



Community
Pharmacy
Agreement

STAGED SUPPLY

Effective from 1 July 2018

PROGRAM RULES



Australian Government
Department of Health



The Pharmacy
Guild of Australia

TABLE OF CONTENTS

1. INTRODUCTION	3
2. BACKGROUND	3
3. PARTICIPATION	3
3.1 Requirements for participation	3
3.2 Patient Eligibility Criteria	4
3.3 Patient consent	4
4. STAGED SUPPLY PROGRAM ELEMENTS	4
4.1 Staged Supply Services	4
4.2 Health Outcome Data Collection	4
5. FEES	5
6. FUNDING AVAILABILITY	5
7. CLAIMS	5
7.1 Claim Submission	5
7.2 Claim Amendments	5
7.3 Claim Lodgement	5
7.4 Supporting Documentation	5
8. AUDIT REQUIREMENTS	6
9. RESOURCES	6
10. CONTACT	6
ATTACHMENT A	7

PROGRAM RULES

1. INTRODUCTION

This document outlines the Program Rules governing the Staged Supply Program. This document must be read in conjunction with the 6CPA General Terms and Conditions, the “Guidelines on dose administration aids and staged supply of dispensed medicines” by the Pharmacy Board of Australia (Pharmacy Board Guidelines) and the “Standards and guidelines for pharmacists providing a staged supply service for prescribed medicines developed” by the PSA (PSA Standards).

Definitions in the 6CPA General Terms and Conditions apply in these Program Rules.

The Staged Supply Program provides for the provision of medication to a patient in instalments where requested by a prescriber.

The Staged Supply Program is funded under the Sixth Community Pharmacy Agreement and aims to improve medication adherence and to reduce risks of self-harm or harm to others through accidental or intentional misuse, abuse or diversion of prescribed medicines.

The Staged Supply Program has been redesigned to support the collection of information to assist with assessment of the effectiveness of the Program.

Staged Supply Service Providers participating in the Staged Supply Program will be required to provide to the 6CPA Administrator health outcomes information for four (4) patients that receive services (see Attachment A). (Please note: for Staged Supply Service Providers claiming services for less than four (4) patients, the information must be collected and provided to the 6CPA Administrator for all patients). This data is being collected in order to monitor the Staged Supply Program’s delivery of health outcomes for patients. Data will be required to be provided at initial patient registration, and at six monthly intervals. Staged Supply Service Providers will receive a fee for the collection and provision of health outcomes information to the 6CPA Administrator. Staged Supply Service Providers will also receive a fee for each Staged Supply service they provide to eligible patients up to a cap of fifteen (15) patients per pharmacy.

2. BACKGROUND

For the purposes of this Program, Staged Supply is the provision of PBS medicines in instalments where requested by the prescriber.

Staged Supply instalments may be made daily, weekly or as requested by the prescriber.

Staged Supply services for this Program specifically exclude medicines supplied under the Section 100 Opioid Dependence Treatment Program.

3. PARTICIPATION

3.1 Requirements for participation

To be eligible to become an Approved Staged Supply Service Provider and participate in the Staged Supply Program, a pharmacy must:

- be approved to dispense pharmaceutical benefits as part of the Pharmaceutical Benefits Scheme (PBS) defined in Section 90 of the National Health Act 1953 (Cth) (Section 90 pharmacy).
- be accredited by an approved Pharmacy Accreditation Program or be in the process of attaining Accreditation within six (6) months of lodging the application to become registered to participate in the Program. The Commonwealth may waive the requirement to hold or be seeking accreditation in order to ensure patients can access the Program.
- agree to publicly display and comply with the Community Pharmacy Service Charter and Customer Service Statement. A sample Customer Service Statement and a template are available online at www.6cpa.com.au.
- abide by the 6CPA General Terms and Conditions available from www.6cpa.com.au.
- undertake to provide Staged Supply services in accordance with these Program Rules, relevant Professional Standards and the Pharmacy Board Guidelines. Ensure that Staged Supply Initiation and Follow Up services, and any interviews or consultations, are carried out by a Registered Pharmacist face-to-face with the patient and/or patient’s carer with consideration of the patient’s comfort and right to privacy.
- undertake to obtain appropriate written consent for provision of the Staged Supply Service prior to providing the service. A consent form is available online at www.6cpa.com.au.
- ensure that the preparation and supply of the instalment occurs in an area which accords with legislative requirements for the dispensing of medications.
- comply with legislative requirements in relation to the storage and access by staff to medicines that are held in the pharmacy and that the area where the medicines are stored is not accessible to the public
- ensure the Registered Pharmacist conducting the Staged Supply initiation and follow up is not responsible for dispensing or undertaking other professional duties.

