# PBS INFORMATION LINE REPORT, 2013-2014

The PBS Information Line, established in 1990, is an Australia-wide service which gives information on all aspects of the Pharmaceutical Benefits Scheme to the general public, health professionals, consumer groups, and to other Government Departments and agencies.

During the period 1st July 2013 – 30th June 2014, the information line received **12,378** calls.

|  |  |  |
| --- | --- | --- |
| **Conclusion** | **Number of calls** | **%** |
| Satisfied | 12,359 | 99.85 |
| Dissatisfied | 16 | 0.13 |
| Abusive | 3 | 0.02 |
| **Total** | **12,378** | **100.00** |

**Breakdown of calls by month:**

|  |  |  |
| --- | --- | --- |
| **Month** | **Number of calls** | **%** |
| July 2013 | 1,128 | 9.11 |
| August 2013 | 1,006 | 8.13 |
| September 2013 | 962 | 7.77 |
| October 2013 | 1,188 | 9.61 |
| November 2013 | 1,002 | 8.10 |
| December 2013 | 810 | 6.54 |
| January 2014 | 1,280 | 10.34 |
| February 2014 | 1,039 | 8.39 |
| March 2014 | 972 | 7.85 |
| April 2014 | 914 | 7.38 |
| May 2014 | 1,060 | 8.56 |
| June 2014 | 1,017 | 8.22 |
| **Total** | **12,378** | **100.00** |

**Breakdown of calls by issue:**

|  |  |  |
| --- | --- | --- |
| **Issue** | **Number of calls** | **%** |
| Pharmacy Item | 5,135 | 41.48 |
| Safety Net Issue | 5,751 | 46.46 |

**Breakdown of calls: Pharmacy item issue**

|  |  |  |
| --- | --- | --- |
| **Pharmacy Item Issue** | **Number of calls** | **%** |
| Authority Scripts | 906 | 17.64 |
| Centrelink Conc. Card | 621 | 12.09 |
| Cost of Item to Patient | 480 | 9.35 |
| Availability | 374 | 7.28 |
| Refund - Medicare | 251 | 4.89 |
| Other | 248 | 4.83 |
| Listing Status Query | 219 | 4.26 |
| Cth Seniors Health Card | 195 | 3.80 |
| Schedule | 194 | 3.78 |
| Doctors Bag | 174 | 3.39 |
| Eligibility for the PBS | 149 | 2.90 |
| Claims/Processing | 127 | 2.47 |
| Prescription Rules | 113 | 2.20 |
| Brand Price Premium | 105 | 2.04 |
| Section 100 items | 87 | 1.69 |
| PBAC | 85 | 1.66 |
| Cost of Item to Gov’t | 70 | 1.36 |
| Taking Medicines Overseas | 56 | 1.09 |
| Prescriber/Dispenser Number | 55 | 1.07 |
| Regulation 24 | 53 | 1.03 |
| Private Scripts (non- PBS) | 49 | 0.95 |
| Closing the Gap | 45 | 0.88 |
| Prescription Shopping | 44 | 0.86 |
| Repeats ( Reg 25) | 39 | 0.76 |
| Schedule 8 Drugs | 33 | 0.64 |
| RPBS enquiry | 31 | 0.60 |
| Patient Contribution | 29 | 0.56 |
| Special Access Scheme | 27 | 0.53 |
| HMR/DMMR | 25 | 0.49 |
| Restricted items | 24 | 0.47 |
| Brand Substitution | 23 | 0.45 |
| SN20DR | 23 | 0.45 |
| Budget 2014 | 22 | 0.43 |
| Deletion of Item | 22 | 0.43 |
| PBS Statistics | 20 | 0.39 |
| Generic Medicines | 17 | 0.33 |
| Patient Co-payment increase | 16 | 0.31 |
| Therapeutic Group Premium | 13 | 0.25 |
| Recip Health Care Agreements | 12 | 0.23 |
| Public Hospitals and the PBS | 10 | 0.19 |
| PBS Website Enquiry | 9 | 0.18 |
| Private Hospitals and the PBS | 9 | 0.18 |
| Extemp Prepared Item | 8 | 0.16 |

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| --- | --- | --- |
| IME | 4 | 0.08 |
| Be Wise Brochure | 3 | 0.06 |
| Full Cost on Labels | 3 | 0.06 |
| 2007 PBS Reforms | 2 | 0.04 |
| Flu Vaccine | 2 | 0.04 |
| Hospital Reform | 2 | 0.04 |
| Lipitor – TPG Removal | 2 | 0.04 |
| Special Patient Contribution | 2 | 0.04 |
| Herceptin – Info Provided | 1 | 0.02 |
| Herceptin – Refer to Website | 1 | 0.02 |
| Withdrawal of Printed Schedule | 1 | 0.02 |
| Asthma Awareness Campaign | 0 | 0.00 |
| Herceptin – Refer to Department | 0 | 0.00 |
| Integrated Best Practice | 0 | 0.00 |
| Schedule Mailing List | 0 | 0.00 |
| **Total** | **5,135** | **100.00** |

**Breakdown of calls: Safety net issue**

|  |  |  |
| --- | --- | --- |
| **Safety Net Issue** | **Number of calls** | **%** |
| General SN Query | 1,211 | 21.06 |
| Refund – Medicare Australia | 1,144 | 19.89 |
| Thresholds | 1097 | 19.07 |
| Recording Prescriptions | 460 | 8.00 |
| SN Processing (Medicare Australia) | 421 | 7.32 |
| Eligibility | 374 | 6.50 |
| Recordable Value | 341 | 5.93 |
| Families/Dependants | 175 | 3.04 |
| Stationery | 112 | 1.95 |
| Change of Status | 97 | 1.69 |
| Joint Safety Net | 94 | 1.63 |
| Cross – Overs | 75 | 1.30 |
| Period | 72 | 1.25 |
| Lost Card/Supplementary Card | 57 | 0.99 |
| Comb Safety Net (separated couples) | 21 | 0.37 |
| **Total** | **5,751** | **100.00** |