5th *Community Pharmacy Agreement*

Fifth Community Pharmacy Agreement:
Frequently Asked Questions

General

How can I contact the 5CPA team for help or more information?

You can contact the 5CPA Helpline at **support@5cpa.com.au** or call **1300 555 262**.

Standard Helpline operating hours are 9.00am–5.00pm (AEST) Monday to Friday.

I have been issued with a temporary password, what do I need to do next?

Follow the instructions set out in the email that was sent to you to logon to the portal and set a password of your choice. **Please note, if you have not reset your password within 7 days your account will be locked.**

- Login to the *5CPA Registration and Claiming Portal* using the temporary password provided in the email
- Click the *Update Details* tab at the top of the page
- Click *Your Password*
- Complete the required fields and click the *Update Password* button
- A message will display to indicate that you have successfully updated your password.

The 5CPA Programme Team will notify you by email once your registration has been approved.

I have been locked out of the 5CPA Registration and Claiming Portal, what do I do?

You can unlock your own account, via the *5CPA Registration and Claiming Portal* using the following steps:

Unlock Account

- Go to the **5CPA Registration and Claim Portal** home page
- Click on the *Forgot your Password?* link at the bottom of the **LOG IN** box
- Enter the first email address you provided during the registration process
- Click on *Get Question* link

- Answer the security question – the question will be the one you nominated during the registration process
- Click on the *RESET PASSWORD* button

Activate Account – Set Your Own Password

- Check your emails for an email with the subject *5CPA Registration and Claiming Portal – Temporary Password*
- Log on to the *5CPA Registration and Claiming Portal* using the temporary password provided in the email
- Click on the *Update Details* tab at the top of the page
- Click on *Your Password*
- Complete the required fields and click the **UPDATE PASSWORD** button

Why have I been locked out of the 5CPA Registration and Claiming Portal?

Your 5CPA Registration and Claiming Portal account has been locked due to one of the following reasons:

- Your temporary password has expired
- Three incorrect login attempts have been made.

How will the Pharmacy Guild ensure that privacy is respected in relation to information provided by my pharmacy/business?

The Pharmacy Guild operates in accordance with the *Australian Privacy Principles* (APPs), which regulate the handling of personal information by Australian government agencies and some private sector organisations. The APPs cover the collection, use, disclosure and storage of personal information and are very specific about ensuring individuals' information is protected and not shared without their consent. All data collected by the Pharmacy Guild will be appropriately managed in accordance with these principles, including the requirement that it be stored appropriately.

For more information about the APPs, visit the **Office of the Australian Commissioner of Information** website or refer to the **Privacy Fact Sheet** which provides the text of the 13 APPs from Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which amends the *Privacy Act 1988*.

Programmes

What programmes are managed through the 5CPA Registration and Claiming Portal?

The Pharmacy Guild of Australia now receives all claims and undertakes all payments for the following Fifth Agreement programmes, which were previously managed by the Department of Human Services:

- Home Medicines Review (HMR) Programme

- Residential Medication Management Review (RMMR) and Quality Use of Medicines (QUM) Programmes

- MedsCheck and Diabetes MedsCheck Programmes

- Pharmacy Practice Incentive (PPI) Programme

- Section 100 Pharmacy Support Allowance

- Rural Pharmacy Maintenance Allowance (RPMA).

Why have changes been made to the programme administration arrangements?

Changes to previous programme administration arrangements implemented on 1 March 2014 aim to streamline and improve how pharmacies and pharmacists receive remuneration for the valuable services they provide to the Australian community.

The Pharmacy Guild, through a contractual arrangement with the Australian Government, has delivered an electronic based claiming system – the **5CPA Registration and Claiming Portal** – that makes it more convenient for pharmacies and pharmacists to lodge claims. The **5CPA Registration and Claiming Portal** will reduce red tape and deliver greater efficiencies over the previous paper-based system.

What programme changes have been brought in since 1 March 2014?

Since 1 March 2014, a number of changes to 5CPA programmes have been implemented:

1. A cap on the number of HMRs that can be delivered, either by an HMR service provider or an accredited pharmacist, of 20 per calendar month;

2. A limit of 90 days from the date of the referral from a General Practitioner to when an HMR or RMMR service may be conducted;

3. A timeframe of 24 months (2 years) between repeat/additional HMR and RMMR for a single patient; and

4. A cap on the number of MedsCheck/Diabetes MedsCheck services that can be delivered by a community pharmacy, to a combined total of 10 per calendar month.

