



## **Fifth Community Pharmacy Agreement: Frequently Asked Questions - 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](mailto: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 your 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 '**90 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 Maintenance 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*.

