MEDSCHECK

and

DIABETES MEDSCHECK

Effective from 1 July 2017

PROGRAM RULES

PROGRAM RULES

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1. INTRODUCTION

This document outlines the Program Rules governing the MedsCheck/Diabetes MedsCheck Program (the Program). This document must be read in conjunction with the 6CPA General Terms and Conditions and the "Guidelines for pharmacists providing MedsCheck and Diabetes MedsCheck" by the PSA (PSA Standards).

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

The Programs provide for in-pharmacy medication reviews between pharmacists and Patients to enhance quality use of medicines and potentially reduce the number of adverse events due to medication misadventure.

The Program is funded under the Sixth Community Pharmacy Agreement to support quality use of medicines services that are designed to reduce medication misadventure and associated hospital admissions or medical presentations.

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

From 1 February 2018, Service Providers must collect and provide to the 6CPA Administrator health outcomes information for all patients that receive services, where consent has been obtained (see Attachment A). These data are being collected in order to monitor the Program's delivery of health outcomes for patients. Data will be required to be provided at initial patient registration, and at six monthly intervals.

Approved Service Providers participating in the Program will be required to collect and provide data (where patient consent has been obtained) to the 6CPA Administrator on patients that receive services. Data will be required to be provided at initial patient registration, and at six monthly intervals.

Approved Service Providers will receive a fee for the collection and provision of data (where patient consent has been obtained) to the 6CPA Administrator. Approved Service Providers will also receive a fee for each Service they provide to eligible patients.

2. BACKGROUND

MedsCheck is an in-pharmacy, patient-centred service that includes a review of a patient's medicines, focusing on education and self-management and aims to:

- identify problems that the patient may be experiencing with their medicines;

- help the patient learn more about their medicines including how medicines affect medical conditions;

- improve the effective use of medicines by patients; and

- educate patients about how to best use and store their medicines.

Diabetes MedsCheck is an in-pharmacy, patient-centred service that provides a review of medications with a focus on the patient's type 2 diabetes medicines management, monitoring devices, education and self-management.

This service is targeted at patients who are unable to gain timely access to other diabetes education or health services in their community and aims to:

- optimise a patient's effective use of medicine through improving understanding of, and compliance with, their diabetes medication therapy;

- improve a patient's effective use of blood glucose monitoring devices through training and education;

- improve blood glucose control; and

- reduce the risk of the patient developing complications associated with type 2 diabetes.

There are no mandatory training requirements for a Registered Pharmacist to provide a MedsCheck or Diabetes MedsCheck service.

3. PARTICIPATION

3.1 Requirements for participation

To be eligible to become an Approved Service Provider and participate in the 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); and

- Abide by the 6CPA General Terms and Conditions available from **www.6cpa.com.au**.

- Undertake to provide services under this Program in accordance with these Program Rules and relevant Professional Standards.

- Undertake to obtain appropriate consent for the provision of a Service prior to providing the service. A consent form is available online at **www.6cpa.com.au**.

- Ensure that services delivered under the Program are carried out by a Registered Pharmacist face-to-face with the patient in an area of the community pharmacy approved premises that is physically separated from the retail trading floor so that the privacy and confidentiality of the patient is protected.

The area must meet the following requirements:

– be appropriately furnished with facilities to allow the patient and the pharmacist to sit down together;

– be of sufficient size and appropriate layout to accommodate efficient workflow, including adequate room for the patient, their carer and the pharmacist as well as all the consumables, equipment and documentation required for the service;

– allow the patient and the pharmacist to talk at normal speaking volumes without being overheard by any other person (including pharmacy staff);

– be clearly sign posted as a private consultation area;

Note: script in and out counters (including those with privacy screens) do not meet the consultation area requirements.

• Ensure the Registered Pharmacist conducting the services under the Program is not responsible for dispensing or undertaking other professional duties at the time of consultation

• When a Community Pharmacy is closed to members of the public, services under the Program can be carried out in a public area of the pharmacy as long as the conversation between the Registered Pharmacist and the patient cannot be overheard by any other person (including pharmacy staff).

• Understand that no more than twenty (20) MedsCheck and Diabetes MedsCheck Services in total per Service Provider per calendar month will be remunerated. The threshold applies regardless of the number of Registered Pharmacists that may provide MedsCheck and Diabetes MedsCheck Services on the Service Provider's behalf.

• Agree to accept the payment received under this Program as full payment and provide any services under the Program at no cost to Patients.

