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**Claiming Highly Specialised Drugs (HSD)  
in public hospitals using  
Online Claiming for Pharmaceutical  
Benefits Scheme (PBS)**



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## Outline



1. What is Online Claiming for PBS (and its benefits)
2. Approval to claim HSD online
3. Steps to undertake when making a claim for HSD
4. Paperwork requirements



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## Benefits



- Saves time
- Reduces paperwork
- Quick reimbursement



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## Approval to claim HSD online



- Public hospitals wanting to claim HSD through the Online Claiming for PBS claiming channel require approval under section 94 (s94) of the *National Health Act 1953* (NH Act), or section 100 (s100) of the NH Act in the case of non-dispensing public hospitals.
- Public hospitals must register and be approved before submitting claims for HSD through Online Claiming for PBS.
- Public hospitals participating in the Pharmaceutical Reforms (participating public hospitals) are able to claim all pharmaceutical benefit (PBS/RPBS) items, including HSD through Online Claiming for PBS.
- Public hospitals not participating in the Pharmaceutical Reforms (non participating hospitals) can claim HSD only.



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## Steps to making a claim



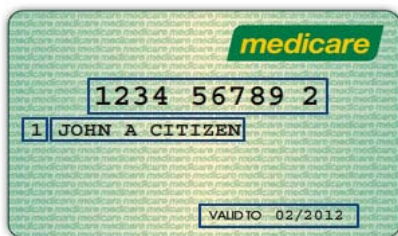
A patient presents you with a Pharmaceutical Benefits Scheme (PBS) or a Repatriation Pharmaceutical Benefits Scheme (RPBS) prescription for Highly Specialised Drugs (HSD).





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**Step 1: Check patient details**



**2009**  
**PBS Safety Net**  
**concession card**

CH901065265

You must present this card to receive your medicines at the concession rate through the Pharmaceutical Benefits Scheme or the Foundation Pharmaceutical Benefits Scheme (PBS/PBS).

**Card holder details**

Family name: \_\_\_\_\_  
 First given name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Postcode: \_\_\_\_\_

CH901065265 **Remove card and fly to Pharmaceutical Benefit Book (PBB)**

**Other family members**

Family name: \_\_\_\_\_  
 First given name: \_\_\_\_\_

**2009**  
**PBS Safety Net**  
**entitlement card**

SN902158010

You must present this card to receive your medicines for free through the Pharmaceutical Benefits Scheme or the Repatriation Pharmaceutical Benefits Scheme (PBS/PBS).

**Card holder details**

Family name: \_\_\_\_\_  
 First given name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Postcode: \_\_\_\_\_

SN902158010 **Remove card and fly to Pharmaceutical Benefit Book (PBB)**

**Other family members**

Family name: \_\_\_\_\_  
 First given name: \_\_\_\_\_





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## Step 2: Enter prescription information



Enter prescription information into your dispensing software:

- patient details
- medicine details
- prescriber details.

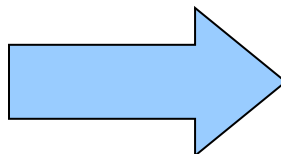


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## Step 3: Transaction to Medicare Australia



**Your  
pharmacy  
dispensing software**

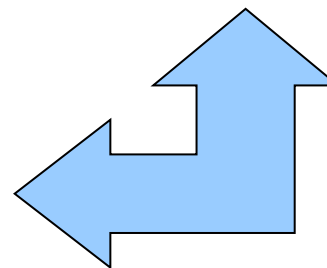


## **Medicare Australia**

- Checks details of prescription against PBS/RPBS rules
- Checks patient entitlement

## **Centrelink**

- Medicare Australia checks entitlement (including concessional entitlement) with Centrelink



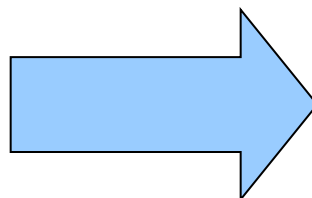


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**Step 4:**  
**Notification from**  
**Medicare Australia**



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Message through your pharmacy dispensing software letting you know if the claim for HSD is not payable.



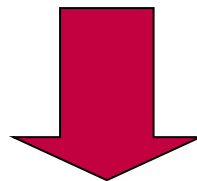
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**Claim not payable**



## What if...

...you receive a warning message or rejection code from Medicare Australia that the claim for HSD is not payable?



