

PBS Claim Processing



Reason codes

September 2004

Key	Action
	If there are issues contact e-Business Centre on 1800 700 199
	If there are issues contact General PBS and Stationery Enquiries 132 290
	If there are issues contact Pharmacy's software vendor
	If paper prescription is endorsed it will not be rejected
	If there are issues contact the IME hotline on 1300 302 122 (with patient's consent)
	If there are issues contact the PBS Online Branch Helpdesk
	If there are issues contact Approvals Clerk 132 290

Reason code	Reason type code	Reason text
010	R	This file contains an approved supplier number that does not exist in the PBS system
012	R	This file contains an approved supplier number that is not registered with PBS Online
013	R	Payment withheld pending prescription check
015	I	Prescription has been successfully cancelled
016	R	Approved supplier number has an invalid status
017	R	Public hospital not approved for PBS claiming
018	R	Claim reference number format invalid, must be 4 digits numeric
019	R	Claim period number format invalid
020	R	Prescription could not be cancelled as it could not be identified
021	R	Prescription could not be cancelled as it has already been culled
023	R	Prescription could not be cancelled as it has already been cancelled
024	R	Approved supplier number format invalid, must be 6 characters
025	R	Approved supplier number failed the checking routine
026	I	ERS for claim reference number <YYNN>
027	I	Duplicate ERS for claim reference number <YYNN>
28	R	Approval type invalid for PBS claims
029	R	Form type not provided or format invalid - provided as < >
030	R	Payment category not provided or format invalid - provided as < >
031	R	Medicare number not provided
032	I	Medicare number not required for doctor's bag order form
033	R	Medicare number format invalid, less than 11 characters
034	R	Medicare number format invalid, must be numeric - provided as < >
035	R	Medicare number format invalid, issue number must not be 0 - provided as < >
036	R	Medicare number failed checking routine
037	I	Public hospital provider number format invalid - provided as < >
038	I	Public hospital provider number is not required for doctor's bag order form
041	R	Serial number not provided or format invalid - provided as < >
043	R	Prescriber number not provided or format invalid - provided as < >, paper prescription required
044	W	Prescriber number format invalid - paper prescription required
045	R	Date of prescribing not provided, no further processing can be undertaken
046	R	Date of prescribing invalid, no further processing can be undertaken - provided as < >
047	R	Date of prescribing before 01/01/1989 or in the future - no further processing can be undertaken
048	R	Date of dispense not provided, no further processing can be undertaken
049	R	Date of dispense format invalid - provided as < >, no further processing can be undertaken
050	R	Date of supply/dispense is before 01/01/1989 or in the future - no further processing can be undertaken
051	I	Patient type not provided or format invalid - provided as < >
053	R	Item code format invalid - provided as < >, no further processing can be undertaken
054	I	Regulation 24 is invalid for doctor's bag order form
055	R	Brand format invalid, some item checks could not be performed - provided as < >
056	R	Quantity not provided or format invalid - provided as < >
057	I	Price format invalid - provided as < >
060	R	Number of repeats not provided or format invalid - provided as < >
061	R	Repeats not applicable to paperless records
062	R	Number of previous supplies not provided or invalid format - provided as < >
063	R	Number of previous supplies invalid for form type
064	R	Number of previous supplies invalid for paperless record
065	I	Regulation 24 not provided or format invalid - provided as < >
066	I	Repeats must be greater than 0 for Regulation 24

