



Pharmacy Programs  
Administrator

# PORTAL USER GUIDE FOR AUTHORISED ALTERNATIVE SUPPLIERS – TAKE HOME NALOXONE PROGRAM

July 2022

## PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – TAKE HOME NALOXONE PROGRAM

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## INTRODUCTION

Welcome from the Pharmacy Programs Administrator (PPA). We administer, process and pay claims associated with the Community Pharmacy Programs funded under the Seventh Community Pharmacy Agreement (7CPA) as well as the **Take Home Naloxone (THN) Program**.

This Portal User Guide provides a step-by-step process for Authorised Alternative Suppliers (AAS) to register for and submit data for the THN Program.

This user guide describes the following processes:

- Setting up your user account for the PPA Portal
- Registering for a Role
- Linking your Role to an existing Service Provider
- Linking you Role to a new Service Provider
- Registering for the THN Program
- Submitting Individual Supply Claim Data.

*Please note* only AAS sites located in Western Australia, South Australia and New South Wales can currently participate in the THN Program. Once this changes for other States and Territories, Service Providers will be informed.

## PORTAL ESSENTIALS

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

The PPA Portal was developed to specifications from the Department of Health to support our role in administering the Community Pharmacy Programs funded under the 7CPA. We believe it is important for you to understand this, as the registration process was designed to meet these strict specifications to ensure account security for users claiming for these programs. The PPA Portal has since been adapted to allow for AAS sites to take part in the THN Program and submit data via the PPA Portal.

If you require further assistance with using the PPA Portal, please do not hesitate to contact the PPA Support Centre on 1800 951 285 or via [support@ppaonline.com.au](mailto:support@ppaonline.com.au).



**CONTACT THE SUPPORT CENTRE:** 1800 951 285 | [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://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

**Pharmacy Programs Administrator Registration and Claiming Portal**

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](#), which changed on 1 July 2020 due to the commencement of the 7CPA. Please ensure you have read the updated General Terms and Conditions and agree to these before you log in to the Portal.

[Forgot your password?](#)

[Register as a new user](#)

- 3) The New User Registration Form will display

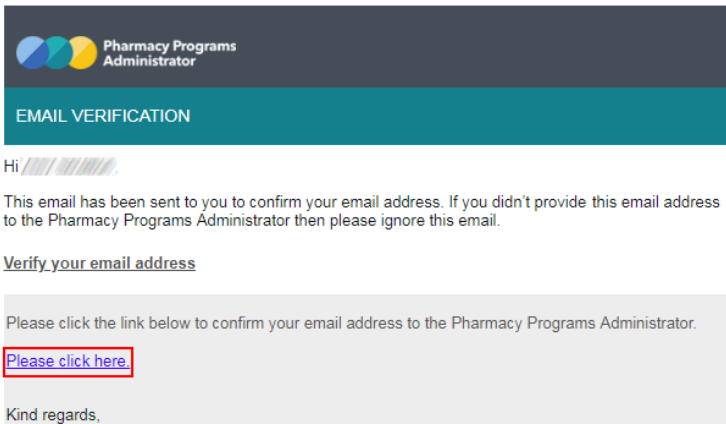
### NEW USER REGISTRATION FORM

Given Name(s)

