Program Specific Guidelines are currently available in draft form and will shortly be updated to comply with the Commonwealth Grants Rules and Guidelines. Updates to these program guidelines will not change the intent of this program, but will provide additional clarity for participants. This program will continue to operate under these draft guidelines until updated program guidelines are published.
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This document must be read in conjunction with the 6CPA General Terms and Conditions.

All definitions in the 6CPA General Terms and Conditions apply in these Program Specific Guidelines.

1. DEFINITIONS

In this document the following terms and abbreviations have the meanings indicated:

Aboriginal Health Service (AHS) – A State/Territory or Community Controlled organisation which provides primary health care services to Aboriginal and/or Torres Strait Islander people.

Act – National Health Act 1953 (Cwth).


Allowance – Fees paid for services under the s100 Pharmacy Support Program (excluding the s100 Patient Specific Medicine Supply Fee).

Application Form – the Form known as Form A which is available from www.6cpa.com.au/resources/forms/.

Approved AHS – An AHS registered and approved to participate in the Remote Area Aboriginal Health Services Special Arrangements established under Section 100 of the Act (s100 supply arrangements). Information about the Section 100 (s100) supply arrangements and eligibility criteria for participation in the scheme can be found on the Department of Health website at: http://www.health.gov.au/internet/main/publishing.nsf/Content/health-pbs-indigenous.

Approved Hospital Authority – A hospital authority or a multi-purpose service/centre that:

• operates a pharmacy;
• has an approval number allotted for an approval (that has not been suspended nor revoked) under section 94 of the Act for the supply of pharmaceutical benefits;
• has a registered pharmacist engaged, who has capacity to provide s100 Support Services to an Approved AHS; and
• is located in a town where there is a community pharmacy under the following circumstances:
  • the hospital authority or multi-purpose service/centre provides confirmation in writing from the local community pharmacy that they are not willing or able to provide s100 Support Services to an Approved AHS; or

Approved Pharmacy – The business of supplying pharmaceutical benefits, at or from, the particular premises in respect of which a pharmacist is approved or deemed to be approved, under Section 90 of the Act. The approved pharmacist must be an Owner of the Approved Pharmacy providing s100 Support Services to an Approved AHS (refer to definition of Pharmacist below).

The Approved Pharmacy must be actively trading and continue to actively trade throughout the period of the eligibility of the s100 Support Allowance.

Budget – Distribution of funds available for the purposes of this Program over the term of the 6CPA.

Claim Form – the AHS pharmaceutical supplies request form (PB042) for s100 Supply Arrangements, available on the Department of Human Services (DHS) website: https://www.humanservices.gov.au/health-professionals/forms/pb042.

Department – Australian Government Department of Health.

Eligible Applicant – An Approved Pharmacy or Approved Hospital Authority that is eligible to receive the s100 Support Service Allowance in accordance with these Guidelines.

Eligible Pharmaceutical Benefit – all Ready Prepared Pharmaceutical Benefits except for:

• pharmaceutical benefits that can only be supplied under Part VII of the Act in accordance with a special arrangement under section 100 of the Act; and
• pharmaceutical benefits that can only be supplied under Part VII of the Act under prescriber bag provisions; and
• pharmaceutical benefits that are Schedule 8 drugs, as defined by the relevant State or Territory drugs and poisons legislation.

Guidelines – This document entitled “Program Specific Guidelines - Section 100 Pharmacy Support Allowance Program”.

Guild – The Pharmacy Guild of Australia.

NACCHO – National Aboriginal Community Controlled Health Organisation.
PROGRAM SPECIFIC GUIDELINES

2. INTRODUCTION

These Guidelines set out the eligibility conditions and arrangements for the payment of an Allowance to Approved Pharmacies and Approved Hospital Authorities that provide s100 Support Services to Approved AHSs and any of their nominated Outstations and the payment of the s100 Patient Specific Medicines Supply Fee.

Community and Hospital Pharmacists play a key role in maintaining the health of all Australians, including those who live in remote areas. The aim of the Program is to assist eligible pharmacists to provide a range of quality use of medicines and medication management services to support remote area Approved AHSs.