3.2   Patient Eligibility Criteria

To be eligible for a MedsCheck/Diabetes MedsCheck service funded under the 6CPA, the patient must satisfy the following mandatory eligibility criteria:

MedsCheck Mandatory Service Eligibility Criteria

The patient:

• is a Medicare and/or Department of Veterans' Affairs (DVA) cardholder;

• has not received a MedsCheck, Diabetes MedsCheck, Home Medicines Review (HMR) or Residential Medication Management Review (RMMR) in the previous 12 months;

• is living at home in a community setting;

  and

• is taking five or more prescription medicines;

  or

• has had a recent significant medical event. A recent significant medical event can be defined as a recent event or new diagnosis that has the potential to impact on the Patient's medication adherence or knowledge of their medicine regimen and may increase the risk of medication misadventure;

  or

• is taking a medication associated with a high risk of adverse events.

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

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

The patient must be present at any consultation. The patient's carer may also attend any consultation.

Diabetes MedsCheck Mandatory Service Eligibility Criteria

The patient:

• is a Medicare and/or DVA cardholder;

• has not received a MedsCheck, Diabetes MedsCheck, HMR or RMMR in the previous 12 months;

• is living at home in a community setting;

• is unable to gain timely access to existing diabetes education/health services in their community;

  and

• has recently been diagnosed with type 2 diabetes (in the last 12 months);

  or

• has less than ideally controlled type 2 diabetes.

Barriers to 'timely access' to existing diabetes education/health services should be determined by the Registered Pharmacist based on the patient's specific needs and may include:

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- appointment availability is not suitable to address the patient's immediate needs; or

- distance to be travelled to the nearest diabetes education/health service is impractical for the patient; or

- a lack of accessibility to transport.

Diabetes MedsCheck Services are not available to in-patients of public or private hospitals, day hospital facilities, transitional care facilities, to residents of an Aged Care Facility or patients in a correctional facility.

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

The patient must be present at any consultation. The patient's carer may also attend any consultation.

3.3   Frequency of service

One MedsCheck/Diabetes MedsCheck service can be conducted per eligible patient per 12 months. In addition, the eligible patient must not have received a HMR or RMMR in the preceding 12 months.

If a patient receives a HMR or RMMR service in the twelve months following a MedsCheck or Diabetes MedsCheck, they are not eligible to receive any Follow Up services under this Program.

3.4   Patient consent

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

4.   MEDSCHECK AND DIABETES MEDSCHECK PROGRAM ELEMENTS

A MedsCheck or Diabetes MedsCheck must be conducted in accordance with the PSA Standards.

To be eligible to claim for a MedsCheck, Diabetes MedsCheck or Follow Up service under this program, information must be collected to ensure the eligibility requirements of these Program Rules are met as well as the data requirements in Attachment A and the Supporting Documentation outlined in clause 7.5.

4.1   MedsCheck/Diabetes MedsCheck Services

Service Providers may claim a fee for the provision of a MedsCheck or Diabetes MedsCheck service to patients that meet the eligibility criteria in clause 3.2. Supporting documentation is required to be retained for each service claimed as per clause 7.5.

4.2   Health Outcome Data Collection

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

Initial Patient Registration

Service Providers will be required to collect and provide data (where patient consent has been obtained) to the 6CPA Administrator in accordance with Attachment A of these Program Rules. An approved MedsCheck/Diabetes MedsCheck Patient Registration template and claiming instructions is available at **www.6CPA.com.au**.

Six month follow up

Service Providers will be required to collect and provide follow up data (where patient consent has been obtained) at six monthly intervals to the 6CPA Administrator in accordance with Attachment A of these Program Rules. An approved MedsCheck/Diabetes MedsCheck six month follow up template and claiming instructions is available at **www.6CPA.com.au**.

5.   FEES

The following fees are payable by the 6CPA Administrator for provision of MedsCheck and Diabetes MedsCheck Services.

Fee (per patient)	Description
$64.70	Initial MedsCheck Service
$97.05	Initial Diabetes MedsCheck Service

No additional patient charges may be levied.

From 1 February 2018, Approved MedsCheck and Diabetes MedsCheck Service Providers may claim additional fees for the collection and provision of health outcomes data provided to the 6CPA Administrator in accordance with Attachment A.

Fee (per patient)	Description
$31.90	Collection of data at Patient Registration
$31.90	Collection of data at Follow Up Service

No additional patient charges for the collection of data may be levied.

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

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

6. FUNDING AVAILABILITY

Funds are available for each pharmacy to allow for twenty (20) MedsCheck and Diabetes MedsCheck Services in total per Service Provider per calendar month. The threshold applies regardless of the number of Registered Pharmacists that may provide MedsCheck and Diabetes MedsCheck Services on the Service Provider's behalf.