PROGRAM RULES

- agree to accept the payment received under this Program as full payment and provide all aspects of the Staged Supply service at no cost to participating patients.

3.2 Patient Eligibility Criteria

To be eligible for a Staged Supply Service funded under the 6CPA, the patient must satisfy the following mandatory eligibility criteria:

- is a Medicare and/or Department of Veterans' Affairs (DVA) cardholder;
- is living at home in a community setting;
- is a current government issued concession cardholder;
- has been referred for a Staged Supply Service by their prescriber; and
- is prescribed one or more of the following types of medications as a pharmaceutical benefit:
 - opioid analgesics
 - antipsychotics
 - anxiolytics
 - hypnotics and sedatives
 - antidepressants
 - psycho-stimulants.

Staged Supply Services funded under this Program are not available to in-patients of public or private hospitals, day hospital facilities, transitional care facilities, residents of an Aged Care Facility or patients in a correctional facility.

Staged Supply Services funded under this Program are not available to patients receiving Staged Supply services funded under other Federal or State and Territory government programs.

Where a patient does not meet the eligibility criteria, the Staged Supply Service Provider may offer the service at a patient's own cost.

3.3 Patient consent

The Staged Supply Service Provider must obtain appropriate written consent from the patient or patient's carer prior to providing a Staged Supply Service. A consent form is available online at www.6cpa.com.au.

4. STAGED SUPPLY PROGRAM ELEMENTS

A Staged Supply Service must be conducted in accordance with the Pharmacy Board Guidelines and PSA Standards; this includes the routine monitoring and assessment of the patient.

To be eligible to claim for Staged Supply Services under this Program, information must be collected by the Staged Supply Service Provider to ensure the eligibility requirements of these Program Rules are met as well as the data requirements outlined in Attachment A and the Supporting Documentation outlined in clause 7.4. This includes written confirmation from the patient's prescriber outlining the prescription medicine(s) to be provided through a staged supply arrangement.

4.1 Staged Supply Services

Staged Supply Service Providers may claim a fee for the provision of a medication under a Staged Supply Arrangement for up to fifteen (15) patients that meet the eligibility criteria in Clause 3.2. Supporting documentation is required to be retained for each service claimed as per clause 7.4.

4.2 Health Outcome Data Collection

Information must be collected for all patients to monitor the Staged Supply Program's delivery of health outcomes for patients.

Initial Patient Registration

Staged Supply Service Providers will be required to collect and provide data to the 6CPA Administrator in accordance with Attachment A of these Program Rules. An approved Staged Supply Patient Registration template and claiming instructions is available at www.6CPA.com.au.

Six month follow up

Staged Supply Service Providers will be required to collect and provide to the 6CPA Administrator follow up data on each of the patients for which Initial Patient Registration data was collected at regular intervals as instructed by the prescriber in accordance with Attachment A of these Program Rules. An approved Staged Supply follow up template and claiming instructions is available at www.6CPA.com.au.

If the patient for which data is being collected exits the Staged Supply Program prior to the six-month follow up, the follow up interview should be conducted (where possible) at the time of exit.

PROGRAM RULES

5. FEES

The following fees are payable by the 6CPA Administrator for the provision of a Staged Supply Service:

Fee (per patient)	Description
\$8.01	Provision of first Staged Supply service each week (day 1 visit)
\$4.06	Each additional provision of a Staged Supply service during the week
\$31.90	Collection of data at patient registration
\$31.90	Collection of data at Follow Up Service

No additional patient charges may be levied.