These Guidelines are intended to provide consistency and certainty in respect of the administration of the Program but it should also be noted that they are not legally binding on the Guild or on the Department. The Guild and Department may agree to depart from these Guidelines in situations where circumstances warrant.

These Guidelines may be revised from time to time. The Guidelines are administrative and reflect the intention of the Grant and the Department as to how the Program is to be administered. The decision to grant an Allowance is entirely discretionary, and these Guidelines do not confer any entitlement to a person to receive an Allowance.

Neither the Guild nor the Department will accept liability for any loss or damage incurred by a person in expectation of the grant of an Allowance.

3. THE ALLOWANCE AND FEES

Funding for these Programs are limited on the basis of available funds. Lodging an application that meets the eligibility criteria does not guarantee payment.

If there is an oversubscription of applications in relation to the amount of Funding available for the Program, equity across the country will be considered to ensure there is an allocation of Funding across Australia.

S100 Pharmacy Support Allowance

An Allowance of between $6,000 and $10,500 (GST exclusive) per annum and if applicable, a travel loading and additional loading, may be paid to an Eligible Applicant for providing a range of services to support an Approved AHS in its implementation or continuation of s100 supply arrangements.

If Outstations attached to the Approved AHS are also being serviced under these arrangements, a flat rate of $6,000 (GST exclusive) per Outstation per annum, and if applicable, a travel loading and additional loading, is payable for providing these support services.
This Allowance relates to:

- A Primary AHS; and
- An Outstation.

It should be noted that any Outstation/s that do not meet the definition will not be included in the calculation of the Allowance.

**S100 Patient Specific Medicine Supply Fee**

In order to be eligible to receive the s100 Patient Specific Medicine Supply Fee, the Eligible Applicant must have performed services relating to the supply of Eligible Pharmaceutical Benefits to an Approved AHS under a Rural Script Rural Script between 1 January 2017 and 31 December 2017. The s100 Patient Specific Medicine Supply Fee of is $4.57 per each unit of Eligible Pharmaceutical Benefits (to be adjusted in line with any increases approved by the Department) supplied under a Rural Script.

The current administration and payment arrangements described in these Guidelines for the s100 Patient Specific Medicine Supply Fee will be in place until 31 December 2017. Administration and payment arrangements beyond this date will be communicated to Eligible Applicants prior to the 31 December 2017.

**4. ELIGIBILITY CRITERIA**

**S100 Pharmacy Support Allowance**

In the first instance, an Approved Pharmacy supplying medicines to an Approved AHS will be eligible to provide the support services.

Where an Approved Pharmacy supplying medicines to an Approved AHS exists, and confirmation is provided in writing that they do not wish to provide or are unable to provide the support services, eligibility to provide the support services may be extended to another Approved Pharmacy or an Approved Hospital Authority.

Where an AHS is being supplied medicines under the s100 supply arrangements by a Hospital Authority, consideration for provision of the s100 Allowance for Support Services will be given in the first instance to an Approved Pharmacy.

An Approved AHS has the commercial right to transfer their support services to another Eligible Applicant (see Item 7) should they decide to.

As pre-requisites for claiming this Allowance, an Eligible Applicant who wishes to provide support services must have:

- informed themselves about general Aboriginal and Torres Strait Islander health issues using the resources made available in the Program’s Information Kit (available at [www.6cpa.com.au](http://www.6cpa.com.au));
- undertaken appropriate Aboriginal and Torres Strait Islander peoples cultural orientation (guides and resources are available in the Program’s Information Kit); and
- been appropriately advised by the AHS of local Aboriginal and Torres Strait Islander Community arrangements and health issues.

In order to be eligible for payment, the Eligible Applicant must provide a range of services to support the remote area AHS in its implementation, and ongoing participation, of the s100 supply arrangements.

The range of services to be provided by the Eligible Applicant is by agreement with the relevant AHS, and must be documented and certified in an annual Workplan specific to that AHS and its Outstation/s. The services will be based on a needs assessment conducted by the Eligible Applicant, in full consultation with the AHS Chief Executive Officer (CEO) or Medical Director, on current medication management arrangements at the service, with consideration to Quality Use of Medicine principles.