Reason code	Reason type code	Reason text
067	R	Regulation 24 not applicable for paperless prescriptions
068	I	Glass bottle indicator not provided or format invalid - provided as < >
069	I	Glass bottle indicator is invalid for this type of prescription
070	R	Glass bottle indicator invalid for a paperless record
071	R	Authority prescription number not provided or format invalid - provided as < >
072	R	Authority prescription number is required for authority items
073	I	Authority prescription number not required for this item
074	I	Immediate supply necessary indicator not provided or format invalid - provided as < >
075	I	Immediate supply necessary is invalid for doctor's bag order form
076	R	Immediate supply necessary invalid for paperless record
077	R	Entitlement number not provided or invalid for RPBS prescription - provided as < >
078	I	Entitlement number not required for this type of prescription
079	R	Safety Net number failed the checking routine for RPBS prescription
080	I	Processing code does not correspond with any allocated reason code
081	R	Safety Net number failed the checking routine
083	I	Surname/family name not required for doctor's bag order form
085	I	First/given name not required for doctor's bag order form
086	R	No name provided on prescription
087	W	Owing prescription needs to be endorsed, signed and dated by the approved supplier
088	W	Owing prescription needs to be endorsed, signed and dated by the approved supplier
089	R	Owing repeat prescription not permitted
090	R	Expired prescription - date of supply more than 12 months after date of prescribing
091	R	Form type provided is invalid for payment category - no further processing can be undertaken
092	R	Item supplied after approved supplier revocation date
093	R	Item supplied after approved supplier suspension date
094	R	Item supplied prior to approved supplier start date
095	W	Prescriber number does not exist - paper prescription required
096	W	Date of prescribing before prescriber start date - paper prescription required
097	W	Date of prescribing after prescriber end date - paper prescription required
098	R	Form type invalid for this prescriber - no further processing can be undertaken
099	R	Entitlement number provided is invalid - provided as < >
100	W	Medicare number provided does not exist on HIC's consumer directory
101	W	Special or generic Medicare number has expired
102	R	Photocopy of valid Medicare card or completed form needs to be provided
103	W	Medicare number - surname mismatch
104	W	Medicare number - first name mismatch
105	W	Medicare number - both names mismatch
106	W	Medicare card reported stolen by cardholder/spouse
107	W	Medicare number provided - no current entitlement
108	W	Medicare number provided - expired card has not been replaced
109	W	RHCA Medicare number provided - expired card has not been replaced
110	W	Medicare number - name mismatch - alternate card found
111	W	Medicare number provided - not current issue number
112	W	RHCA Medicare number provided - not current issue number
113	W	Medicare number provided - check issue and reference numbers
114	W	Medicare number provided is no longer valid
115	W	No record of entitlement found - check current entitlement card
116	W	Cannot verify Centrelink entitlement at date of supply - check entitlement card
117	W	Cannot verify entitlement at date of supply - entitlement withdrawn
118	W	Not eligible for DVA benefit - resubmit in concessional bundle
119	W	DVA number provided - not current number
120	W	DVA number - first name mismatch
121	W	DVA number - surname mismatch
122	W	DVA number - both names mismatch
123	W	DVA number provided - not PCC or CSHC
124	R	Safety Net number provided is not valid
125	R	Safety Net number provided is not valid in the year the item was supplied
126	W	Valid Safety Net number provided - not known - not allocated
128	W	Valid Safety Net number - allocated to approved supplier - no patient details
130	W	Valid Safety Net number - cancelled by card holder/spouse - void
131	W	Valid Safety Net number - cancelled by your approved supplier number
132	W	Valid Safety Net number - cancelled by a different approved supplier number
133	W	Prescription supply date prior to issue of Safety Net card
137	R	Owing prescription expired
140	R	Item not a benefit at date of prescribing
141	R	Item not a benefit at date of supply
142	R	Brand not a benefit at date of supply
143	R	Authority item requires prior approval
144	R	Maximum quantity exceeded at date of prescribing
145	R	Maximum number of repeats exceeded at date of supply

