



Online PBS Authority system

Frequently Asked Questions (FAQs)

	<p>How do I access the Online PBS Authorities system?</p> <p>You will need to use your Provider Digital Access (PRODA) account to securely access government online services. If you don't have an account yet, register now. Once registered, you will need to link your prescriber number in your PRODA account.</p> <p>You can then access the Online PBS Authorities system through:</p> <ul style="list-style-type: none">• Health Professional Online Services (HPOS), or• Upgraded clinical and prescribing software <p>You will need to provide information about your patient, the medicine you are prescribing, dose, quantity and repeat, and answer several questions in line with the relevant restrictions to enable a real time patient eligibility assessment result of Approved or Rejected.</p> <p>Note: some applications may still require assessment by a Services Australia operator (process known as a Full (Delayed) Assessment). When assessed you will receive an outcome notification directly to your Health HPOS mailbox.</p>
	<p>Why aren't all PBS medicines available in the Online PBS Authorities system?</p> <p>Services Australia and the Department of Health, Disability and Ageing (DHDA) are continuing to work together to increase the number of PBS medicines that can be requested and approved using the Online PBS Authorities system.</p>
	<p>Does Services Australia determine the listing changes to the PBS medicines?</p> <p>No, Service Australia administers the PBS in accordance with the legislation and policies for which the DHDA is responsible.</p> <p>The authority requirements for medicines listed on the PBS are determined by the Pharmaceutical Benefits Advisory Committee (PBAC). The PBAC is an independent body established under the <i>National Health Act 1953</i> to make recommendations and give advice to the Minister for Health, Disability and Ageing on which items should be subsidised under the PBS, including eligibility criteria and restrictions for conditions where PBS subsidy is available.</p> <p>The PBAC process is supported by legislation, and the agency has no discretion to alter these requirements for individual patients, even in cases where use of the medicine might be beneficial or recommended on clinical grounds. For further information about each medicine visit pbs.gov.au.</p>
	<p>Can I still request a PBS Authority via the phone, post or HPOS secure form upload facility?</p> <p>Yes. The Online PBS Authorities system offers an alternate authority submission option for most PBS medicines. You can continue to call for Authority required (telephone) medicines and utilise the form upload or mail channel for Authority required (Written) medicines.</p>



	<p>How can I access the HPOS secure form upload facility?</p> <p>Access HPOS by logging in to your PRODA account. From the HPOS Homepage, there are two ways to access the facility:</p> <ul style="list-style-type: none">• Select "Forms" then "Secure Upload Form"; or• Select "Messages" then "My mailbox" or "Practice Mailbox" then "Form Upload"
	<p>What is an item code?</p> <p>Under the PBS, medicines are referred to as items. To identify different listings, an item code is allocated to each item.</p> <p>Item codes are found on the pbs.gov.au web page, under each medicine's 'Code & Prescriber' heading, next to the Medicine Product Pack information.</p> <p>If you don't know which item code to use when requesting an Authority in the Online PBS Authorities system, you can search for the PBS medicine using the brand or medicine name as a keyword.</p>
	<p>Who can I contact for more information?</p> <p>For more information about:</p> <ul style="list-style-type: none">• PRODA - A guide on how to create a PRODA account can be found on the Services Australia website. If you have any PRODA issues contact: proda@servicesaustralia.gov.au.• HPOS - contact: 132 150• Online PBS Authorities system or how to integrate your prescribing software, visit servicesaustralia.gov.au/hppbsauthorities or contact: PBS.authorities.systems@servicesaustralia.gov.au• PBS restrictions visit: pbs.gov.au <p>Services Australia has a broad range of educational resources on the Health Professional Education Resources website. This includes simulations, podcast and an infographic on the Online PBS Authorities system. Visit https://hpe.servicesaustralia.gov.au/pharmaceutical-benefits-scheme.html</p> <p>If you require additional assistance or have any queries, email authority.comms.change@servicesaustralia.gov.au.</p>