Services should include but not be limited to:

- Developing and implementing a Workplan for the s100 supply arrangements within the AHS;
- Providing assistance in the implementation and ongoing administration of appropriate procedures and protocols for managing s100 supply arrangements, including the establishment of a medicine store;
- Developing a range of other appropriate measures to enhance the Quality Use of Medicines (which may include assistance with dose administration aids, participation in regular meetings with health staff, and review of patient medication);
- Implementing agreed measures which aim to enhance the Quality Use of Medicines; and
- Providing a range of education services to AHS clinical and support staff relating to medicines and their management.

In providing the s100 support services, the Eligible Applicant should refer to the *Guidelines and Standards for Pharmacists – “The Provision of Pharmacy Services to Aboriginal and Islander Health Services”*, (PSA, July 2014). This document should be regarded as an evolving document and may be revised from time to time. A link to this document is available through the s100 Pharmacy Information Kit (available at [www.6cpa.com.au](http://www.6cpa.com.au)).
S100 Patient Specific Medicines Supply Fee

In order to claim the s100 Patient Specific Medicines Supply Fee, Eligible Applicants must be an Approved Pharmacy or Approved Hospital Authority which is approved to supply Eligible Pharmaceutical Benefits to an Approved AHS under s100 supply arrangements. In order to be eligible to receive the s100 Patient Specific Medicine Supply Fee, the Eligible Applicant must have performed services relating to the supply of Eligible Pharmaceutical Benefits to an individual, identifiable client of an Approved AHS under a Rural Script between 1 January 2017 and 31 December 2017.

In order to receive payment of the s100 Patient Specific Medicine Supply Fee, Eligible Applicants must submit a copy of the Claim Form to the Guild. The Claim Form must only include those Eligible Pharmaceutical Benefits that are the subject of the Rural Script in relation to which the Eligible Applicant is claiming the s100 Patient Specific Medicine Supply Fee.

Claims for the s100 Patient Specific Medicine Supply Fee must be submitted at the same time as a claim is made to the Department of Human Services for the S100 bulk supply handling fee. Claims must be submitted using the Claim Form. Claims for services provided after 31 December 2017 will not be approved.

Two visits per 12 month Reporting Cycle

Eligible Applicants in receipt of the Allowance must, as a minimum, provide two visits per 12-month reporting cycle to each primary Approved AHS and any attached Outstation/s (i.e. at least one visit per six-month reporting period).

5. PAYMENT MODEL

S100 Pharmacy Support Allowance

Eligible Applicants must have registered for participation in the s100 Pharmacy Support Program via the 6CPA Claiming and Registration Portal (www.6cpa.com.au). As a part of this registration process the Eligible Applicant must provide a nominated bank account and a current Australian Business Number (ABN) to allow for payment of the Allowance via Electronic Funds Transfer. All Allowance payments from Guild to the Eligible Applicants will be GST inclusive and will be made to the account nominated by the Eligible Applicant.

All s100 Support Service documentation relevant to the Allowance (excluding s100 Patient Specific Medicine Supply Fee) will be assessed by the Department. Based on the Department’s assessment of the required documentation (i.e. Form A and Workplan, or Form B and Progress Report) provided, the Department will approve Allowance payments and the Guild will then process them.

Subject to the Guidelines relating to payments set out in the table below, the Allowance, excluding any s100 Patient Specific Medicine Supply Fees, will be paid to Eligible Applicants in three annual instalments:

- a 50% instalment of the annual Allowance on approval of the Eligible Applicant’s initial or renewal Application Form (Form A), including agreed Workplan;
- a further instalment of 25% of the annual Allowance, on the submission and acceptance by the Department of the Certification of Continued Support Service Form (Form B), including the first six-month Progress Report against the current Workplan; and
- a final instalment of 25% of the annual Allowance on the submission and acceptance by the Department of the Certification of Continued Support Service Form (Form B), including the second six-month Progress Report against the current Workplan.

