

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