Reason code	Reason type code	Reason text
146	R	Number of previous supplies exceeds number of supplies permitted
147	R	Item cannot be prescribed by a doctor
148	R	Item cannot be prescribed by a dentist
149	R	Item cannot be supplied by this approved supplier
150	R	Authority prescription number provided does not exist
151	R	Authority prescription provided does not uniquely match to available authority data
152	W	Prescriber number mismatch for original prescription - approved as < >
154	W	Patient mismatch for original prescription - approved as < >
156	W	Date of prescribing mismatch for original prescription - approved as < >
158	W	Quantity greater than quantity approved for original prescription - approved as < >
160	W	Repeats greater than repeats approved for original prescription - approved as < >
162	W	Item mismatch for original prescription - approved as < >
164	R	Duplicate prescription < > (matched prescription paid)
165	R	Same day prescribing prescription < > (matched prescription paid)
167	R	Original prescription < > does not comply with 4/20 day rule (matched prescription paid) - endorsement required
168	R	Original prescription < > does not comply with 4/20 day rule (matched prescription not paid) - endorsement required
169	R	Repeat prescription < > does not comply with 4/20 day rule (matched prescription paid) - endorsement required
170	R	DBOF item or its alternative has already been supplied this month, prescription < >
172	R	Unlisted RPBS item < > is not a benefit at date of prescribing
173	R	Unlisted RPBS item < > is not a benefit at date of supply
174	R	Original authority item < > not unlisted RPBS
175	R	Item not on correct form type
177	R	Public hospital provider number must be provided for public hospital prescriptions
180	W	Medicare number provided correct - name changed
181	R	Number of repeats invalid for form type
184	W	Public hospital provider number does not exist - paper prescription required
185	R	Public hospital provider number format invalid
226	W	Duplicate prescription < > (not paid)
227	W	Same day prescribing prescription < > (not paid)
229	R	Repeat prescription < > does not comply with 4/20 rule (not paid) - please check prescription for endorsement
232	W	Medicare card reported lost by cardholder/spouse
233	R	Entitlement number failed the checking routine for RPBS prescription - not Safety Net
234	R	Entitlement number failed the checking routine - not Safety Net
263	W	Cannot verify RPBS entitlement at date of supply - check entitlement card
271	R	No record of concessional entitlement found - check current entitlement card
275	W	Cannot verify concessional entitlement at date of supply - check entitlement card
279	W	Concessional entitlement number not provided or provided number is incorrect for payment category
280	R	Prescription priced at less than or equal to the relevant patient contribution
281	R	Exceptionally priced item is not twice the average price
283	R	No price supplied for Pricing Elected Prescription or unlisted RPBS item
284	R	Item supplied prior to authority being approved
286	R	Authority approval number format invalid
287	R	Owing prescription must be endorsed, signed and dated by the pharmacist
295	R	Unique pharmacy prescription number not provided or invalid format - provided as < >
296	I	Duplicate prescription requested - cannot be adjusted as the claim period has ended
297	R	Original previous supply details invalid
298	R	Date of supply format invalid, provided as < > - no further processing can be undertaken
299	R	Date of supply not provided - no further processing can be undertaken
300	R	PBS reference number provided is invalid - provided as < >
301	I	Pharmacy processing code not provided or format invalid - provided as < >
303	R	Prescription rejected - warning condition/s not met
305	R	Price must be provided for this average price item code
307	R	Patient category is invalid for approval type
308	R	Regulation 24 is not allowed for Chemotherapy Pharmaceutical Access Program (CPAP) items
309	R	Owing prescriptions are not allowed for Chemotherapy Pharmaceutical Access Program (CPAP) items
310	R	Pack size and/or quantity have changed between prescribing <0> and supply <1>
312	I	PBS reference number does not exist - provided as < >
313	R	Item not allowed for provided payment category
314	R	Item not allowed on this type of prescription
315	R	Form type invalid for this patient category - no further processing can be undertaken
317	R	Item not allowed for a dental authority
319	W	Selected authority has been rejected
321	R	Duplicate prescription < > (matched prescription paid)
322	W	Duplicate prescription < > (matched prescription paid)
323	R	Same day prescribing prescription < > (matched prescription paid)
324	W	Same day prescribing prescription < > (matched prescription not paid)
327	R	Original prescription < > does not comply with 4/20 day rule (matched prescription paid) - endorsement required
328	R	Original prescription < > does not comply with 4/20 day rule (matched prescription not paid) - endorsement required
331	R	Repeat prescription < > does not comply with 4/20 day rule (matched prescription paid) - endorsement required
332	R	Repeat prescription < > does not comply with 4/20 day rule (matched prescription not paid) - endorsement required