Family Name

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

## Portal User Guide for AAS – Take Home Naloxone Program



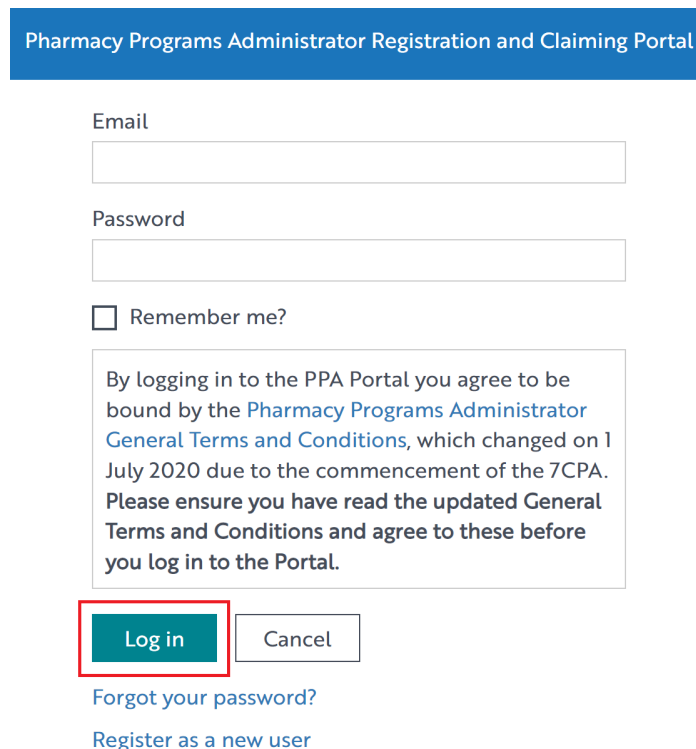
5) Once you have verified your email, you will be able to log in to the PPA Portal.

### 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://app.ppaonline.com.au>. The login page will display. Enter your account details and click on the **Log In** button



The screenshot shows the 'Pharmacy Programs Administrator Registration and Claiming Portal' login page. It features an 'Email' input field, a 'Password' input field, and a 'Remember me?' checkbox. Below these is a text box containing the following text: 'By logging in to the PPA Portal you agree to be bound by the [Pharmacy Programs Administrator General Terms and Conditions](#), which changed on 1 July 2020 due to the commencement of the 7CPA. Please ensure you have read the updated General Terms and Conditions and agree to these before you log in to the Portal.' At the bottom, there are 'Log in' and 'Cancel' buttons. The 'Log in' button is highlighted with a red box. Below the buttons are links for 'Forgot your password?' and 'Register as a new user'.

## Portal User Guide for AAS – Take Home Naloxone Program

- 2) A 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 AAS users of the Portal.

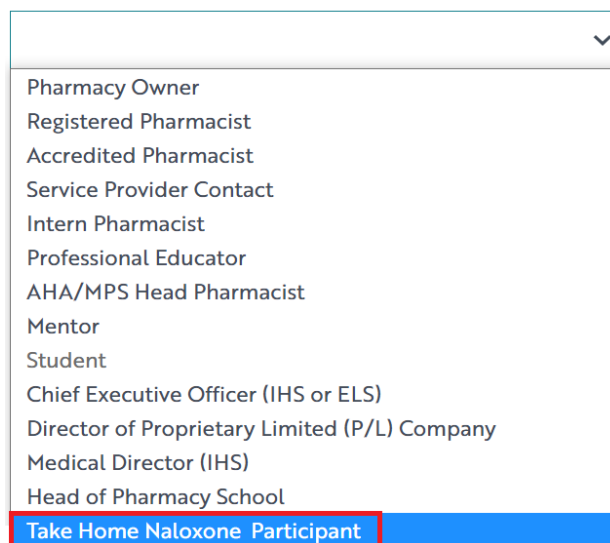
Scroll to the bottom of the page and click on the **To begin please register for a Role** link to register

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




A dropdown menu with a downward arrow icon in the top right corner. The menu is open, showing a list of role options. The option 'Take Home Naloxone Participant' is highlighted with a blue background and a red border.

- 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



A dropdown menu with a downward arrow icon in the top right corner. The menu is closed, and the text 'Take Home Naloxone Participant' is displayed inside the box.

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



A rectangular button with a red border. It contains a document icon and the text 'Submit'.

- 5) You are now ready to link your role to a Service Provider (i.e. your AAS site).

