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Australian Government

Services Australia

Tier 2 enquiries on Saturday and during extended hours of business for Medicare and PBS 011-40120070

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This document outlines information on Tier 2 enquiries on Saturdays and during extended hours of business for Medicare and Pharmaceutical Benefits Scheme (PBS).

The [Process](#) page contains information on the process to follow when Tier 2 support is not available.

The [Resources](#) page contains contact details for Pharmaceutical Benefits Scheme (PBS) - National Programme Support Officers (PSO) pilot, and a link to the Customer Enquiry form.

Related links

[Call transfers for Medicare and PBS telephony](#)

[National Programme Support Officers \(PSO\) line for Medicare and PBS](#)

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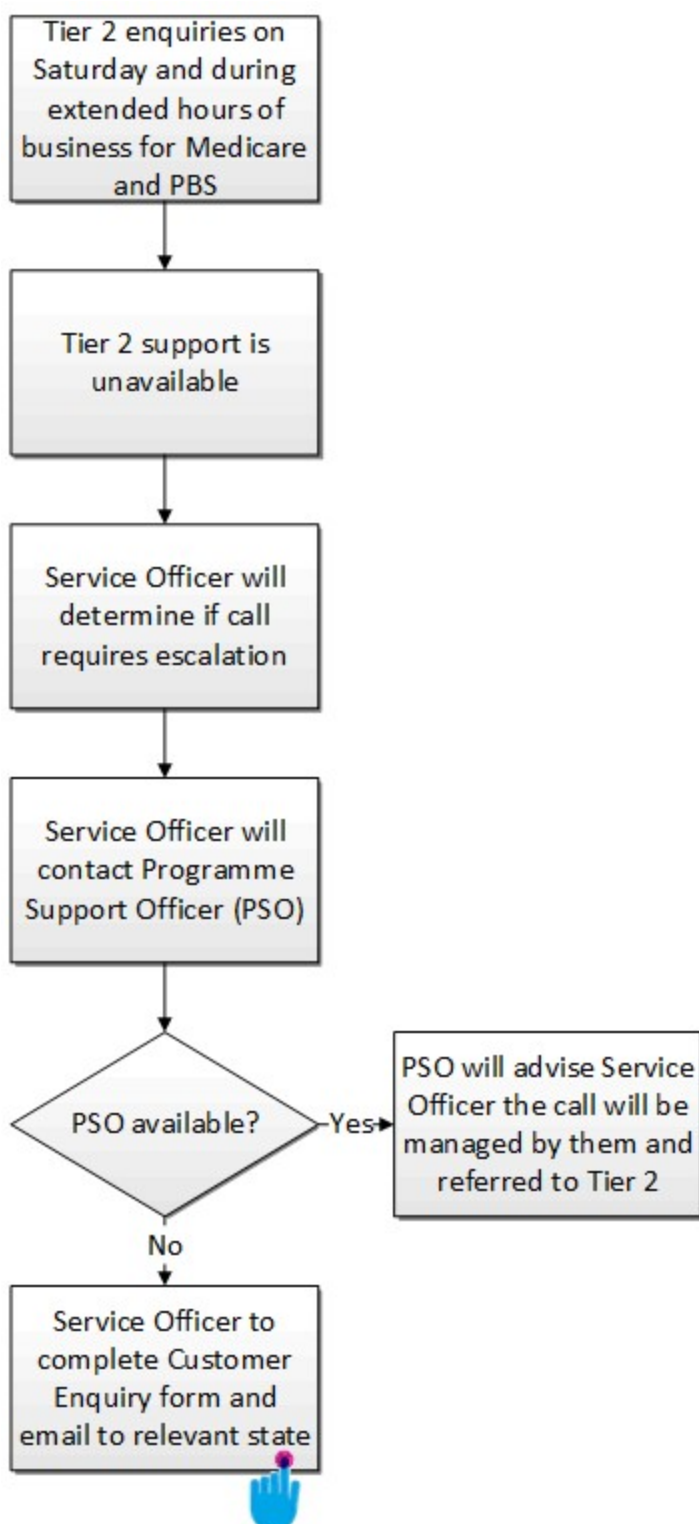
This page contains information on the process to follow when Tier 2 support is not available.

Flowchart

Tier 2 support not available on Saturday

This image provides information on the process to follow when Tier 2 support is not available.

Note: [a text based version of the following process summary image is available.](#)



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This page contains information on the process to follow when Tier 2 support is not available.

Procedure

Tier 2 Support is provided by the National Programme Support Officer Team on a Saturday.

Tier 2 support unavailable

This table describes the process to follow when Tier 2 support is not available.

Step	Who	Description
1	Service Officer	Determine if the call needs to be escalated.
2	Service Officer	Use Core Skills to ask customer if they mind holding while you seek assistance.
3	Service Officer	Contact Programme Support Officer (PSO) If PSO is unavailable, go to Step 5
4	PSO	Advise Service Officer if the call will be: <ul style="list-style-type: none"> • managed by the PSO, or • referred to Tier 2
5	Service Officer/PSO	Use the following options if the PSO or Tier 2 teams cannot be contacted: <ul style="list-style-type: none"> • Complete a Customer Enquiry form and email the form to the relevant state. General enquiries are emailed to the relevant areas in the Service Officer's state of origin. The Resources page contains a link to the Customer Enquiry form. <p>See also:</p> <p>Call transfers for Medicare and PBS telephony</p> <p>Pharmaceutical Benefits Scheme (PBS) - National Programme Support Officers (PSO) pilot</p> <ul style="list-style-type: none"> • Assure the caller their enquiry will be attended to as soon as possible • Service Officers must fully complete the Customer Enquiry Form providing as much details as possible including customer contact numbers

Resources

This page contains contact details for Pharmaceutical Benefits Scheme (PBS) - National Programme Support Officers (PSO) pilot, and a link to the Customer Enquiry form. Links on this page may be unavailable to external audiences.

Contact details

[Pharmaceutical Benefits Scheme \(PBS\) - National Programme Support Officers \(PSO\) pilot](#)

Forms

This attachment may not be printed, broadcast or released externally. For contact details and more information, see [Information Publication Scheme](#).

Use 'Save As' [workaround to download/use attachment](#).



[Customer enquiry form](#)