7. CLAIMS

7.1 Claim Submission

An Approved Service Provider may submit claims for providing MedsCheck and Diabetes MedsCheck (which will include the submission of the patient Registration data) or Follow Up services which meet the Patient Eligibility Criteria.

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

MedsCheck, Diabetes MedsCheck, Patient Registration and Follow Up Services must be claimed by the end of the next calendar month (e.g. 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 (for example, patient date of birth) as any inconsistencies may delay payment or result in a Claim being rejected.

A Follow Up service claim can only be made where a MedsCheck or Diabetes MedsCheck has been successfully claimed.

If a patient receives a HMR or RMMR service in the six months following a MedsCheck or Diabetes MedsCheck, a Follow Up service claim cannot be made under this Program.

7.2 Claim Amendments

MedsCheck/Diabetes MedsCheck, Patient Registration or Follow Up service claims that are submitted with incomplete information or incorrect patient, Service Provider or Registered Pharmacist details 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.

MedsCheck /Diabetes MedsCheck Service, Patient Registration or Follow Up service claims that are rejected due to submission outside the timeframe as per clause 6.1, cannot be resubmitted.

MedsCheck/Diabetes MedsCheck Service or Follow Up claims submitted that exceed a Service Provider's monthly cap of twenty (20) combined MedsCheck and Diabetes MedsCheck Services will not be paid and cannot be resubmitted.

7.3 Number of MedsCheck and Diabetes MedsCheck Services that may be claimed

Each approved Service Provider may conduct and claim up to a total of twenty (20) MedsCheck services (MedsCheck and Diabetes MedsCheck) in any calendar month. The total of twenty can be any combination of MedsCheck and Diabetes MedsCheck Services as long as the total is no more than twenty (20) services per calendar month.

7.4 Claim Lodgement (From 1 July 2017)

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

a) Section 90 number;

b) Pharmacy Accreditation ID;

c) Patient's Medicare/DVA Card number;

d) Patient's date of birth;

e) What type of service is being claimed;

f) Full details of the Registered Pharmacist undertaking the service including name and AHPRA registration number;

g) Date of patient consultation for either a MedsCheck, Diabetes MedsCheck or Follow Up service;

h) The number of chronic conditions the patient has;

i) The number of prescription medications the patient is taking;

j) Any recommendations the Registered Pharmacist provides to the patient (e.g. Patient referred to prescriber);

k) A declaration by the claiming Service Provider that the patient has given written consent for the service; and

l) A declaration by the claiming Service Provider that the patient satisfies the eligibility criteria outlined in clause 3.2 of these Program Rules.

7.5 Claim Lodgement (From 1 February 2018)

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

a) Section 90 number;

b) Pharmacy Accreditation ID;

c) Patient's Medicare/DVA Card number;

d) Patient's date of birth;

e) Full details of the Registered Pharmacist undertaking the service including name and AHPRA registration number What type of service is being claimed;

f) Date of patient consultation for either a MedsCheck, Diabetes MedsCheck or Follow Up service;

g) A declaration by the claiming Service Provider that the patient satisfies the eligibility criteria outlined in clause 3.2 of these Program Rules; and

h) All data outlined in Attachment A, where Patient consent has been obtained.

7.6 Supporting Documentation (From 1 July 2017)

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

a) All information outlined in clause 7.4 (from 1 July 2017 or clause 7.5 (from 1 February 2018);

b) Section 90 number at the time of the provision of the service;

c) Pharmacy Accreditation ID at the time of the provision of the service;

d) Copy of the patient consent form, where relevant;

e) Patient's name and address

f) Patient's Medicare/DVA Card number;

g) How the Patient has satisfied all eligibility criteria;

h) List of all prescription and non-prescription medicines the Patient is taking at the time the MedsCheck, Diabetes MedsCheck or Follow Up service is provided;

i) Date of patient consultation for either a MedsCheck, Diabetes MedsCheck or Follow Up service;

j) A copy of the Action Plan developed as a result of the service.

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

8. AUDIT REQUIREMENTS

Approved 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 MedsCheck/Diabetes MedsCheck Service.

Approved Service Providers may be subject to audits by the Australian Government to ensure Services are provided in accordance with the 6CPA General Terms and Conditions and these Program Rules.

Approved Service Providers that do not provide Services in accordance with the 6CPA General Terms and Conditions and these Program Rules may no longer be able to participate in the Program or be eligible to receive 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, Service Providers will be required to produce documentation within a specified timeframe.

