How to submit claims on the
5CPA Registration and Claiming Portal

YOU MUST CLAIM UNDER YOUR PHARMACY/BUSINESS

Please note: If submitting a claim for a HMR, RMMR or MedsCheck/Diabetes MedsCheck
You will be required to upload the “5CPA Programme – Service Details” spreadsheet relevant to the particular programme in order to complete your claim. This spreadsheet will contain the service information related to your claim for payment that will be required by the 5CPA Programme Team to assess your claim.

A link to the spreadsheets is located on the FAQ tab of the 5CPA Registration and Claiming Portal and also at www.5cpa.com.au.

Therefore, we recommend that you open the relevant spreadsheet, complete it and save it on your computer before you begin the claiming process via the portal.

In addition the “5CPA Programme – Service Details” spreadsheet will include an indicator that you have obtained patient consent to undertake the service. To assist you with this process a “5CPA Programme – Australian Privacy Principles Notification” form is located on the FAQ tab of the 5CPA Registration and Claiming Portal and also at www.5cpa.com.au.

STEP 1: NEW CLAIM

- Go to www.5cpa.com.au and click on the link to the 5CPA Registration and Claiming Portal
- Log in using the username and password that you have for the system. Click on the Login button
- Click on the New Claim tab at the top of the portal
- Ensure that the relevant pharmacy/business has been selected under ‘Claim Summary’

Note: you are able to add different contact person for the claim at this point of the process – just click on New Contact and complete the details.

STEP 2: SELECT THE PROGRAMME

- Select the programme that you are claiming for – click on the Select button and choose from the menu that appears
- Enter a claim reference – this is your own reference related to your pharmacy/business processes (your claim will also be allocated one by the Portal once it is submitted)
- Enter any additional information as required
- Click on Next Step

Note: At the end of this page you can click on Save as Draft if you want to complete the claim process at a later date.
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• This will take you to the **New Claim – Continued** page.

• Just click on **Submit** for this step

*Note: At the end of this page you can click on **Save as Draft** if you want to complete the claim process at a later date.*

**STEP 3: UPLOAD DOCUMENTS**

• You will now be on the **Your Claims** page – this is where you will need to upload the **SCPA Programme – Service Details** document you saved at the beginning of this process.

• Find the claim that you just submitted in the list of claims on the page

• Click on **Upload Documents** for that claim

• This will bring up a box with a **RED** heading – click on **Upload Documents** under the **Action** column.

• This will take you to the **Upload Claim Document** page

• Choose the relevant programme from the drop down menu under “**Document Type**”

• Add a **description** of the document – this is optional but we suggest that you call name it the claim reference number that you allocate for your pharmacy/business

• Click on the **Choose Document** button and browse/navigate to where you have saved the document on your computer

• Click on the **Add to List** button

• The document will now appear in the document list on the page and a message will pop up in green to say “**You have added all required documents**”. Please note that you can remove an item if you have attached in error and start the ‘Choose Document’ step again.

• Click on **Submit**

• This will take you to the **Your Claims** page where you are able to check on the status of the claims you have submitted.

*You will receive an email from the SCPA Programme Team when your claim has been processed but you can continue to check on the status by logging onto the portal and checking under the **Your Claims** tab.*

IFE you have any questions please contact the SCPA Help Line on 1300 555 262 or send an email to support@5cpa.com.au.