

Medicare Australia Help Lines & Contacts

MEDICARE

Medicare enquiries by providers

(including Schedule interpretation, Medicare numbers and medical advisers)

Ph: 132 150

Medicare enquiries by general public

Ph: 132 011

Medclaims enquiries

Ph: 1300 788 008

Teleclaims

Ph: 1300 360 460

Medicare providers e-mail

medicare.prov@hic.gov.au

Medicare postal address

GPO Box 9822 in each capital city

Pharmaceutical Benefits Scheme (PBS)

PBS general enquiries

Ph: 132 290

PBS Information Line

Ph: 1800 020 613

Prescription Drug Smuggling Hotline

Ph: 1800 500 147

Prescription pad reorders

Ph: 132 290

Authority Prescription Approvals

(24-hour service, 7 days a week)

Ph: 1800 888 333

Authority Approvals free mail service

REPLY PAID 9857

PBS Authority Section

Health Insurance Commission

GPO Box 9857

in each capital city

PBS e-mail

pbs.eng@hic.gov.au

PBS postal address

GPO Box 9826 in each capital city

Prior Approval of Specialised Drug line

Ph: 1800 242 679

Mail: HIC
Prior Written Approval of Specialised Drugs
Reply Paid 76335
Melbourne VIC 3000

HIC Online

HIC Online Helpdesk

Ph: 1800 700 199
E-mail: hic.online@hic.gov.au

PKI Customer Service Centre

Ph: 1300 660 035
Web site: www.hesa.com.au

Australian Childhood Immunisation Register (ACIR)

ACIR general enquiries

Ph: 1800 653 809

Immunisation Register Stationery

Ph: 1800 067 307
Fax: 02 6230 0477

Immunisation Register Internet Help Desk

Ph: 1300 650 039

ACIR e-mail

acir@hic.gov.au

ACIR postal address

GPO Box M933, Perth WA 6843

General Practice Immunisation Incentives (GPII)

GPII general enquiries

Ph: 1800 246 101

GPII postal address

GPO Box 295, Hobart TAS 7001

Practice Incentives Program (PIP)

PIP general enquiries

Ph: 1800 222 032

PIP e-mail

pip@hic.gov.au

PIP postal address

GPO Box 2572, Adelaide SA 5001

HIC Medical Advisers

General enquiries

Ph: 132 150

New South Wales/Australian Capital Territory
Dr David Rankin, Senior Medical Adviser
Dr Lynda Bates, Medical Adviser
Dr Mary Kearney, Medical Adviser
Dr Tanya Kravchenko, Medical Adviser
Dr Vadim Leonov, Medical Adviser
Dr Peter Lorenz, Medical Adviser

HIC (General)

E- mail

hic.info@hic.gov.au

Internet

www.hic.gov.au

Central Office (Canberra) address

134 Reed Street
TUGGERANONG ACT 2900

New South Wales/Australian Capital Territory

Colonial State Bank Tower
150 George Street
PARAMATTA NSW 2150
Provider liaison fax: (02) 9895 4339

Department of Health and Aged Care

(Postal address: PO Box 9848 in each capital city)

New South Wales

1 Oxford Street
SYDNEY NSW 2000
Ph: (02) 9263 3555