

How to Resubmit a HMR, RMMR or MedsCheck Claim in the 6CPA Registration and Claiming Portal

Process when one or more services have been declined within a paid claim

STEP ONE

After logging in to the 6CPA Registration and Claiming Portal using your unique username and password click on the **'YOUR CLAIMS'** tab (highlighted in yellow below) to access the ability to resubmit a claim.

STEP TWO

To resubmit a claim click on **'Resubmit'**

Home **Your Claims** New Claim Update Details Payments FAQ Service History

Your Claims

The table below shows all claims where you are recorded as having an active role in the pharmacy/business. If you are listed as the pharmacy/business's 'Primary Contact', you can edit any 'Draft' application by clicking 'Edit' in the Actions column. You may also upload support documents by clicking 'Upload Documents' in the Actions column.

It may take about a minute for a claim to show in correct status after clicking Submit button. Please do not immediately click on Actions against a claim you have just submitted.

Filter By Pharmacy/Business: All Organisations
Filter By Year of Completion: All Years

Claim No	Primary Contact	Claim Reference	Status	Amount Approved	Completion Date	Actions
134	Peggie Sue	the pharmacy 27/02/14	Completed	\$204.34	13/11/2014	Resubmit

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WELCOME!
You are logged in as Peggie Sue.
Log out

CONTACT DETAILS
Website address: www.6cpa.com.au
Email: support@6cpa.com.au
Phone: 1300 555 262

Home Your Claims New Claim Update Details Payments FAQ Service History Privacy Policy Disclaimer

Version: 1.1.0.0

NOTE: The **'Resubmit'** option will only be available for 30 days from the 'Completion date' of the claim.

STEP THREE

The Resubmission page will appear. Details will be prepopulated from the related claim.

The screenshot shows the 'Resubmission - the pharmacy 27/02/14' page. At the top, there is a navigation bar with links: Home, Your Claims, New Claim, Update Details, Payments, FAQ, and Service History. The main content area is titled 'Resubmission - the pharmacy 27/02/14' and contains a 'Claim Summary' section. This section includes a dropdown menu for 'Pharmacy/Business' (The Pharmacy), a dropdown for 'Secondary Contact' (Katy Perry), a 'New Contact' button, a text input for 'Apply under Claims Programme (required)' (HMR) with an 'Info' link, a text input for 'Claim Reference (required)' (the pharmacy 27/02/14), and a large text area for 'Additional information (if required)'. On the right side, there is a 'WELCOME!' box with a 'Log out' button and a 'CONTACT DETAILS' box with website, email, and phone information.

Amend the claim details under 'Declined Items' as indicated by the declined reason.

The screenshot shows the 'HMR Pre July 1 2014 - Declined Items' table. The table has columns: Remove, Medicare or DVA Number, Date of Service (HMR), Patient First Name, Patient Family Name, Date of Birth, Pharmacist First Name, Pharmacist Family Name, and MRN. A red oval highlights the first row, which has a 'Decline Reason: Patient Medicare/DVA number not valid.' and the following values: Medicare or DVA Number: 123457, Date of Service (HMR): 13/02/2014, Patient First Name: Mary, Patient Family Name: Jane, Date of Birth: 5/10/1955, Pharmacist First Name: Peggie, Pharmacist Family Name: Sue, and MRN: 12345. Below the table is a 'Declaration' section with a 'Submit' button and a 'Next' button circled in red.

Remove	Medicare or DVA Number	Date of Service (HMR)	Patient First Name	Patient Family Name	Date of Birth	Pharmacist First Name	Pharmacist Family Name	MRN
<input type="checkbox"/>	123457	13/02/2014	Mary	Jane	5/10/1955	Peggie	Sue	12345

Once details are amended click 'NEXT'

STEP FOUR

Click 'SUBMIT' on this page. **No documents are required to be uploaded.**

The screenshot shows a web browser window with the URL <https://preprod5cpaportal5cpa.com.au/UploadDocuments/UploadDocuments?parent=...>. The page title is "Upload Application Documents".

Upload Application Documents

In order to complete your Application online, you need to upload the following documents:
Optionally, you can upload other supporting documents.

Document type: Claim Details for HMR

Description (optional):

Click "Browse" to select the file to upload and then click "Add to List".

Document to add: Browse...

Add to List

Type	File Name	Description	Action
No documents have been selected or uploaded yet.			

You have added all required documents.

Submit

WELCOME!
You are logged in as shelby quester.
Log out

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Website address: www.5cpa.com.au
Email: support@5cpa.com.au
Phone: 1300 555 262

Home Your Claims New Claim Update Details Payments FAQ Service History Privacy Policy Disclaimer

Version: 1.1.0.0

Process when the whole claim has been declined and no services are approved

STEP ONE

After logging in to the 6CPA Registration and Claiming Portal using your unique username and password click on the **'YOUR CLAIMS'** tab (highlighted in yellow below) to access the ability to resubmit a claim.

