



# PBS Non-compliance & Fraud



## REPORTING NON-COMPLIANCE & FRAUD

Non-compliance and fraud adds to the cost of programs and services that taxpayers pay for. By making a report, you can help us to keep our health system fair for everyone.

The Department takes allegations very seriously, reviews any allegations made and conducts compliance activities.

### TIP-OFFS

Should you have concerns about a potential breach of the Conditions of Approval for approved pharmacists, or any other compliance matter, you can report your concerns to the Provider Benefits Integrity Hotline by calling 1800 314 808 or submitting the details to the Department online by completing the

**Tip-off form.**

Reporting suspected fraud or non-compliance doesn't take long.

**Tip-offs can be anonymous**, we encourage you to provide as much information as you can, including any evidence and examples.

## WHAT CAN I REPORT TO THE TIP-OFF LINE?

Any suspected fraud or non-compliance by health providers against health programs should be reported.

Examples of tip-offs can include:

- ✓ If you are told or witness PBS medications being dispensed at a different terminal to non-PBS medications.
- ✓ If a customer raises their concern that the details on a PBS medication or PBS repeats show a different location to where they received their medication.
- ✓ If PBS repeats are stored at the pharmacy and you witness repeats being dispensed every 21 days, without the patient requesting it.
- ✓ If you witness PBS medications being supplied without a prescription or prescriber's orders.
- ✓ If you are told or witness PBS repeats being generated where the prescriber hasn't ordered any repeats.

## HOW WE IDENTIFY NON-COMPLIANCE

We obtain information about potential non-compliance from a range of sources including tip-offs from the public and healthcare professionals, data analysis, and referrals from other regulators.

This information undergoes a process of validation, which includes an analysis by our compliance officers and rigorous governance processes.

The following is a list of examples of the types of non compliance (pharmaceutical benefits) that are identified by our processes:

- ✓ Supplying repeats in excess of what has been ordered by the prescriber.
- ✓ Supplying a different medication to what has been prescribed.
- ✓ Supplying a prescription after its expiry.
- ✓ Supplying a prescription using details of a pharmacy which is at a different location.

## RESOURCES

You can access a range of educational resources to help you meet your legal obligations when claiming under the PBS:

- ✓ **eLearning** - Introduction to compliance within Medicare.
- ✓ **Services Australia** - Information about your responsibilities to supply PBS subsidised items.
- ✓ **PBS supply e-learning** - Information on how to supply, dispense and claim PBS items.

## PROVIDER BENEFITS INTEGRITY HOTLINE



1800 314 808



Tip-off form

