

A guide to entitlement checking

You need to validate your customer's entitlement to the Pharmaceutical Benefits Scheme (PBS) and Repatriation Pharmaceutical Benefits Scheme (RPBS) before supplying medicine.

If a customer is not entitled to PBS/RPBS medicine at the subsidised rate, they should pay an increased contribution, or private rate, depending on their level of entitlement.

What levels of entitlement can pharmacies validate?

You can validate all levels of your customer's entitlement to subsidised PBS/RPBS medicine including:

- Medicare
- PBS Safety Net
- Centrelink (Pensioner Concession Card, Commonwealth Seniors Health Card and the Health Care Card)
- Department of Veterans' Affairs (Gold, White and Orange cards and Pension Concession Card and Commonwealth Seniors Health Card).

Information to help you check entitlements

A quick guide to checking the entitlement status of your customer is included on the reverse side of this sheet. You might like to keep this sheet near your dispensary when supplying PBS/RPBS medicine.

You can also order information sheets for your customers which explain why their concessional entitlement to the PBS/RPBS has been rejected. This sheet gives details of who they can contact to confirm their entitlement status.

More information

For more information on PBS entitlement checks, or to order copies of the information sheet for customers—'Your entitlement card'—call **132 290***. You can also visit Medicare Australia's website to download the information sheet www.medicareaustralia.gov.au > **Health care providers**

*Call charges may apply



Steps for checking a customer's entitlement

1. Submit the prescription to Medicare Australia.
2. Medicare Australia assesses the prescription. Details of errors on the prescription will be returned to you online. This includes errors associated with a customer's entitlement to the PBS/RPBS.
3. If a positive response is returned regarding your customer's entitlement, charge them the appropriate contribution rate.
4. If a negative response is returned regarding your customer's entitlement, check that all customer details have been keyed in or provided correctly.
5. Correct the details if necessary, and resubmit to Medicare Australia.
6. If details are correct and the response from Medicare Australia is still negative, explain to your customer that they will be charged at a higher rate, providing them with a receipt if they intend to request a refund from a Medicare office. For example, if Medicare Australia has advised that your customer is not entitled to a concession, but is entitled to Medicare, you should charge them the general patient contribution rate.
7. If your customer is not satisfied, you can call **132 290*** to discuss their entitlement status.
8. If your customer is still not satisfied with the response from Medicare Australia, give them the Medicare Australia information sheet for customers 'Your entitlement card'. This sheet explains why they may have lost their entitlement to the PBS/RPBS and details who to contact to confirm their entitlement status.

*Call charges may apply

