

Frequently Asked Questions:

What will Health manage?

Section 90:

- New and relocation applications
- Change of ownership
- Bankruptcy applications
- Expansion and contraction applications
- Ministerial discretions
- Application withdrawals
- Cancellation of a s90 approval
- Authority for a pharmacist to act
- Updates to a pharmacy including:
 - Change of trading name
 - Change of directors/trustees
 - Deactivation requests
 - Banking details
 - Change of an approved person's surname
 - Change of pharmacy address where no relocation is involved
 - Power of attorney requests
 - Dissolution of partnerships

Section 91:

- Applications to supply benefits following the death of an approved pharmacist

Section 92:

- Temporary or permanent application for a doctor in a rural Setting
- Cancellation of a s92 approval
- Banking details

Section 94:

- Temporary or permanent application (all categories)
- Authority for a pharmacist to act
- Cancellation of a s94 approval
- Banking details

What will DHS manage?

- PBS claim payments
- Applications for PBS online claiming (PKI certificates).
- Applications for ABN & tax invoice agreements processing.
- PBS stationery contract.
- PBS Safety Net claims.

How do applications progress in the transition period?

- During the transition period (11 December 2018 - 21 December 2018), any applications that DHS has begun processing before 11 December 2018 will continue to be managed by DHS until 21 December 2018.
- The transition period will ensure DHS and Health have contact centres managing calls concerning applications in relation to approval of PBS suppliers.
- After 21 December 2018, Health will be the sole agency responsible for the approval of PBS suppliers.
- Emails received in the NSW.PBS.APPROVAL.CLERK email box between 21 and 31 December 2018 will be forwarded to Health for actioning.
- From 1 January 2019, the NSW.PBS.APPROVAL.CLERK email box will be closed. Pharmacy approval applications and their supporting documents should now be sent to the [Health Data Portal](#). However, any queries in relation to pharmacy approvals can be directed to Health's email box pbsapprovedsuppliers@health.gov.au.
- Over the holiday period, from 24 December 2018, all pharmacy approval applications and change of detail requests submitted will not be acknowledged until Wednesday 2 January 2019.

What happens to applications that are yet to be finalised by DHS before 21 December 2018?

- All applications in progress with DHS will be transferred by 21 December 2018 and finalised by Health.

Why is the function being transferred?

In the 2018-19 Federal Budget, the Government announced the measure “improving access to medicines – sustainability of the pharmacy approvals process”.

This measure streamlines the PBS approved suppliers process and recovers its full cost by:

- Introducing cost recovery application fees from 1 July 2019 for pharmacists seeking approval to supply PBS medicines;
- Transferring new and existing PBS approved suppliers administrative functions from the Department of Human Services to the Department of Health; and
- Investing in new technology to enable applications to be lodged, and payments to be processed, online.

What are the benefits of this change?

- The transfer will:
- provide a more streamlined and efficient process for pharmacists
- reduce confusion for applicants
- avoid fragmented decision-making due to cross-agency administration
- reduce administrative burden across two government agencies

How do I submit an application?

- From 11 December, [new application forms](#) to become a PBS approved supplier or amend an approval will be available on the Health website www.health.gov.au/PBSapprovedsuppliers.
- All applications must be submitted to the Department of Health.
- From 11 December 2018, applications must be submitted via the [Health Data Portal](#). Applications via email will not be accepted.
- First time users of the Health Data Portal will be required to register with a valid AUSKey. AUSKeys can be obtained from the [Australian Business Register website](#).
- Further information on how to register and access the Health Data Portal can be found on the [User Help – Health Data Portal](#) screen.

Please note: The process for obtaining an AUSKey can take up to 5-10 business days.

How do I obtain PBS stationery?

There is no change to the current PBS stationery process. More information on [stationery](#).

For any further queries please email pbsapprovedsuppliers@health.gov.au.