5. A timeframe of 30 days from the date of service (patient interview) applies when claiming MedsCheck/Diabetes MedsCheck, HMR and RMMR services.

In addition to the above changes, the Department of Health and the Pharmacy Guild have agreed to continue to explore changes to MBS referral criteria for Item 900 (HMR) and Item 903 (RMMR) to ensure these services are appropriately targeted to people who would most benefit from the service.

Note: *No changes have been made to the QUM programme rules.*

Why have caps on the number of HMR and MedsCheck/Diabetes MedsCheck services provided been introduced?

HMR and MedsCheck/Diabetes MedsCheck services have been capped to ensure the overall sustainability of all Fifth Agreement programmes and services to ensure that those patients who are most in need can continue to benefit from these and other important primary health care services and initiatives made available under the Agreement.

Since announcing the cap would apply to service providers – (the entities claiming for the HMR services), it has become apparent that arrangements are being considered that could circumvent the cap thereby undermining the sustainability of the programme. The Government and the Guild have taken the responsible approach to ensure the HMR programme continues to be available for Australian consumers and the cap will apply across all service providers and accredited pharmacists regardless of whether they operate independently or in association. This change is expected to affect only the small number of accredited pharmacists who currently perform more than 20 HMRs per month.

Why has the frequency of HMR and RMMR services been restricted for repeat/additional patients?

The provision of HMR and RMMR services are not intended for annual or bi-annual review. Subsequent reviews should generally only be conducted when there is a significant change to a patient's condition and/or medicine regimen. These services are not a substitute for the ongoing advice and value a primary health care professional (General Practitioner, Allied Health Professional and/or a community pharmacist) can provide.

The Fifth Agreement provides for a number of other medication management services which pharmacists and patients can utilise to meet patient needs.

Why are referrals for HMR and RMMR services now restricted to 90 days?

A key priority of HMR and RMMR services is to ensure that people receive timely service. These services are aimed towards people at significant risk of medication misadventure, which can lead to poor health outcomes

and avoidable hospitalisation. The decision to restrict referrals to 90 days is a responsible decision that ensures people who are referred for this important service receive assistance as soon as possible, in order to manage and address the concerns that have been identified by their referring General Practitioner.

If I receive an HMR or RMMR referral dated prior to 1 March, but provide the service post 1 March, will the service be subject to the programme changes?

Yes. All services conducted from 1 March onwards must comply with the relevant *Programme Specific Guidelines* that are effective from 1 March 2014.

Do I have to register as an approved service provider to participate in medication management programmes?

Yes. If you previously held an Approved Service Provider status issued by the Department of Human Services (Medicare), this expired on 28 February 2014. Any pharmacies or pharmacists wishing to participate in medication management programmes will need to register online via the **5CPA Registration and Claiming Portal**.

Have the Prior Approval processes for HMR and RMMR continued?

Yes. Prior Approval process details are outlined in the relevant *Programme Specific Guidelines*:

- *HMR Programme Specific Guidelines*
- *RMMR and QUM Programme Specific Guidelines.*

Prior Approval forms are available for download from the **Forms** section on the 5CPA website.

How can Residential Aged Care Facilities meet their accreditation requirements for medication reviews now that RMMRs can only be conducted every 2 years?

An annual RMMR is not a requirement for Residential Aged Care Facility accreditation. The facility needs to demonstrate that there are systems in place for appropriate management of medicines.

For more information visit **www.accreditation.org.au**

Do I need an ABN to participate in HMR or RMMR as a sole trader or business entity?

Yes. As outlined in the relevant *Programme Specific Guidelines*, a HMR and/or RMMR Service Provider means any of the following who have been approved to provide HMR/RMMR Services in accordance with the relevant *Programme Specific Guidelines* and the **5CPA General Terms and Conditions**:

- an owner of an approved Section 90 Community Pharmacy; or
- a business entity with an Australian Business Number (ABN), this includes an Accredited Pharmacist operating as a sole trader;

and for RMMR have executed a RMMR Service Agreement with an eligible Residential Aged Care Facility.

A business entity does not include:

- any organisation that is able to initiate a referral for the HMR/RMMR Service;
- a Section 94 Pharmacy; or
- a public or private hospital.

Please refer to the relevant *Programme Specific Guidelines* for more information:

- **RMMR and QUM Programme Specific Guidelines**
- **HMR Programme Specific Guidelines**

Do I need to sign new agreements with all Residential Aged Care Facilities that I provide RMMR services to?