Reason code	Reason type code	Reason text
335	R	DBOF item or its alternative has already been supplied this month, prescription < >
337	R	PBS prescription not endorsed
338	R	RPBS prescription not endorsed
339	R	Prescribers name and/or address omitted from paper prescription
340	R	Dental prescriber number omitted from paper prescription
341	R	Date of prescribing after current date
342	R	Prescribers signature omitted from paper prescription
343	R	Date of supply omitted from paper prescription
344	R	Date of supply after current date
345	R	Date of supply prior to date of prescribing
346	R	Prescription not signed by patient or agent
347	R	Agents address omitted from paper prescription
348	R	Out of date prescription
349	R	Date of prescribing or supply after claim receipt date
350	R	Authority approval number omitted from paper prescription
351	R	Authority prescription number omitted from paper prescription
352	R	Pharmacy stamp omitted from paper prescription
353	R	Prescription submitted in wrong bundle
354	R	Prior approval required
355	R	RPBS prior approval required
356	R	Quantity not specified by prescriber
357	R	Prescriber to clarify item, form and strength
358	R	Patient category not indicated in entitlement box
360	R	Regulation 24 not permitted for hospital inpatient
361	R	Document relating to this serial number not received
362	R	Quantity supplied not indicated on DBOF
363	R	Deferred supply item serialised on original form
364	R	Date of original omitted from repeat prescription
365	R	Original prescription details omitted from repeat form
366	R	Single item drug - manner of administration not stated
367	R	Not endorsed Regulation 24 on paper prescription
368	R	Not signed by patient or agent and date of supply omitted
369	R	Previously paid item reserialised and resubmitted
370	R	Item details on transmission are not the same as paper prescription
371	R	Authority item details claimed are not the details approved
372	R	Prior approval requested but not granted for this item
373	R	Immediate supply necessary endorsement not signed by approved supplier
374	R	Immediate supply necessary must be written in full on paper prescription
375	R	Prescription alterations to be initialled by prescriber
376	R	Patients name/address omitted or illegible
377	R	Date of prescribing omitted from prescription
378	R	Digital signature on incoming message is invalid
379	R	Approved supplier public certificate is revoked
382	R	Approved supplier number in extended attributes does not match business transaction document
383	R	Approved supplier details are missing from extended attributes
384	R	PBS Online agreement complete flag is false
385	R	Approved supplier details are missing from BAU table
386	R	Approved supplier status or type in BAU table are invalid
387	R	Approved supplier status in trading networks is inactive
388	R	Patients entitlement number or RPBS file number omitted from paper prescription
389	R	Approved supplier does not exist in Trading Networks and Registration process is disabled
390	R	Prescriber number incorrect, not valid or omitted from paper prescription
391	R	Owed script must be endorsed, signed & dated by pharmacist
392	R	Entitlement number does not match with the entitlement number on paper prescription
393	R	Entitlement number invalid or omitted from paper prescription
394	R	Patient not covered by entitlement number quoted
395	R	See prescription endorsement
397	R	Prescription submitted for pre-assessment - could not be cancelled
398	R	Claim period has already been abandoned
403	R	Provided PBS reference number does not correspond with unique pharmacy prescription number
445	R	Claim period already in use by another channel
461	R	Prescriber number does not conform to API specification
467	R	Original PBS approval number provided is invalid
468	R	Original unique pharmacy prescription number provided is invalid
470	R	Insufficient details supplied to price unlisted RPBS
473	I	Requested electronic statement does not exist
474	I	No new electronic statements available
488	R	Software vendor name invalid
489	R	Software version number invalid
490	R	Prescription could not be adjusted in the claim period because its passed a status of 'In Progress'