



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 to 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. Some applications may still require assessment by a Services Australia operator (process known as a Full (Delayed) Assessment).</p>
	<p>Does Services Australia determine the listing changes to the PBS medicines?</p> <p>No, Service Australia (the Agency) administers the PBS in accordance with the legislation and policies for which the Department of Health, Disability and Ageing (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 all 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>When uploading PBS authority forms through HPOS, select PBS Authorities as the Form Category. Only you or your authorised delegate(s) can upload PBS Authority applications.</p>
	<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 by using the built-in medicine search. Enter the drug name, brand name or indication, then select the relevant medicine from the search result. On the individual medicine page, the item code is displayed next to the 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, form or strength 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 the eBusiness phone line: 1800 700 199 (Monday to Friday, 8am to 5pm local time).• 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>