As per clause 5.1 of the *RMMR and QUM Programme Specific Guidelines*:

> *To become an approved RMMR Service Provider, an RMMR Service Agreement must be in place. The Service Provider is responsible for ensuring the Agreement entered into with the Facility is consistent with these Programme Specific Guidelines and current, prior to undertaking any reviews.*

Do I need to get patient consent before I can provide 5CPA services?

As per the relevant *Programme Specific Guidelines*, it is the HMR, RMMR/QUM and/or MedsCheck/Diabetes MedsCheck service provider's responsibility to ensure that appropriate patient consent has been granted prior to conducting the service. For further information, refer to the relevant *Programme Specific Guidelines*.

The **5CPA Patient Privacy Notification** *(Australian Privacy Principles Notification)* form is available for download from **Resources** tab of the 5CPA website to assist you in obtaining appropriate patient consent. Please keep the signed copy of this form on file, you do not need to submit this form when claiming for services provided.

Registration

Who needs to register on the 5CPA Registration and Claiming Portal?

All pharmacies and service providers that want to make claims for payment for HMR, RMMR/QUM,

PPI, MedsCheck, Diabetes MedsCheck, S100 Support Allowance and RPMA services will need to register via the **5CPA Registration and Claiming Portal**. This includes pharmacies and providers that were previously registered and received payments from the Department of Human Services (Medicare).

How do I register on the 5CPA Registration and Claiming Portal?

You can register your pharmacy/business online via the **5CPA Registration and Claiming Portal**. Refer to the **How to register on the 5CPA Registration and Claiming Portal** user guide for step-by-step guidance on completing your registration. User guides can be downloaded from the **Resources** tab on the 5CPA website.

For new registrations you will need:

- Your pharmacy/business' bank account details
- Contact details for key people in your pharmacy/ business
- Your pharmacy/business' ABN number
- Your APHRA number if you are a pharmacist
- Your MRN/accreditation number if you are an accredited pharmacist
- A completed **5CPA Programme Registration Form**.

*Note: The **5CPA Programme Registration Form** allows you to nominate for programmes and include information that will be required by the 5CPA Programme Team to confirm your programme participation.*

It is recommended that you complete and save the document on your computer before you begin the registration process.

What documents do I need to upload during registration?

Before you begin your registration you will need to download, complete and save to your computer the **5CPA Programme Registration Form** available from the **Resources** tab on the 5CPA website. You will be required to upload this completed document to confirm your programme participation when prompted during the registration process.

What do I do if there is not enough room on the 5CPA Programme Registration Form?

Complete and upload a second **5CPA Programme Registration Form**.

What do I do once I have submitted my programme registration on the 5CPA Portal?

Once you have successfully submitted your registration via the **5CPA Registration and Claiming Portal** you will

receive an initial email from the 5CPA Programme Team confirming your registration has been submitted and assigning you with a temporary password. You will need this temporary password to complete your registration and activate your account.

If you have not updated your password within 7 days, your account will be locked.

Refer to the **How to Register on the 5CPA Registration and Claiming Portal** user guide for step-by-step guidance on completing your registration and activating your account. User guides can be downloaded from the **Resources** tab on the 5CPA website.

The 5CPA Programme Team will notify you by email once your registration has been approved.

For further assistance, please contact the 5CPA Helpline at **support@5cpa.com.au** or call **1300 555 262**.

What do the different registration statuses mean?

If your registration does not have an **ACTIVE** status, it is not complete. Claims submitted cannot be processed for payment until your registration is complete.

PENDING REGISTRATION: You have started the registration process on the **5CPA Registration and Claiming Portal** but have not yet completed all details for yourself and the business.

In this status your registration is often missing bank details, ABNs and/or the **5CPA Programme Registration form**. You will need to log back onto the Portal and complete ALL information related to your organisation, upload the **5CPA Programme Registration Form** and click **Submit**.

REGISTRATION SUBMITTED, PENDING DOCUMENTS: You have completed all the information required for your organisation but you need to complete the **5CPA Programme Registration Form** and upload it to your registration. Once uploaded click on **Submit** and your registration will then be assessed.

PENDING VERIFICATION: Your registration is complete and is waiting for assessment by the 5CPA Programme Team.

ACTIVE: Your registration on the **5CPA Registration and Claiming Portal** has been assessed and is now active.

