

Online PBS Authorities system improvements

Services Australia is always looking for ways to improve the services and products that we offer, that's why from June 2024 we'll be making further improvements to the Online PBS Authorities system (the system) to enable the functionality for all PBS Authorities to be submitted online. The changes to the digital submission channel will make the Online PBS Authorities system easier to use and addresses feedback we've received from prescribers.

When using the system, you will notice changes to the way it looks and performs, including:

Where required, the ability to upload supporting documentation (e.g. test results, imaging etc), directly into the Online PBS Authorities system as part of the authority approval request.

Make sure you select Save on the Attach Supporting Documents screen to view the attachment(s) from a hyperlink.

A copy and paste icon will be displayed next to the following items on the Application Assessment Result screen:

- Authority Approval Number
- Authority Prescription Number
- Authority Unique ID

Improvements to the Authority Prescription Number function to allow the number to be amended after the authority has been assessed.

A new feature of delayed assessment. This feature enables prescribers to request PBS authority approvals using the Online PBS Authorities system however instead of an immediate assessment, the authority request will go to a Service Australia operator for an assessment.

Delayed assessment PBS authority requests will display an assessment result of Awaiting Assessment.

A new look with dynamically displayed question and answers to better assess patient eligibility.

Assessment outcome notifications will be sent directly to the prescriber via their Health Professional Online Service (HPOS) mailbox.

For more information about the **Online PBS Authorities system** visit www.servicesaustralia.gov.au/hppbsauthorities.

Services Australia has a broad range of educational resources on the **Health Professional Education Resources** website. This includes podcast, simulations and an infographic on the Online PBS Authorities system. Visit <https://hpe.servicesaustralia.gov.au/pharmaceutical-benefits-scheme.html>

If you require additional assistance or have any queries, please email authority.comms.change@servicesaustralia.gov.au.

Kind regards,

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Services Australia