

The pharmacist is unable to charge you at the PBS concessional rate.

This is because:

- Medicare Australia's online claiming system, which accesses data directly from Centrelink, indicates that your concessional entitlement is not current at this time

and/or

- your entitlement card has expired.

The pharmacist cannot charge you at the lower PBS concessional rate while you do not have a valid concession entitlement.

Before pharmacies can give you Pharmaceutical Benefits Scheme (PBS) or Repatriation Pharmaceutical Benefits Scheme (PBS) medicine at a subsidised rate, they are required by law to check your entitlement status to ensure they are valid. This is an Australian Government requirement that ensures only eligible people receive subsidised PBS/RPBS medicine, helping to ensure that the PBS remains sustainable for all Australians.

Why is my card invalid?

There could be several reasons why a card is invalid, including:

- your card has expired
- you may have recently changed your name
- your Centrelink payments have stopped
- you have returned from overseas and have not informed Centrelink
- there have been changes in the caring arrangements of your children
- there have been changes in your income
- there have been changes in the living arrangements of either you or your partner.

If you are unsure of why you are not entitled, and you would like to query this matter, you should contact the government agency that issued the card (see contact list on reverse side).

The customer service officer will be able to provide you with further information.

If you pay a higher price for your prescription and it is found that you were actually entitled when you were supplied the medicine, then you will be able to claim a refund at a Medicare or Department of Veterans' Affairs (DVA) office, once you have shown:

- the receipt for the medicine
- your valid entitlement card(s).

Why do pharmacies check entitlement cards?

Under the PBS, our taxes subsidise the cost of prescription medicine making it more affordable for all Australians. The cost of some medicine is much more than the price you pay—in some cases hundreds of dollars more—but our taxes provide eligible people a subsidy so they pay less.



Who should I contact?

Government agency	Type of card	Phone number
Medicare Australia	<ul style="list-style-type: none"> Medicare card PBS Safety Net Entitlement card 	<p>132 011*</p> <p>The pharmacist will call Medicare Australia on your behalf</p>
Centrelink	<ul style="list-style-type: none"> Pensioner Concession Card Commonwealth Seniors Health Card Health Care Card 	<ul style="list-style-type: none"> Employment Services: 132 850* Family Assistance Office: 136 150* Retirement Services: 132 300* Disability, Sickness and Carers: 132 717* ABSTUDY: 132 317* Youth and Students: 132 490*
Department of Veterans' Affairs (DVA)	<p>Repatriation Health Cards:</p> <ul style="list-style-type: none"> Gold card, White card, Orange card Pensioner Concession Card, Commonwealth Seniors Health Card 	<ul style="list-style-type: none"> 133 254* (for metropolitan callers) 1800 555 254** (for non-metropolitan callers)

If you need help translating this information call the TIS on **131 450***

Arabic—

على الرقم 131 450 إذا إحتجت الى مساعدة في ترجمة هذه المعلومات فيمكنك الإتصال بخدمة الترجمة التحريرية والشفهية

Korean—본 정보의 이해를 위해 번역사의 도움이 필요하시면, 131 450번으로 TIS에 전화하십시오

Serbian—Ако вам је потребна помоћ да преведете информације, назовите TIS на 131 450

Spanish—Si necesita ayuda para traducir esta información, llame al TIS al 131 450

Turkish—Bu bilgiyi tercüme etmek için yardıma ihtiyacınız varsa 131 450 numaradan TIS'i arayınız

Vietnamese—Nếu quý vị cần nhờ dịch thông tin này xin gọi cho TIS số 131 450

*Call charges may apply

**Call charges apply from mobile or pay phones only