

## 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.

<b>Conclusion</b>	<b>Number of calls</b>	<b>%</b>
Satisfied	8,310	99.8
Dissatisfied	16	0.2
Abusive	4	0.0
<b>Total</b>	<b>8,330</b>	<b>100.00</b>

### Breakdown of calls by month:

<b>Month</b>	<b>Number of calls</b>	<b>%</b>
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
<b>Total</b>	<b>8,330</b>	<b>100.00</b>

### Breakdown of calls by issue:

<b>Issue</b>	<b>Number of calls</b>	<b>%</b>
Pharmacy Item	6,114	54.52
Safety Net Issue	4,110	36.65

Expenditure and Prescriptions 2015-16.

**Breakdown of calls: Pharmacy item issue**

<b>Pharmacy Item Issue</b>	<b>Number of calls</b>	<b>%</b>
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/Emergency 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%

Expenditure and Prescriptions 2015-16.

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%
<b>Totals</b>	<b>6,114</b>	<b>100%</b>

**Breakdown of calls: Safety net issue**

<b>Safety Net Issue</b>	<b>Number of calls</b>	<b>%</b>
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%
<b>Totals</b>	<b>4,110</b>	<b>100%</b>