

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

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