# PBS INFORMATION LINE REPORT, 2012-2013

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 2012 – 30th June 2013, the information line received **14,543** calls.

|  |  |  |
| --- | --- | --- |
| **Conclusion** | **Number of calls** | **%** |
| Satisfied |  14,519 | 99.83 |
| Dissatisfied | 17 | 0.12 |
| Abusive | 7 | 0.05 |
| **Total** | **14,543** | **100.00** |

**Breakdown of calls by month:**

|  |  |  |
| --- | --- | --- |
| **Month** | **Number of calls** | **%** |
| July 2012 | 1,693 | 11.64 |
| August 2012 | 1,372 | 9.43 |
| September 2012 | 1,230 | 8.46 |
| October 2012 | 1,448 | 9.96 |
| November 2012 | 1,349 | 9.28 |
| December 2012 | 1,141 | 7.85 |
| January 2013 | 1,577 | 10.84 |
| February 2013 | 1,266 | 8.71 |
| March 2013 | 884 | 6.08 |
| April 2013 | 790 | 5.43 |
| May 2013 | 957 | 6.58 |
| June 2013 | 836 | 5.75 |
| **Total** | **14,543** | **100.00** |

**Breakdown of calls by issue:**

|  |  |  |
| --- | --- | --- |
|  **Issue** |  **Number of calls** | **%** |
| Pharmacy Item  | 5,254 | 36.13 |
| Safety Net Issue | 5,294 | 36.40 |

**Breakdown of calls: Pharmacy item issue**

|  |  |  |
| --- | --- | --- |
| **Pharmacy Item Issue** | **Number of calls** | **%** |
| Centrelink Conc. Card | 759 | 14.45 |
| Authority Scripts | 726 | 13.82 |
| Availability | 464 | 8.83 |
| Cost of Item to Patient | 461 | 8.77 |
| Other | 275 | 5.23 |
| Refund - Medicare | 234 | 4.45 |
| Schedule | 218 | 4.15 |
| Eligibility for the PBS | 216 | 4.11 |
| Cth Seniors Health Card | 197 | 3.75 |
| Listing Status Query | 166 | 3.16 |
| Doctors Bag | 159 | 3.03 |
| Claims/Processing | 140 | 2.66 |
| Brand Price Premium | 114 | 2.17 |
| Taking Medicines Overseas | 77 | 1.47 |
| Private Scripts (non- PBS) | 68 | 1.29 |
| PBAC | 66 | 1.26 |
| Section 100 items | 64 | 1.22 |
| Closing the Gap | 57 | 1.08 |
| Regulation 24 | 55 | 1.05 |
| Patient Contribution | 54 | 1.03 |
| Cost of Item to Gov’t | 53 | 1.01 |
| HMR/DMMR | 52 | 0.99 |
| Prescription Rules | 52 | 0.99 |
| Prescriber/Dispenser Number | 50 | 0.95 |
| SN20DR | 49 | 0.93 |
| Therapeutic Group Premium | 44 | 0.84 |
| Generic Medicines | 43 | 0.82 |
| Brand Substitution | 37 | 0.70 |
| Restricted items | 33 | 0.63 |
| Prescription Shopping | 30 | 0.57 |
| Deletion of Item | 29 | 0.55 |
| Recip Health Care Agreements | 28 | 0.53 |
| Repeats ( Reg 25) | 27 | 0.51 |
| RPBS enquiry | 24 | 0.46 |
| PBS Statistics | 17 | 0.32 |
| Patient Co-payment increase | 15 | 0.29 |
| Internet Query | 13 | 0.25 |
| Public Hospitals and the PBS | 13 | 0.25 |
| Private Hospitals and the PBS | 10 | 0.19 |
| Extemp Prepared Item | 9 | 0.17 |
| Schedule 8 Drugs | 9 | 0.17 |
| Asthma Awareness Campaign | 8 | 0.15 |
| Special Access Scheme | 8 | 0.15 |
| Be Wise Brochure | 6 | 0.11 |
|  |  |  |
|  |  |  |
| Flu Vaccine | 5 | 0.10 |
| Hospital Reform | 5 | 0.10 |
| Full Cost on Labels | 4 | 0.08 |
| Withdrawal of Printed Schedule | 4 | 0.08 |
| Schedule Mailing List | 3 | 0.06 |
| 2007 PBS Reforms | 2 | 0.04 |
| Herceptin – Refer to Website | 1 | 0.02 |
| Special Patient Contribution | 1 | 0.02 |
| Budget 08 | 0 | 0.00 |
| Herceptin – Info Provided | 0 | 0.00 |
| Herceptin – Refer to Department | 0 | 0.00 |
| IME | 0 | 0.00 |
| Integrated Best Practice | 0 | 0.00 |
| Lipitor – TPG | 0 | 0.00 |
| **Total** | **5,254** | **100.00** |

**Breakdown of calls: Safety net issue**

|  |  |  |
| --- | --- | --- |
| **Safety Net Issue** | **Number of calls** | **%** |
| Refund – Medicare Australia | 1,137 | 21.48 |
| General SN Query | 845 | 15.96 |
| Thresholds | 743 | 14.03 |
| Eligibility | 608 | 11.48 |
| Recording Prescriptions | 571 | 10.79 |
| Families/Dependants | 326 | 6.16 |
| Recordable Value | 286 | 5.40 |
| SN Processing (Medicare Australia) | 201 | 3.80 |
| Stationery | 107 | 2.02 |
| Joint Safety Net | 100 | 1.89 |
| Period | 96 | 1.81 |
| Lost Card/Supplementary Card | 86 | 1.62 |
| Change of Status | 84 | 1.59 |
| Cross – Overs | 84 | 1.59 |
| Comb Safety Net (separated couples) | 20 | 0.38 |
| **Total** | **5,294** | **100.00** |