. An application can be submitted by either the MAP or other users with approved links to the Service Provider's account. Please follow the steps below to complete this step:

1) Underneath the relevant Service Provider account on the home screen, click on the **View** button against the Aged Care On-Site Pharmacist Measure.

2) Once you have clicked on **View**, the following screen will display.

3) Click on the **New Application** tab.
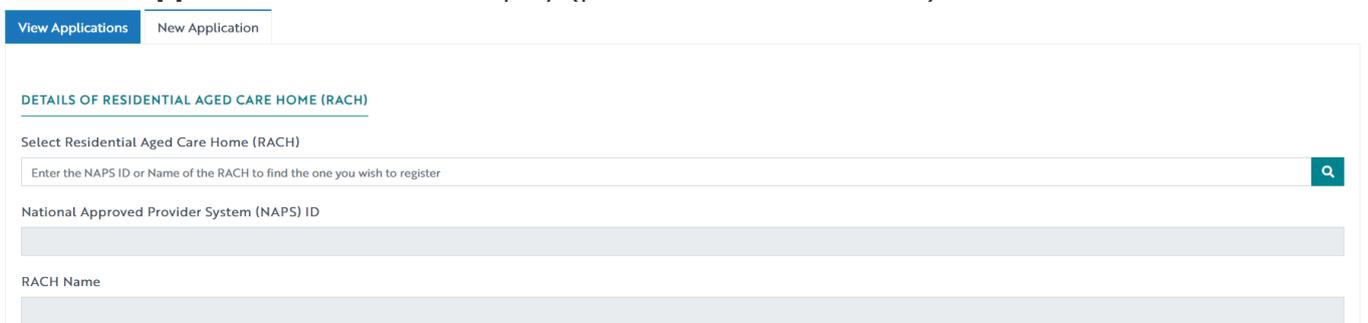
4) The **New Application** screen will display (part of form shown below).

5) Type in the NAPS ID or name of the RACH (this should match the information provided in your Service Provider account). You will then be provided with a list of RACHs you can select from. If your RACH is not showing in the list please contact the PPA Support Centre on 1800 951 285.

6) Once a RACH is selected this will fill with the Initial RACH Bed Band and Initial Eligible FTE for that RACH. RACH Bed Bands and associated FTE for each RACH are updated based on data provided to the PPA in June and December each year. Increased or decreased RACH ACOP FTE entitlements will be implemented for the first full month after the data is provided. The initial entitlement shown in your application is therefore valid up until new data has been provided. If your RACH changes bed bands at this time the MAP and RACH Service Provider emails will receive notification of this in June/December prior to the new FTE entitlement commencing.

7) Complete all remaining fields, including the intended start date for your ACOP and a completed and signed **Application form** (template located here).

8) Once you have completed all fields and pressed the **Submit** button, a confirmation message will appear. The application will be assessed by a PPA team member for approval. Should you not

have all the required documentation you can select the **Save** button and return to the application another time. Applications are usually assessed within 3 business days of being approved.

9) To view the application, click on the **View Applications** tab. The application will be in a pending state (below). Once an operator has assessed the application, the status of the application will change from **Pending** to either **Granted** or **Rejected**. You will be notified of the outcome via email. A notification of approval email will include the start date for your ACOP (as listed in the Portal), along with the RACH's starting bed band and eligible FTE.

APPLICATION ID	RACH NAME	START DATE	END DATE	APPROVAL	
16566	Watermelon Senior Services	-	-	Pending	

10) ACOPs can only work on-site under the Measure on or after the Start Date listed in the Portal against the approved application.

Submit an ACOP Measure Tier 2 monthly claim

To submit a monthly claim for Tier 2 of the ACOP Measure please follow these steps:

1) Underneath the relevant Service Provider account on the home screen, click on the **View** button against the Aged Care On-Site Pharmacist Measure.

2) You will be directed to the **View Applications** tab. Click on the **Manage Claims** button beside the relevant application.

3) You will automatically be directed to the **View Claims** tab. Click on the **New Claim** tab. The **ACOP Measure Monthly Claim** screen will display (part of screen below). Complete all mandatory fields. If any error messages appear, please correct your responses.

4) To submit a claim, you will need the following information:

- The name and AHPRA number of the ACOP who worked on-site at the RACH throughout the month being claimed

- How many days the ACOP worked in the month being claimed

- How the pharmacist was engaged by the RACH

- If more than one ACOP worked on-site at the RACH, the additional pharmacist's details and days worked can be added by selecting the **Add Another Pharmacist** button

- Confirmation that the pharmacists worked in minimum half day shifts and to a regular schedule.

5) You can leave the claim prior to submitting and return to it at a later time if required. To do this select the **Save** button at the bottom of the claim form. To access the claim at a later date complete steps 1 and 2 above. In the **View Claims** tab click on the **Continue Submission** button beside the relevant saved claim. This will reopen the saved claim form for you to continue.

6) When you are ready to submit the claim, read the declaration and then press the **Submit** button at the bottom of the claim form. An approval message will then appear. Payments are usually made within 3-5 business days of the claim being approved on the PPA Portal.

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 an approved Application

2) When you are in the **View Applications** tab, click on **Manage Claims** beside the RACH

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

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 [1]	MONTHLY CAP [2]	YEARLY CAP [3]
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

[1] based on 1 Full-Time Equivalent ACOP per 250 beds per eligible home
[2] on-site days are as per regular schedule with RACH
[3] 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.