In order to claim the above amounts, all data collected in accordance with Attachment A must be provided to the 6CPA Administrator.

Note: Patients will still be required to pay to obtain the medicines that will be provided through the Staged Supply Service including the PBS co-payment (if applicable) when medications are dispensed.

Forms to aid with the collection of this information will be available from www.6CPA.com.au

6. FUNDING AVAILABILITY

Each pharmacy may provide Staged Supply services to a maximum of fifteen (15) patients at any one time.

Caps will be monitored and may be modified to ensure the funding does not exceed the allocated budget.

7. CLAIMS

7.1 Claim Submission

An Approved Staged Supply Service Provider may submit claims on a monthly basis for providing Staged Supply services to people who meet the Patient Eligibility Criteria.

Claims must be submitted online via the 6CPA Registration and Claiming Portal available at www.6cpa.com.au.

Staged Supply Services and associated Follow Up services must be claimed by the end of the next calendar month (e.g. Staged Supply services undertaken in March must be claimed by 30 April). Claims submitted outside this timeframe will not be paid and cannot be resubmitted.

All information entered on the Claim must be correct

as any inconsistencies may delay payment or result in a Claim being rejected.

A Follow Up service claim can only be made where a Staged Supply Service has been successfully claimed continuously over at least four consecutive months.

7.2 Claim Amendments

Staged Supply or Follow Up service claims that are submitted with incomplete or incorrect data will be required to be amended within thirty (30) days of the amendment notification. Claims that are not amended within thirty (30) days of the amendment notification will not be paid.

Staged Supply or Follow Up service claims that are rejected due to submission being beyond the end of the next calendar month cannot be resubmitted.

A patient may continue to receive a Staged Supply Service if they no longer meet the patient eligibility criteria for a maximum of four (4) weeks.

7.3 Claim Lodgement

The following information must be provided to the 6CPA Administrator in order to claim a payment under this Program:

- Section 90 number;
- Pharmacy Accreditation ID;
- Patient's Medicare/DVA Card number;
- Date of initial Staged Supply or Follow Up Service;
- A declaration by the claiming Approved Staged Supply Service Provider that the patient satisfies the eligibility criteria outlined in clause 3.2 of these Program Rules; and
- All data outlined in Attachment A, where Patient consent has been obtained.

7.4 Supporting Documentation

The following information must be retained by the Staged Supply Service Provider for seven (7) years to support any claim for payment made under these Program Rules:

- Section 90 number at the time of the provision of the Staged Supply service;
- Pharmacy Accreditation ID at the time of the provision of the Staged Supply service;
- Registered Pharmacist Identifier (e.g. AHPRA registration number)
- Copy of the patient consent form, where relevant;
- Patient's name and address

PROGRAM RULES

- f) Patient's Medicare/DVA Card number;
- g) Patient's concession card number;
- h) How the Patient has satisfied the other eligibility criteria;
- i) List of all prescription and non-prescription medicines the Patient is taking at the time the Staged Supply service is provided; and
- j) Date(s) of provision of medicine instalments as a part of the Staged Supply service.

Either an electronic or paper based system may be used to record the Supporting Documentation.

8. AUDIT REQUIREMENTS

Staged Supply Service Providers must retain all records for seven (7) years to demonstrate that they have complied with the 6CPA General Terms and Conditions and these Program Rules when providing and claiming for a Staged Supply Service.

Staged Supply Service Providers may be subject to audits by the Australian Government to ensure Staged Supply Services are provided in accordance with the 6CPA General Terms and Conditions and these Program Rules. Staged Supply Service Providers that do not provide Staged Supply Services in accordance with the 6CPA General Terms and Conditions and these Program Rules may no longer be able to participate in the Staged Supply Program or be eligible to receive Staged Supply Program payments and repayment may be required. Under section 137.1 of the Criminal Code Act 1995, giving false and misleading information is a serious offence.