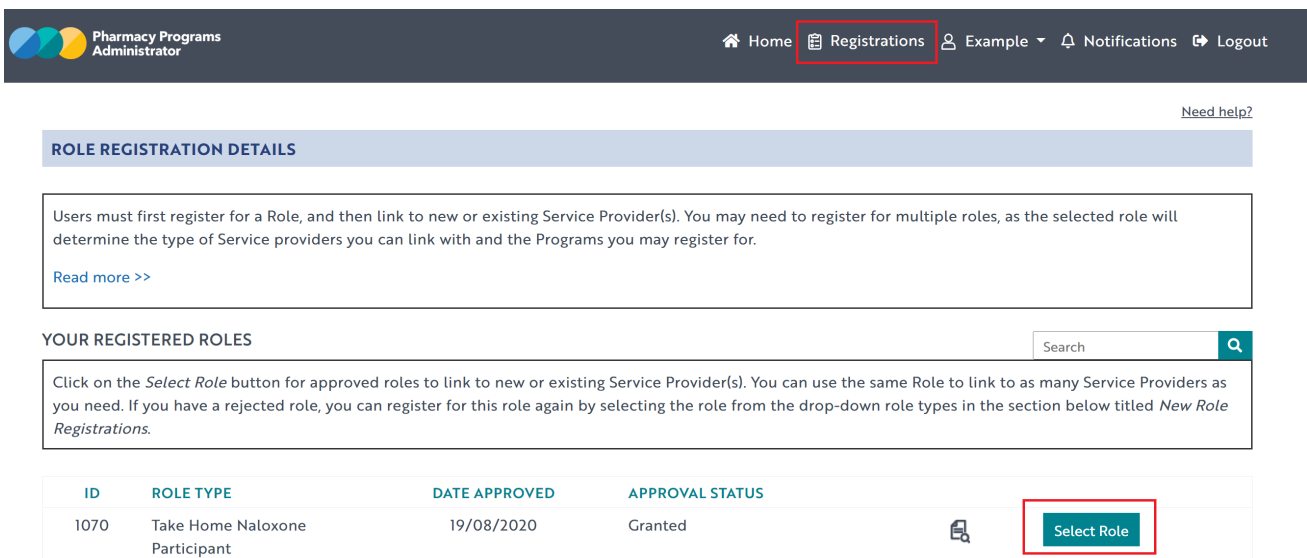
## LINK YOUR ROLE TO AN EXISTING SERVICE PROVIDER

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 (Authorised Alternative Supplier) 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



[Need help?](#)

**ROLE REGISTRATION DETAILS**

Users must first register for a Role, and then link to new or existing Service Provider(s). You may need to register for multiple roles, as the selected role will determine the type of Service providers you can link with and the Programs you may register for.

[Read more >>](#)

**YOUR REGISTERED ROLES** Search

Click on the *Select Role* button for approved roles to link to new or existing Service Provider(s). You can use the same Role to link to as many Service Providers as you need. If you have a rejected role, you can register for this role again by selecting the role from the drop-down role types in the section below titled *New Role Registrations*.

| ID   | ROLE TYPE                      | DATE APPROVED | APPROVAL STATUS |
|------|--------------------------------|---------------|-----------------|
| 1070 | Take Home Naloxone Participant | 19/08/2020    | Granted         |

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

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

- 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

| #   | BUSINESS NAME | ABN | TYPE                                | CREATED ON |
|-----|---------------|-----|-------------------------------------|------------|
| 971 | Test AAS      |     | THN Authorised Alternative Supplier | 17/03/2020 |

## Portal User Guide for AAS – Take Home Naloxone Program

*Please note* if the AAS 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 - TEST 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 Participant](#) for Test AAS

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




## LINK YOUR ROLE TO A NEW SERVICE PROVIDER

A new AAS 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 address details (physical and postal), and contact details.

- 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

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

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

## Portal User Guide for AAS – Take Home Naloxone Program

- 3) Click on the drop-down box underneath **Type of Pharmacy / Business** to select **Take Home Naloxone – Authorised Alternative Supplier** as the type of Service Provider you wish to register for

### PHARMACY / BUSINESS DETAILS

Type of Pharmacy / Business

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 the Service Provider type, please complete all the required fields.

- 4) 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
- 5) A confirmation message will then appear in the top right-hand corner of the screen.

✓ Service Provider registration submitted.

#### *Please note:*

- It may take a few days for your registration to be reviewed and approved. You will receive an email notification when it has been approved.
- If you need to be the MAP for a significant number of AAS sites, please complete one Service Provider registration, then email the PPA Support Centre with a list of the other Service Providers you need to register. We will assist you with this process. You should continue the registration process for the first Service Provider (i.e. complete the other steps in this Guide).

