

PBS INFORMATION LINE REPORT, 2014-2015

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 2014 – 30th June 2015, the information line received **8,836** calls.

Conclusion	Number of calls	%
Satisfied	8,824	99.86
Dissatisfied	12	0.14
Abusive	0	0.00
Total	8,836	100.00

Breakdown of calls by month:

Month	Number of calls	%
July 2014	938	10.62
August 2014	798	9.03
September 2014	692	7.83
October 2014	1,002	11.34
November 2014	729	8.25
December 2014	630	7.13
January 2015	759	8.59
February 2015	616	6.97
March 2015	618	6.99
April 2015	623	7.05
May 2015	717	8.11
June 2015	714	8.08
Total	8,836	100.00

Breakdown of calls by issue:

Issue	Number of calls	%
Pharmacy Item	5,882	47.74
Safety Net Issue	4,695	38.11

Breakdown of calls: Pharmacy item issue

Pharmacy Item Issue	Number of calls	%
Authority Scripts	1,311	22.29
Cost of Item to Patient	453	7.70
Availability	397	6.75
Listing Status Query	368	6.26
Other	328	5.58
Centrelink Concession Card	326	5.54
Brand Price Premium	222	3.77
Doctors Bag	209	3.55
Schedule	174	2.96
Refund – DHS Office	165	2.81
Section 100 Items	151	2.57
Prescription Rules	110	1.87
Comm Seniors Health Care Card	108	1.84
Eligibility for the PBS	108	1.84
DHS (Medicare) Query	97	1.65
PBAC	94	1.60
Prescriber/Dispenser Number	94	1.60
Claims/Processing	93	1.58
Centrelink/DVA Query	91	1.55
Private Scripts (non-PBS)	86	1.46
Cost of Item to Gov	75	1.28
Closing the Gap	61	1.04
PBS Website Enquiry	61	1.04
Taking and Sending Medicines Overseas	58	0.99
Deletion of Item	53	0.90
Restricted Items	49	0.83
Regulation 24	46	0.78
Brand Substitution	44	0.75
Prescription Shopping	40	0.68
Schedule 8 Drugs	38	0.65
PBS Statistics	37	0.63
RPBS Query	37	0.63
Repeats (Reg 25)	37	0.63
SN20DR	35	0.60
Therapeutic Group Premium	29	0.49
Generic Medicines	24	0.41
Extemporaneously Prepared Item	23	0.39
HMR/DMMR	22	0.37
Public Hospitals and the PBS	20	0.34
IME	18	0.31
Patient Contribution	18	0.31

Reciprocal Health Care Agreements	17	0.29
Special Access Scheme	15	0.26
Budget	13	0.22
Patient Co-Payment Increase	7	0.12
Flu Vaccine	6	0.10
Private Hospitals and the PBS	4	0.07
Be Wise Brochure	3	0.05
Hospital Reforms	3	0.05
Special Patient Contribution	2	0.03
Asthma Awareness Campaign	1	0.02
Withdrawal of Printed Schedule	1	0.02
Total	5,882	100.00

Breakdown of calls: Safety net issue

Safety Net Issue	Number of calls	%
Safety Net Threshold	1,508	32.12
General SN Query	913	19.45
Refund – DHS (Medicare)	771	16.42
Recording Prescriptions	403	8.58
SN Recordable Value	194	4.13
Families/Dependants	169	3.60
SN Stationary	165	3.51
SN Processing	141	3.00
SN Eligibility	132	2.81
SN Period	91	1.94
Combined Safety Net	51	1.09
Cross-overs	41	0.87
Joint Safety Net	40	0.85
SN Change of Status	38	0.81
Lost/Supplementary Card	38	0.81
Total	4,695	100.00