If an audit is to be conducted, Staged Supply Service Providers will be required to produce documentation within a specified timeframe.

9. RESOURCES

Staged Supply Program resources are available for download at www.6cpa.com.au.

10. CONTACT

6CPA Support Team
6CPA Administrator
PO Box 310
Fyshwick ACT 2609

Phone: 1300 555 262

Email: support@6cpa.com.au

PROGRAM RULES

ATTACHMENT A

In addition to the requirements outlined in the Staged Supply Program Rules, Staged Supply Service Providers must collect and provide to the 6CPA Administrator health outcomes information for four (4) patients that receive services, where consent has been obtained (Please note: for Staged Supply Service Providers claiming services for less than four (4) patients, the information must be collected and provided to the 6CPA Administrator for all patients) This data is being collected in order to monitor the Staged Supply Program's delivery of health outcomes for patients. Data will be required to be provided at initial patient registration, and at six monthly intervals.

1. To be captured at time of PHARMACY REGISTRATION with 6CPA Programs for Staged Supply:

- a) Date of registration
- b) Section 90 number
- c) Pharmacy Accreditation ID
- d) Pharmacy name
- e) Pharmacy location address
- f) Pharmacy location postcode

2. PATIENT REGISTRATION DATA – To be collected from Patient/s on commencement of participation in the Staged Supply Program:

- a) Patient's Medicare Number or Department of Veterans' Affairs file number
- b) Is the patient a Concession Card Holder?
- c) Referring GP prescriber number
- d) Patient's Date of Birth
- e) Patient's postcode of residence
- f) Patient's gender
- g) Is English the patient's primary language at home?
- h) Does the patient identify as Aboriginal and/or Torres Strait Islander?
- i) What health conditions/co-morbidities is the patient taking medications for?
- j) Reason for Staged Supply Service
- k) How frequently is the medication to be provided to the Patient under the Staged Supply Service?

- l) Actions to be undertaken by pharmacists as a result of the Staged Supply service
- m) What is the patient's average MedsIndex score?
- n) In the last six months, did the patient go to the GP, or hospital, because of problems with his/her medicine?
- o) Has the patient had any problems over the past month with his/her medicine/s?
- p) On a scale of 1 to 10, how helpful does the patient think the Staged Supply service will be in managing his/her medicines?
- q) On a scale of 1 (no impact) to 10 (had an extremely positive impact), does the patient feel that participating in the Staged Supply service will have an impact on preventing a medicine related problem for him/her?

3. To be collected at FOLLOW-UP CONTACT with PATIENT (or at ceasing of Staged Supply service):

- a) Date of follow-up service
- b) Actions taken by pharmacists to support the Staged Supply service
- c) Is continuation of the Staged Supply service recommended for this patient?
- d) If the Staged Supply service is not recommended for continuation, what is the reason?
- e) What is the patient's average MedsIndex score?
- f) In the last six months, did the patient go to the GP, or hospital, because of problems with his/her medicine?
- g) Has the patient had any problems over the past month with his/her medicine/s?
- h) Who is participating in the follow-up/review?
- i) On a scale of 1 to 10, how helpful has the patient found the Staged Supply service in managing his/her medicines?
- j) On a scale of 1 (no impact) to 10 (had an extremely positive impact), does the patient feel that receiving the Staged Supply service has prevented a medicine related problem for him/her?
- k) On a scale of 1 (not met expectations at all) to 10 (met all expectations and more), has the Staged Supply service met the patient's expectations?

PROGRAM RULES

- 4. Medication Profile for medication being provided to the Patient under the Staged Supply Service:**
 - a) Brand name
 - b) Generic Name
 - c) Form
 - d) Strength
 - e) Dose and dosage regimen

- 5. In order to claim the fees outlined in clause 5 of the Staged Supply Program Rules, all data collected at paragraphs 1, 2, 3 and 4 above must be provided to the 6CPA Administrator.**

- 6. Forms to aid with the collection of this information are available from www.6CPA.com.au**