## 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

Service Provider Status: Granted ▼

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

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No entries found

- 3) The Program Registration screen will display a list of all programs a Service Provider may register for. AAS Service Providers can only select **Take Home Naloxone**

EXAMPLE AAS

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

Program Registration

Take Home Naloxone

▼

Declaration

To be eligible to participate in the Take Home Naloxone Program, an Approved Alternative Supplier must:

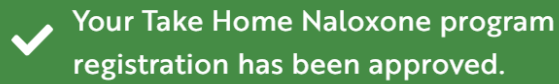
- a. Be authorised by the relevant State or Territory health authority to provide naloxone under the Take Home Naloxone Program in accordance with the relevant Commonwealth legislation
- b. Agree that your practice trading name and location may be listed on the Department of Health's website and/or provided to participating state health departments for communications relating to the program
- c. Agree to provide services in accordance with the Take Home Naloxone Program Rules, 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 organisation to abide by the terms and conditions detailed above.

Submit Registration

## Portal User Guide for AAS – Take Home Naloxone Program

- 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](mailto:support@ppaonline.com.au) for assistance.

## SUBMITTING INDIVIDUAL SUPPLY CLAIM DATA

This section details how to submit **Individual Supply Claim** Data through the PPA Portal. The **Individual Supply Claim** asks you to provide information about each instance naloxone was supplied to an individual.

*Please note: Although the term "claim" is used throughout this section, AAS are not eligible to receive payment for the supply of Naloxone products. As the PPA Portal was specifically designed for use by other types of organisations (such as pharmacies) as a claiming platform in relation to a range of other programs, this terminology has been retained.*

In order to submit a THN Individual Supply Claim you must first submit a Program Registration as per the steps in the above section.

- 1) Once logged into the PPA Portal, click on the **Home** icon to access a list of approved Program registrations against one or more AAS Service Providers
- 2) Click on the **View** button to submit Individual Supply claim data against the THN Program under the relevant Service Provider

| EXAMPLE AAS  |         | Service Provider Status: <span style="color: blue;">Granted</span> ▾ |
|--|---------|--|
| <a href="#">View Remittance Advices</a> <a href="#">+ Register for New Program</a> <a href="#">Update Details</a> <a href="#">View Summary Reports</a> |         |  |
| PROGRAM NAME   | STATUS  | ACTION   |
| Take Home Naloxone   | Granted | <span style="border: 2px solid red; padding: 2px;">View</span>       |

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

| TAKE HOME NALOXONE - EXAMPLE AAS |   |
|----------------------------------|---|
| Claims                           | New Individual Supply Claim   |
| ENTRIES                          | <input type="text" value="Search"/> <span style="color: blue;">Q</span> |
| No entries found                 |   |

## Portal User Guide for AAS – Take Home Naloxone Program

- 4) The **THN Individual Supply Claim** form 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 AAS

Claims | New Individual Supply Claim

**DETAILS**

Date of Supply  
 

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

**INITIAL SUPPLY OR REFILL**

*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 AAS


Claims | New Individual Supply Claim

**DETAILS**

Date of Supply  
 

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 claim will always be \$0.00 as AAS do not receive payment for the supply of naloxone under the THN Program.

## Portal User Guide for AAS – Take Home Naloxone Program

- 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 accepted. If claims are not submitted, they cannot be accepted.

### TAKE HOME NALOXONE - EXAMPLE AAS

Claims

New Individual Supply Claim

ENTRIES

Q

| ID    | DATE SUBMITTED | DATE OF SUPPLY | CLAIM TYPE                       | APPROVAL STATUS | ACTIONS  |
|-------|----------------|----------------|----------------------------------|-----------------|--|
| 91090 | -              | 22/06/2022     | Naloxone Individual Supply Claim | PreSubmission   | <div style="border: 1px solid #0070c0; display: inline-block; padding: 2px 5px; background-color: #0070c0; color: white;">Continue Submission</div> <span style="font-size: 1.2em; vertical-align: middle;">📄</span> |
| 91089 | 22/06/2022     | 22/06/2022     | Naloxone Individual Supply Claim | Granted         | <span style="font-size: 1.2em; vertical-align: middle;">📄</span>   |

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