The annual Primary AHS base amount of the Allowance will be subject to review at intervals of not more than 12 months, and will be based on ‘script volume’ data (i.e. number of PBS items supplied) and calculated by the Department in accordance with the table on the following page.

s100 Patient Specific Medicine Supply Fee

Payment for a claim for the s100 Patient Specific Medicine Supply Fee will not be made until the Eligible Applicant has submitted the relevant Claim Form (and any other supporting documentation as requested) through the 6CPA Registration and Claiming Portal, and that claim has been approved for payment.

A two part claiming and payment structure will apply, to differentiate between pharmaceutical benefits provided in bulk under s100 supply arrangements and those provided for individual, identifiable clients of Approved AHS under a Rural Script. Both sets of claims must be submitted using the Claim Form.

Claim Form 1 - Bulk supply

For Eligible Pharmaceutical Benefits provided under s100 supply arrangements, the Eligible Applicant must submit the Claim Form for the s100 bulk handling fee to the Department of Human Services in line with current claiming processes. This Claim Form should not include Eligible Pharmaceutical Benefits provided under a Rural Script.
**Claim Form 2 - Rural Script**

For Eligible Pharmaceutical Benefits provided under a Rural Script, the Eligible Applicant must submit the Claim Form for the s100 Bulk Handling Fee to the Department of Human Services in line with current claiming processes, AND to the Guild through the 6CPA Registration and Claiming Portal for the s100 Patient Specific Medicine Supply Fee. Claim Form 2 should not include Eligible Pharmaceutical Benefits provided under s100 supply arrangements that have been included on Claim Form 1.

Claims for services provided after 31 December 2017 will not be approved. Claims for services provided up to and on 31 December 2017 submitted later than 31 January 2018 will not be approved.

### 6. RULES RELATING TO PAYMENT

The Allowance and s100 Patient Specific Medicine Supply Fee is payable only to the Eligible Applicant with whom the relevant Approved AHS has an agreement. Changes to arrangements, including changes to pharmacy approval numbers, location or similar, should be notified in writing to the Department. Further payments of the Allowance will cease, should the Eligible Applicant be unable to continue provision of s100 Support Services to the Approved AHS.

Where an incorrect payment (over/under payment) has been made, the Guild will undertake action to correct the error with the Eligible Applicant as promptly as possible. Where the Eligible Applicant is entitled to future payments, the overpayment will be deducted from their future payments. Where no further payments are being made to the Eligible Applicant, funds recovery will be undertaken by the Guild.

Three payments calculated in instalments of 50%, 25% and 25% of the total annual Allowance including travel loadings may occur in any 12-month reporting cycle. The first instalment of the Allowance will be made upon receipt and approval by the Department of a Form A and the Workplan.

Payments for claims for the s100 Patient Specific Medicine Supply Fee can be made for Rural Scripts dispensed in the 2017 calendar year.

### New Applications (Form A)

The Application Form (Form A), signed and dated by the Eligible Applicant and the CEO or Medical Director of the Approved AHS will indicate that:

- the AHS has entered into an agreement with the Eligible Applicant to provide s100 Support Services;
- the Eligible Applicant has informed themselves about general Aboriginal and Torres Strait Islander health issues using the resources made available in the Program’s Information Kit (available at www.6cpa.com.au);
- the Eligible Applicant has undertaken appropriate Aboriginal and Torres Strait Islander peoples cultural orientation (guides and resources available in the Program’s Information Kit (available at www.6pca.com.au);
- the Eligible Applicant has been appropriately advised by the AHS of local Aboriginal and Torres Strait Islander Community arrangements and health issues;
- that the Outstation meets the requirements as per the definition contained within these Guidelines; and
- an agreed Workplan has been developed between the Eligible Applicant and the AHS, including the frequency of visits per 6-month reporting cycle, types of services and timelines for implementation and other relevant details.