ACTIVE, PENDING VERIFICATION OF UPDATED DETAILS: Your active record has been updated by you and now needs to be reassessed by the 5CPA Programme Team to confirm the updated details are correct.

How long will it take for my registration to be approved?

It is expected that registrations will be processed within 14 days.

I have been advised that I need to update my registration by uploading a completed 5CPA Programme Registration form, how do I do this?

1. Complete the **5CPA Programme Registration Form** and save it to your computer.

2. Login to the **5CPA Registration and Claiming Portal**.

3. Go to **Update Details**.

4. Click **Your Pharmacies/Businesses** (You will see a list of your Pharmacies/Businesses).

5. Click **Upload Documents** next to the Pharmacy/Business you have been requested to upload the form for (the Upload Documents window displays).

6. Select **Programmes Registration** from the document type dropdown list.

7. Type a document description.

8. Click **Choose File** to browse for and select the document from your computer.

9. Once you have selected the document click **Add to List** to upload it. A message noting that you have successfully uploaded the document will display.

10. Click **Submit**.

Can I conduct medication management services before my registration is approved on the 5CPA Registration and Claiming Portal?

Registration approval can take several days to process. You can conduct medication management services whilst waiting for your registration to be approved. Any services provided during this period can then be claimed for once you have been notified that you registration has been approved. However, if your provider status is not subsequently approved, any services conducted during the processing period may not be paid.

When my pharmacy registers to participate in MedsCheck/Diabetes MedsCheck, do I need to list the pharmacists who will be providing the services?

No. The new online registration process through the **5CPA Registration and Claiming Portal** does not require you to submit a list of pharmacies providing MedsCheck and/or Diabetes MedsCheck Services for your pharmacy. However, you will be required to provide the details of the pharmacist who provided services at the time of submitting a claim on the MedsCheck/Diabetes MedsCheck claim template.

My business is a section 90 community pharmacy, what organisation type do I select?

Section 90 pharmacies need to select **'s90 pharmacy'** as the organisation type.

Should the Electronic Prescription Scanning Incentive (ePSI) appear on the 5CPA Registration and Claiming Portal?

No. If you are already registered and eligible for the PPI Community Services Support priority area no further documentation is required. The information required to assess your eligibility for the ePSI payment is already transferred to the Department of Human Services (DHS/Medicare) as part of your pharmacy's PBS Online claim. The annual payment process for the PPI Community Services Support priority area remains unchanged. The ePSI payment is separate and in addition to the existing PPI payments. Further information is available in the **Frequently Asked Questions: ePSI**.

What do I need to do if I currently receive the Rural Pharmacy Mainternance Allowance (RPMA)?

Select RPMA and the other programmes you are participating in on the **5CPA Programme Registration Form** and submit your registration via the **5CPA Registration and Claiming Portal**.

Claiming

Who do I contact if I have questions about claims that were with the Department of Human Services (DHS) prior to 14 February 2014?

Send an email to **dhs.claims@5cpa.com.au**

Please include the following information:

- Your name
- Business/Pharmacy name
- DHS issued provider number/section 90 number
- Phone number
- Email address
- Claim type (HMR, MedsCheck, RMMR, PPI)
- Type and date of advice from Medicare
- Rejection details or codes
- Detailed description of the issue.

Emails will be acknowledged on receipt. As all individual cases will need to be reviewed this process will take at least 30 days.

How do I submit a claim for payment through the 5CPA Registration and Claiming Portal?

You can submit a claim for 5CPA services provided via the **5CPA Registration and Claiming Portal.**

To submit a claim for PPI Clinical Interventions and/or DAAs, refer to the **How to submit a PPI claim on the 5CPA Registration and Claiming Portal** user guide for

a step-by-step reference guide to submitting your claim for payment. User guides can be downloaded from the **Resources** tab on the 5CPA website.

Note: No documents are required to be uploaded when completing a claim for PPI Clinical Interventions and/or DAAs.

For all other 5CPA programmes, refer to the **How to submit a claim on the 5CPA Registration and Claiming Portal** user guide for a step-by-step reference guide to submitting your claim for payment.

Note: If you are claiming for HMR, RMMR or MedsCheck/ Diabetes MedsCheck services you will be required to upload the relevant programme claim template in order to complete your claim. You can download the claim template for your relevant programme from the **Resources** *tab on the 5CPA website.*

Please ensure you have completed and saved the relevant programme claim template to your computer prior to beginning the claim process.

