# PBS INFORMATION LINE REPORT, 2015-2016

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 2015 – 30th June 2016, the information line received **8,330** calls.

|  |  |  |
| --- | --- | --- |
| **Conclusion** | **Number of calls** | **%** |
| Satisfied | 8,310 | 99.8 |
| Dissatisfied | 16 | 0.2 |
| Abusive | 4 | 0.0 |
| **Total** | **8,330** | **100.00** |

**Breakdown of calls by month:**

|  |  |  |
| --- | --- | --- |
| **Month** | **Number of calls** | **%** |
| July 2015 | 783 | 9.40 |
| August 2015 | 711 | 8.54 |
| September 2015 | 734 | 8.81 |
| October 2015 | 696 | 8.36 |
| November 2015 | 873 | 10.48 |
| December 2015 | 529 | 6.35 |
| January 2016 | 764 | 9.17 |
| February 2016 | 642 | 7.71 |
| March 2016 | 615 | 7.38 |
| April 2016 | 624 | 7.49 |
| May 2016 | 676 | 8.12 |
| June 2016 | 682 | 8.20 |
| **Total** | **8,330** | **100.00** |

**Breakdown of calls by issue:**

|  |  |  |
| --- | --- | --- |
|  **Issue** |  **Number of calls** | **%** |
| Pharmacy Item  | 6,114 | 54.52 |
| Safety Net Issue | 4,110 | 36.65 |

**Breakdown of calls: Pharmacy item issue**

|  |  |  |
| --- | --- | --- |
| **Pharmacy Item Issue** | **Number of calls** | **%** |
| Authority Scripts | 1,320 | 21.59% |
| Listing Status Query | 566 | 9.26% |
| Other | 459 | 7.51% |
| Cost of Item to Patient | 395 | 6.46% |
| Availability | 367 | 6.00% |
| Claims/Processing | 298 | 4.87% |
| Non PBS - Medicare/DHS | 256 | 4.19% |
| Non PBS - Centrelink/DVA | 188 | 3.07% |
| Refund - Failure to show entitlement | 176 | 2.88% |
| Prescription Rules | 171 | 2.80% |
| Section 100 items | 162 | 2.65% |
| Prescriber/Dispenser Number | 156 | 2.55% |
| Doctors Bag/Emeregency Drug Supplies | 149 | 2.44% |
| Centrelink Conc. Card | 145 | 2.37% |
| Brand Price Premium | 136 | 2.22% |
| Eligibility for the PBS | 86 | 1.41% |
| Schedule | 80 | 1.31% |
| Deletion of Item | 72 | 1.18% |
| Restricted items | 70 | 1.14% |
| Cost of Item to Gov't | 67 | 1.10% |
| Taking & Sending Medicines Overseas | 67 | 1.10% |
| PBAC | 62 | 1.01% |
| Private Scripts (non-PBS) | 62 | 1.01% |
| C'th Seniors Health Care Card | 48 | 0.79% |
| PBS Website Enquiry | 47 | 0.77% |
| Schedule 8 Drugs | 47 | 0.77% |
| Closing the Gap | 43 | 0.70% |
| Prescription Shopping | 40 | 0.65% |
| RPBS enquiry | 36 | 0.59% |
| SN20DR | 36 | 0.59% |
| Regulation 24 | 35 | 0.57% |
| PBS Statistics | 34 | 0.56% |
| Brand Substitution | 33 | 0.54% |
| Patient Contribution | 31 | 0.51% |
| Generic Medicines | 23 | 0.38% |
| Repeats (Reg 25) | 23 | 0.38% |
| HMR/DMMR | 22 | 0.36% |
| Therapeutic Group Premium | 22 | 0.36% |
| Public Hospitals and the PBS | 15 | 0.25% |
| Special Access Scheme | 15 | 0.25% |
| IME | 14 | 0.23% |
| Recip. Health Care Agreements | 13 | 0.21% |
| Private Hospitals and the PBS | 10 | 0.16% |
| Extemp. Prepared Item | 9 | 0.15% |
| Hospital Reforms | 4 | 0.07% |
| Budget 2015 | 2 | 0.03% |
| Special Patient Contribution | 2 | 0.03% |
| Norfolk Island Reforms | 0 | 0.00% |
| Price Disclosure | 0 | 0.00% |
| **Totals** | **6,114** | **100%** |

**Breakdown of calls: Safety net issue**

|  |  |  |
| --- | --- | --- |
| **Safety Net Issue** | **Number of calls** | **%** |
| Thresholds | 1306 | 31.78% |
| Refund - Exceeded the SN Threshold | 795 | 19.34% |
| General SN Query | 673 | 16.37% |
| Recording Prescriptions | 351 | 8.54% |
| Stationery | 226 | 5.50% |
| Recordable Value | 197 | 4.79% |
| Period | 116 | 2.82% |
| SN Processing | 115 | 2.80% |
| Families/Dependants | 110 | 2.68% |
| Eligibility | 56 | 1.36% |
| CombSafetyNet(separated couples) | 45 | 1.09% |
| Joint Safety Net | 38 | 0.92% |
| Lost Card/Supplementary Card | 33 | 0.80% |
| Cross-Overs | 25 | 0.61% |
| Change of Status | 24 | 0.58% |
| **Totals** | **4,110** | **100%** |