For Allowance payments, the following details are required:

- the registered pharmacist/s name/s in full;
- address for correspondence;
- location, including postcode, and approval number of the Pharmacy or Hospital Authority for which the Allowance is being claimed;
- name of the Approved AHS;
- AHS Section 100 approval number;
- the “return-trip" distance between the pharmacy and the Approved AHS receiving the support service; and
- the “return-trip" distance between the pharmacy and the Outstation/s receiving the support service (if applicable).

A copy of the Workplan signed and dated by the Eligible Applicant and the CEO or Medical Director of the Approved AHS is to be attached to the application. The Application Form and Workplan must be submitted to, and received by the Department, within three (3) calendar months from the commencement date of s100 Support Services to the Approved AHS.

Payment of the Allowance will not be made unless the Application (Form A), including the agreed Workplan, has been received and approved by the Department.

### Renewal Applications (Form A)

A renewal Application (Form A) and a new agreed Workplan for the next 12-month period, signed by the Eligible Applicant and the CEO or Medical Director
### Primary AHS
Annual base amount is dependent on the volume of PBS medicines supplied to the AHS via section 100 arrangements during the previous calendar year (or for new services, an estimate of PBS items calculated by multiplying the number of registered clients by 1.26):

- < 5000 PBS items per annum: $6,000 pa
- 5001 – 10,000 PBS items per annum: $9,000 pa
- > 10,000 PBS items per annum: $10,500 pa

Additional loading if the AHS is on an island, or the usual mode of travel to AHS is by boat or aircraft: $1,000 pa

### Outstation
For each Outstation being provided services, a flat rate allowance is payable, irrespective of the volume of medicine supply: $6,000 pa

Additional loading if the Outstation is on an island, or the usual mode of travel to the Outstation is by boat or aircraft: $1,000 pa

### Travel Loading*
“Return Trip” Distance travelled between the Eligible Applicant’s premises and the:
- Primary AHS; and
- Outstation (if applicable).

<table>
<thead>
<tr>
<th>Distance</th>
<th>Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;50km</td>
<td>$0</td>
</tr>
<tr>
<td>50km - &lt;150km</td>
<td>$500 pa</td>
</tr>
<tr>
<td>150km - &lt;400km</td>
<td>$1,000 pa</td>
</tr>
<tr>
<td>400km - &lt;600km</td>
<td>$1,500 pa</td>
</tr>
<tr>
<td>600km - &lt;800km</td>
<td>$2,000 pa</td>
</tr>
<tr>
<td>800km - &lt;1000km</td>
<td>$2,500 pa</td>
</tr>
<tr>
<td>&gt;1000km</td>
<td>$3,000 pa</td>
</tr>
</tbody>
</table>

*Travel Loading examples

1) Primary AHS is 422 kms from Eligible Applicant’s Pharmacy with no Outstation/s attached:

\[ \text{Travel Loading} = 422 \text{ kms} \times 2 \text{ (i.e. return trip)} = 844 \text{ kms} = \$2,500 \text{ pa} \]

2) Primary AHS is 346 kms from Eligible Applicant’s Pharmacy with two Outstation/s attached (Outstation 1 is 397 kms and Outstation 2 is 411 kms from the Eligible Applicant’s Pharmacy):

\[ \begin{align*}
\text{Travel Loading} &= \\
&= \text{Primary AHS} = 346 \text{ kms} \times 2 \text{ (i.e. return trip)} = 692 \text{ kms} = \$2,000 \text{ pa} \\
&+ \text{Outstation 1} = 397 \times 2 \text{ (i.e. return trip)} = 794 \text{ kms} = \$2,000 \text{ pa} \\
&+ \text{Outstation 2} = 411 \times 2 \text{ (i.e. return trip)} = 822 \text{ kms} = \$2,500 \text{ pa} \\
\text{TOTAL} &= \$6,500 \text{ pa}
\]
period (to 30 June or 31 December) has ended. All forms must be received by the Department no later than three months after the end of the work period – 30 September of the next financial year. Payment will not be made after this time unless prior agreement has been obtained from the Department. Payment of the associated Allowance instalment will not be made until the Certification of Continued Support Service Form (Form B) and the six-monthly Progress Report has been received and approved by the Department.