Claims are not required to be submitted for RPMA, S100 Support Allowance, ePSI or the PPI Staged Supply, Primary Health Care, Community Services Support or Working with Others priority areas. These programme payments are automatically generated via the

5CPA Registration and Claiming Portal based on programme payment eligibility as detailed in the relevant *Programme Specific Guidelines*.

Is there any other way to submit my claim other than through the 5CPA Registration and Claiming Portal?

No. All claims for 5CPA services provided must be submitted electronically via the **5CPA Registration and Claiming Portal**. Any claims not received through the Portal will be declined and will not be paid.

When can I submit my claim for 5CPA services?

Claims can be submitted at any time in accordance with the relevant *Programme Specific Guidelines*. Claims for some 5CPA programmes are subject to time limits or claim period deadlines.

For more information on time limits and claim periods please refer to relevant *Programme Specific Guidelines* or refer to the FAQ below **"Is there a specific timeframe to lodge claims for 5CPA services?"**

Is there a specific timeframe to submit claims for 5CPA services?

HMR, RMMR, MedsCheck and/or Diabetes MedsCheck

Claims for HMR, RMMR, MedsCheck and/or Diabetes MedsCheck Services must be submitted **within 30 days** from the date of service (patient interview). Claims submitted outside this timeframe will not be paid and cannot be resubmitted.

Note: the claim submission date is the date the completed claim template is uploaded and submitted through the **5CPA Registration and Claiming Portal***. Claims with a status of* **Submitted, Pending Documents** *will not be considered valid. Only valid claims can be assessed and processed for payment (if approved).*

PPI Clinical Interventions and DAAs

Claims for PPI Clinical Interventions and DAAs must be submitted in accordance with the following timeframes:

Eligible Claiming Periods	Claim Due Date
I January to 31 March *(approx. 13 weeks)*	14 April
1 April to 31 May *(approx. 9 weeks)*	14 June
1 June to 30 September *(approx. 17 weeks)*	14 October
1 October to 31 December *(approx. 13 weeks)*	14 January

Note: Claims received after the claim due dates for the corresponding eligible claiming periods in the table above will be declined.

What happens if I miss the claim due date for the relevant claiming period for PPI Clinical Interventions and DAAs?

The ability to submit a claim during an eligible claiming period via the **5CPA Registration and Claiming Portal** will be turned off at the expiry of the claim due date for the relevant claiming period.   PPI Clinical Intervention and/or DAA claims must be submitted within the timeframes detailed in this FAQ.

What do the different claim statuses mean?

DRAFT: Your claim has not been successfully submitted and will not be processed.

SUBMITTED, PENDING DOCUMENTS: For HMR, MedsCheck/Diabetes MedsCheck and RMMR your claim has been submitted without the required claim template and is therefore not considered valid. **The claim submission date is the date the completed claim template is uploaded and submitted.** Only valid claims can be assessed and processed for payment (if approved).

For PPI Clinical Intervention and/or DAA claims no document is required to be uploaded, however the '*Submit'* button on the 'Upload Application Documents' page during the claiming process is required to be clicked in order to successfully submit the claim.

PENDING PROCESSING STAGE 1: You have submitted a claim and it is currently awaiting assessment by the 5CPA Programme Team.

PENDING PROCESSING STAGE 2: Your claim has been through the initial assessment phase to check eligibility and is now awaiting final approval.

PENDING PAYMENT: Your claim has been approved and is waiting to be processed in the next payment run.

WITHDRAWN: Your claim has been withdrawn at your request or following discussions with one of the 5CPA Programme Team members.

DECLINED: Your whole claim has been declined. The claim may have been declined for a number of reasons such as ineligible for programme participation, incomplete documentation, incorrect claim template has been used (this includes use of a DHS form from 9 April 2014). You will receive an email detailing why your claim has been declined.

Does my claim receipt number indicate where my claim sits in the claim processing queue?

No. Each activity created within the **5CPA Registration and Claiming Portal** is allocated a unique system generated number. This includes registrations, claims, payments, updating details and activities that are duplicated or submitted in error or as a test.

While these numbers may appear to be sequential, please note that the claim number is not an indicator of position in a claim processing queue.

How do I amend my submitted claim?

Claims for HMR, RMMR, QUM, MedsCheck and/or Diabetes MedsCheck Services that are lodged with incomplete information or incorrect Service Provider details will be required to be amended within 30 days of the amendment notification. Claims that are not amended within 30 days of the amendment notification will not be paid.

To request reconsideration of a declined claim that cannot be resubmitted under the rules (disputed claims or requests for exceptional circumstances), please email **claim.queries@5cpa.com.au**.