STEP TWO

To resubmit a claim click on **'Resubmit'**

Home **Your Claims** New Claim Update Details Payments FAQ Service History

Your Claims

The table below shows all claims where you are recorded as having an active role in the pharmacy/business. If you are listed as the pharmacy/business's 'Primary Contact', you can edit any 'Draft' application by clicking 'Edit' in the Actions column. You may also upload support documents by clicking 'Upload Documents' in the Actions column.

It may take about a minute for a claim to show in correct status after clicking Submit button. Please do not immediately click on Actions against a claim you have just submitted.

Filter By Pharmacy/Business: All Organisations
Filter By Year of Completion: All Years

Claim No	Primary Contact	Claim Reference	Status	Amount Approved	Completion Date	Actions
134	Peggie Sue	the pharmacy 27/02/14	Completed	\$204.34	13/11/2014	Resubmit

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Home Your Claims New Claim Update Details Payments FAQ Service History Privacy Policy Disclaimer

Version: 1.1.0.0

WELCOME!
You are logged in as Peggie Sue.
[Log out](#)

CONTACT DETAILS
Website address: www.5cpa.com.au
Email: support@5cpa.com.au
Phone: 1300 555 262

NOTE: The **'Resubmit'** option will only be available for 30 days from the 'Completion date' of the claim.

STEP THREE

The Resubmission page will appear. Details will be prepopulated from the related claim.

Scroll down and click 'NEXT'

The screenshot shows the 'Resubmission - the pharmacy 27/02/14' page. At the top is a navigation bar with links: Home, Your Claims, New Claim, Update Details, Payments, FAQ, Service History. The main content area is titled 'Claim Summary' and contains several form fields: 'Pharmacy/Business' (The Pharmacy), 'Secondary Contact' (Katy Perry), a 'New Contact' button, 'Apply under Claims Programme (required)' (HMR), 'Claim Reference (required)' (the pharmacy 27/02/14), and an 'Additional information (if required)' text area. On the right side, there are two panels: 'WELCOME!' with a 'Log out' button and 'CONTACT DETAILS' with website, email, and phone information.

The screenshot shows the 'Declaration' page. It contains the following text: 'By clicking on the 'Next' button below: I agree to: Having any information pertaining to the service(s), including any prior approval request(s) forwarded to the Australian Government. I declare that: I am authorised to submit this claim on behalf of the Pharmacy/Business; the service(s) in the claim were conducted in accordance with the SCPA General Terms and Conditions and the relevant Programme Specific Guidelines; documentation in support of the claim(s) is available for audit; I have permission to pass on the details of any pharmacists(s) included in the claim(s) to the Pharmacy Guild of Australia and the Australian Government; the information provided in the claim(s) is complete and correct. I understand that: giving false or misleading information is a serious offence. If you are claiming for a medication management service you will need to attach a completed "claim template" after you click the "Next" button. Claim templates for HMR, MedsCheck and Diabetes MedsCheck, RMMR and QUM are located at www.5cpa.com.au and in the 'FAQ' tab above. If you are claiming for PPI - Clinical Interventions and DAA you do not need to Upload Documents.' At the bottom, there are three buttons: 'Next' (circled in red), 'Cancel', and 'Back To Your Claims'. The footer contains navigation links and the version number 'Version: 1.1.0.0'.

STEP FOUR

Amend the copy of the claim template you originally submitted, addressing the reason the claim was declined.

Please note: you are not able to download the claim template you originally submitted in the 6CPA Portal. You will need to amend your separately saved copy.

Upload the amended claim template.

Once claim template is uploaded, click **'SUBMIT'**

The screenshot displays the 'Upload Application Documents' page in the 6CPA Portal. The navigation bar at the top includes links for Home, Your Claims, New Claim, Update Details, Payments, FAQ, and Service History. The main content area features a heading 'Upload Application Documents' and an information icon with the text: 'In order to complete your Application online, you need to upload the following documents: - Claim Details for MedsCheck. Optionally, you can upload other supporting documents.' Below this is a form with a 'Document type' dropdown menu set to 'Claim Details for MedsCheck', a 'Description (optional)' text box, and an information icon with the instruction: 'Click "Browse" to select the file to upload and then click "Add to List".' The form also includes a 'Document to add' field with a 'Browse...' button and an 'Add to List' button. At the bottom of the form is a table with columns for Type, File Name, Description, and Action, and a message stating 'No documents have been selected or uploaded yet.' A red error message at the bottom right of the form reads 'You have not yet added all required documents.' The 'Submit' button is circled in red. The right-hand sidebar contains a 'WELCOME!' section with the user's name 'shelby quester' and a 'Log out' button, and a 'CONTACT DETAILS' section with the website address 'www.5cpa.com.au', email 'support@5cpa.com.au', and phone number '1300 555 262'.