

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. 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.

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).

Steps for checking your customer's entitlement

1. If your customer's entitlement does not appear to be valid or current as they are unable to provide a valid entitlement card, re-confirm entitlement details with them.
2. If your customer cannot provide evidence of current entitlement, you can call **132 290*** to confirm their entitlement status.
3. If a positive response is given regarding your customer's entitlement, charge the customer the contribution rate corresponding to the advice from Medicare Australia.
4. If a negative response is given regarding your customer's entitlement, explain to your customer that current entitlement cannot be confirmed. You will need to charge them the higher rate and provide them with a receipt if they intend to request a refund from a Medicare office.
5. If your customer is still not satisfied with the advice given from Medicare Australia, give them the Medicare Australia information sheet for customers 'Your entitlement card'. This information sheet explains why they may have lost their entitlement to the PBS/RPBS and details who to 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