Important note:

HMR Service Claims

HMR Service claims that are declined due to lodgement more than 30 days from date of service (patient interview) as per clause 5.1 of the **HMR Programme Specific Guidelines**, *or because the HMR interview was conducted more than 90 days after the date of referral as per clause 3.5, or submitted without prior approval being granted as per clause 7, cannot be resubmitted.*

HMR Service claims submitted that exceed a HMR Service Provider's or an Accredited Pharmacist's monthly cap of 20 HMR Services as per clause 3.1, will not be paid and cannot be resubmitted.

MedsCheck and Diabetes MedsCheck Service Claims

MedsCheck and Diabetes MedsCheck Service claims that are declined due to lodgement more than 30 days from date of service (patient interview) as per clause 7.1 of the **MedsCheck and Diabetes MedsCheck Programme Specific Guidelines**, *MedsCheck or Diabetes MedsCheck Service claims submitted that exceed a Service Provider's monthly cap of 10 combined MedsCheck and Diabetes MedsCheck Services, will not be paid and cannot be resubmitted.*

RMMR Service Claims

RMMR Service claims that are declined due to lodgement more than 30 days from date of service (patient interview) as per clause 8.1 of the **RMMR and QUM Programme Specific Guidelines**, *or because the RMMR interview was conducted more than 90 days after the date of referral as per clause 5, or submitted without prior approval being granted (where necessary) as per clause 9, cannot be resubmitted.*

When can I submit my PPI claim for the 1 April to 31 May time period?

Claiming for the 1 April to 31 May 2014 time period will be open between 1 June and 14 June 2014 via the **5CPA Registration and Claiming Portal**. For all information related to PPI please refer to the *PPI Programme Specific Guidelines.*

Note: *Claims submitted by any other means after the claim due date (14 June 2014) will be declined.*

Can I submit multiple claims in a calendar month?

More than one claim can be submitted per month for HMR, MedsCheck, RMMR, and/or QUM. All claims must be eligible as per the relevant *Programme Specific Guidelines.*

Note: *HMR and MedsCheck/Diabetes MedsCheck programmes have a cap on the number of services that can be claimed in a calendar month.*

MedsCheck and Diabetes MedsCheck Services

Each approved Service Provider will be remunerated for up to a total of **10 MedsCheck services** (MedsCheck and Diabetes MedsCheck) that have been conducted within a calendar month as per clauses 3.1, 8.2 and 9 of the **MedsCheck and Diabetes MedsCheck Programme Specific Guidelines**. The total of 10 can be any combination of MedsCheck and Diabetes MedsCheck services as long as the total is no more than 10 services per calendar month.

HMR Services

Each approved HMR Service Provider may conduct and claim up to a total of **20 HMR Services** per calendar month that will be remunerated as per clauses 3.1, 5, and 6.3 of the **HMR Programme Specific Guidelines**.

Each Accredited Pharmacist may conduct up to a total of **20 HMR Services** per calendar month that will be remunerated, irrespective of the number of approved HMR Service Providers they provide HMR Services on behalf of, as per clauses 3.1, 5 and 6.4.

How do I claim for an HMR/RMMR done within the 24 month period, as requested by a GP who has identified a clinical need?

Claims should be submitted using the normal claiming process. Claiming will be monitored on an ongoing basis. Claimants submitting claims for services performed within 24 months will be assessed retrospectively and are required to substantiate claims upon request.

What documents do I need to submit when claiming for 5CPA services provided?

If you are submitting a claim for HMR, RMMR/QUM and/or MedsCheck/Diabetes MedsCheck services you will be required to complete and upload the relevant programme claim template located under the **Resources** tab on the 5CPA website and submit your claim via the **5CPA Registration and Claiming Portal**.

Note: *When submitting claims for these programmes on the 5CPA Portal, the correct programme claim template must be used. Submitting the incorrect claim template or altering the claim template may invalidate your claim.*

If you are submitting a claim for PPI Clinical Interventions and/or DAAs there are no claim templates or other documents required to be uploaded.

Do I need to enter a prescriber number or provider number on my HMR claim template?

Claims submitted post 1 March 2014 require the GP provider number to be entered. Please note this is a change from the Department of Human Services requirements.

Who needs to sign my RMMR QUM claim?

An authorised contact of the Approved Service Provider needs to sign this form. This form does not need to be signed by a representative of the Residential Aged Care Facility.