Incorrect or incomplete documentation will be returned to the Eligible Applicant for corrections and resubmission.

Failure to provide minimum annual visitation requirements
As described in Item 4, at a minimum, two visits to the Approved AHS and each designated Outstation are required per 12 month reporting cycle. Failure to provide the minimum number of visits annually may result in the Guild initiating a process to recover Allowance payments that have been made to undertake these visits. If the visit has been cancelled or denied due to no fault of the Eligible Applicant, please email the Department at S100-remotepharmsupport@health.gov.au to advise the circumstances.

Claims for payments
Assessment of claims for payment of the s100 Pharmacy Support Allowance will be assessed by the Department and processed by the Guild, using information supplied in a spread sheet containing the following fields:

- Approval number of Eligible Applicant
- Eligible Applicant’s name
- Total amount per Eligible Applicant
- Total s100 Support Allowance payment run amount

The Department will provide a s100 Allowances Payment Schedule at the end of every month.

Claims for payment of the Allowance will be assessed by the Department and processed by the Guild, using information supplied in the Claim Form and other supporting documentation as requested.

The Guild will provide separate formal notice of payments of both the Allowance and the s100 Patient Specific Medicine Supply Fee directly to Eligible Applicants on the payment of their Allowance or claim.

7. RENEGOTIATION OR TRANSFER OF S100 SUPPORT SERVICE ARRANGEMENTS
Approved AHSs have the commercial right to transfer their support services to another Eligible Applicant, or renegotiate their support service arrangements with their current provider.

8. DISPUTE RESOLUTION
A Dispute Resolution process is provided to assist in resolving any issues or disputes that may arise as a result of interaction between Program stakeholders (e.g. Approved AHS, Approved Pharmacies, or Approved Hospital Authorities).

Should a dispute arise, the process outlined below should be followed to resolve the matter:

- in the first instance, parties to the dispute should aim to resolve the matter between themselves;
- should negotiations between the parties fail to resolve the matter, then the Department should be consulted to assist in facilitating a resolution to the dispute. The Department may seek advice from the Guild and other Program stakeholders (e.g. NACCHO, State/Territory Health Departments); and
- if the matter has still not been resolved to the satisfaction of the affected parties, the Department may seek the assistance of an impartial third-party, to further assist in facilitating a resolution to the dispute.

9. INFORMATION KIT FOR APPLICANTS
The Pharmacy Information Kit – Section 100 Pharmacy Support Allowance Program has been prepared by the Guild, in consultation with the Department, NACCHO and other stakeholders and covers:

- what the s100 Support Allowance is;
- eligibility criteria;
- links to the Program Specific Guidelines (which include payment information); and
- an information package which includes -
  - background to the s100 Support Allowance payments;
  - a range of training and resource materials, including material supplied by NACCHO on Aboriginal health issues and community controlled health services; and
The Information Kit can be accessed via www.6cpa.com.au.

10. REPORTING REQUIREMENTS

• The Guild will provide advice to the Department on the Allowance payment details and total expenditure for the period by payment amount and Eligible Applicant; and

• The Eligible Applicant providing the s100 Support Services to the Approved AHS (and Outstation/s if applicable) will provide the Department with six-monthly Progress Reports against the agreed work plan.

Further information about AHS and the Pharmaceutical Benefits Scheme can also be found on the Department’s website at: http://www.health.gov.au/internet/main/publishing.nsf/Content/health-pbs-indigenous

• The Department will be responsible for handling enquiries relating to eligibility relating to the Section 100 Allowance for Support Services to remote area AHS, and for the calculation and approval of Allowance payments. Please email S100-remotepharmsupport@health.gov.au

• The Pharmacy Guild of Australia will be responsible for payments related to approved claims, responding to enquiries regarding the Section 100 Pharmacy Support Allowance Program and the s100 Patient Specific Medicine Supply Fee, the Program Information Kit, and the use of resources and templates contained within the kit. Please call the 6CPA Support Line on 1300 555 262 or email at support@6cpa.com.au