9. RESOURCES

MedsCheck and Diabetes MedsCheck 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**

ATTACHMENT A

In addition to the requirements outlined in the MedsCheck/Diabetes MedsCheck Program Rules, from 1 February 2018, Service Providers must collect and provide to the 6CPA Administrator health outcomes information for all patients that receive services, where consent has been obtained. These data are being collected in order to monitor the Program's delivery of health outcomes for patients. Data will be required to be provided at initial patient registration, and at six monthly intervals

MedsCheck

1. **To be captured at time of PHARMACY REGISTRATION with 6CPA Programs for MedsCheck**
   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 Program (i.e. during first MedsCheck service)**
   a) Date of MedsCheck Services
   b) Patient's Medicare Number
   c) Patients Department of Veterans' Affairs file number
   d) Reason for MedsCheck Service
   e) Where is the patient currently living? (i.e. residential status)
   f) Total Number of prescription Medicines
   g) Total Number of non-prescription medicine
   h) Date of Birth
   i) Patient's postcode of residence
   j) Patient's Gender
   k) Is English the patient's primary language at home?
   l) Does the patient identify as Aboriginal and/or Torres Strait Islander?

m) What health conditions/co-morbidities is the patient taking medications for?
n) Outcome of the Meds Check Service
o) Actions taken by pharmacists as a result of the MedsCheck
p) In the last six months, did the patient go to the GP, or hospital, because of problems with his/her medicine?
q) Does the patient have support with managing medicines?
r) What is the patient's average MedsIndex score?

3. **To be collected at FOLLOW-UP CONTACT with PATIENT**
   a) Date of follow-up service
   b) Outcome of the MedsCheck Follow-Up Review
   c) Actions taken by pharmacists as a result of the MedsCheck follow-up
   d) In the last six months, did the patient go to the GP, or hospital, because of problems with his/her medicine?
   e) What is the Patient's MedsIndex score?

4. **Medication Profile for Patient at time of FIRST & FOLLOW-UP Contact with PATIENT**
   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 these Program Rules, all data collected at paragraphs 1, 2, 3 and 4 above must be provided to the 6CPA Administrator.**

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Diabetes MedsCheck

6. **To be captured at time of PHARMACY REGISTRATION with 6CPA Programs for Diabetes MedsCheck**

   a) Date of registration

   b) Section 90 number

   c) Pharmacy Accreditation ID

   d) Pharmacy Name

   e) Pharmacy Location Address

   f) Pharmacy location postcode

7. **PATIENT REGISTRATION DATA – To be collected from Patient/s on commencement of participation in the Program (i.e. during first Diabetes MedsCheck service)**

   a) Date of Diabetes MedsCheck Services

   b) Patient's Medicare Number

   c) Patients Department of Veterans' Affairs file number

   d) Is the patient a Concession Card Holder

   e) Reason for Diabetes MedsCheck Service

   f) Where is the patient currently living ? (i.e. residential status)

   g) Total Number of prescription Medicines

   h) Total Number of non-prescription medicine

   i) Date of Birth

   j) Patient's postcode of residence

   k) Patient's Gender

   l) Is English the patient's primary language at home?

   m) Does the patient identify as Aboriginal and/or Torres Strait Islander?

   n) What health conditions/co-morbidities does the patient have?

   o) Outcome of the Diabetes Meds Check Service

   p) Actions taken by pharmacists as a result of the Diabetes MedsCheck

   q) In the last six months, did you go to your GP, or hospital, because of problems with your medicine?

   r) Does the patient have support with managing medicines?

   s) What is the Patient's average MedsIndex score?

8. **To be collected at FOLLOW-UP CONTACT with PATIENT**

   a) Date of follow-up service

   b) Outcome of the Diabetes Meds Check Follow-Up Review

   c) Actions taken by pharmacists as a result of the Diabetes MedsCheck follow-up

   d) In the last six months, did you go to your GP, or hospital, because of problems with your medicine?

   e) What is the Patient's average MedsIndex score?

9. **Medication Profile for Patient at time of FIRST & FOLLOW-UP Contact with PATIENT**

   a) Brand name

   b) Generic Name

   c) Form

   d) Strength

   e) Dose and dosage regimen

10. **In order to claim the fees outlined in clause 5 of these Program Rules, all data collected at paragraphs 6, 7, 8 and 9 above must be provided to the 6CPA Administrator.**

11. **Forms to aid with the collection of both MedsCheck and Diabetes MedsCheck information are available from www.6CPA.com.au**