Fix any errors then inform the patient of their options





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## Step 5: Medicine supplied to patient



**PBS-RPBS authority prescription**  
Not valid unless authorised by delegate

1 2

Patient's Medicare no. <b>3</b>	<input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/> <input type="text" value="5"/> <input type="text" value="6"/> <input type="text" value="7"/> <input type="text" value="8"/> <input type="text" value="9"/> <input type="text" value="0"/>	Patient's Ref no. <b>1</b>	<input type="text" value="1"/>
Patient's full name <b>4</b>	Patient's Name		
Patient's address	Patient's Address		
Tick for return to patient <input type="checkbox"/> <b>5</b>	State/Territory		Postcode
Entitlement no.	<input type="text"/>		
Safety Net entitlement cardholder <input type="checkbox"/> <b>6</b>	Concessional or dependant, RPBS beneficiary or Safety Net concession cardholder <input type="checkbox"/> <b>7</b>		
<b>Authorisation is requested for the following:</b> (Tick appropriate boxes)			
PBS prescription from state manager, Medicare Australia <input type="checkbox"/> <b>8</b>			
RPBS prescription from the authorised delegate of the Repatriation Commission <input type="checkbox"/>			
Brand substitution not permitted <input type="checkbox"/> <b>9</b>			
<b>10 Only one item per form</b>			
<b>Darunavir 300mg oral</b>			
Pharmacist/patient copy			
Dosage directions <b>11</b>	2 tablets twice daily with food		
Quantity <b>12</b>	120	Prescriber's signature <b>14</b>	Date
No. of repeats <b>13</b>	Nil		/ /
Medicare Australia/DVA use	Quantity	Repeats	Phone/Delegate approval
			<input type="checkbox"/> <b>15</b>
I declare that I have received this medicine and the information relating to any entitlement to a pharmaceutical benefit is correct.	Patient's or agent's signature	Date of supply	
		/ /	
	Agent's address		
	<input type="text"/>	<input type="text"/>	
<small>Privacy note: The information recorded on this form, including your Medicare, Centrelink and/or Department of Veterans' Affairs numbers will be used to assess your entitlement to benefits under the Pharmaceutical Benefits Scheme and Repatriation Pharmaceutical Benefits Scheme and to determine payments due to pharmacists. With your consent the pharmacist or doctor may store your Medicare number for use on future prescriptions. The collection of this information is authorised by the National Health Act 1962 and may be disclosed to the Department of Health and Ageing, Department of Veterans' Affairs or as authorised or required by law. This information may also be disclosed to doctors and pharmacists.</small>			
<small>4006_10/09</small>			



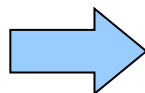
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## Step 6: Send claim for payment form



### Claiming cycle

- Every month or sooner
- $\geq 3500$  claims



### Send to Medicare Australia:

- *Claim for Payment/Payment Reconciliation* form
- required paper records.



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## Paper records to send with claim



### Keep

Paper prescription forms  
for Authority required  
(STREAMLINED) HSD  
you have claimed  
through Online Claiming  
for PBS



'Paperless'

### Send

Paper records for:

- ✓ increased quantities
- ✓ increased repeats
- ✓ CAR medicines.



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## Keeping records for 'paperless' claims



- Keep paper prescription forms within the public hospital pharmacy that supplied and claimed the HSD.
- Keep for a minimum of **two years** from date of dispensing.



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## Summary of steps



### Step 1

Check patient's Medicare/DVA card and/or entitlement card

### Step 2

Enter prescription information into your dispensing software

**Step 4**  
Medicare Australia sends a message whether the claim is payable

**Step 3**  
Dispensing software sends transaction to Medicare Australia, Medicare Australia checks eligibility

**Step 5**



[www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au)

**PBS PBS1 subsidy prescription**  
and other relevant information

1. Patient details  
2. Prescriber details  
3. Medication details  
4. Subsidy details  
5. Other relevant information

### Step 6

**Claims for payment / Payment reconciliation**

1. Patient details  
2. Prescriber details  
3. Medication details  
4. Subsidy details  
5. Other relevant information



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## Summary



- Online Claiming for PBS allows pharmacies to submit a claim to Medicare Australia each time a HSD PBS/RPBS medicine is dispensed.
- Close your claim every month, or sooner (no more than 3500 prescriptions are allowed in a claim).
- Send paperwork to Medicare Australia for CAR medicines, increased quantities and increased repeats.
- Keep all paper prescription forms for Authority required (STREAMLINED) HSD that pharmacies have claimed through Online Claiming for PBS:
  - within the public hospital pharmacy that has claimed the medicine
  - for a minimum of two years from date of dispensing.