



Concessional Entitlement Verification service for pharmacies

You can use Health Professional Online Services (HPOS) to confirm a patient's concessional entitlements for the Centrelink, Department of Veterans' Affairs (DVA), and Pharmaceutical Benefits Scheme (PBS) Safety Net programs.

Concessional patients must hold or be listed on a valid Centrelink, DVA or PBS Safety Net card at the date of service.

Services Australia base a patient's entitlement eligibility on the information we hold at the time the check is completed.

1. Log on to **HPOS** using your Provider Digital Access (PRODA) account.
 - Authorised delegates need to select the provider they are acting for in HPOS.
 - Pharmacy and hospital staff need to select the pharmacy they are acting for when entering HPOS.
2. Select the **Find a patient** tile and perform a search on the patient's details.
3. Select **Next** to view the **Patient profile** page from the results table.
4. Select the **Concessional Entitlement Verification** tab on the left hand menu.
5. Confirm the pre-populated **Date of service** and tick the **declaration box** to declare the search is for verification and claiming purposes only.
6. Select **Verify**.
7. For each of the Centrelink, DVA and PBS Safety Net programs, the check will return:
 - Date of service
 - Entitlement status of **Yes, No** or **Cannot determine**
 - Card number
 - Verification Receipt Number.



In instances where Find a patient details need to be further queried, retain the Verification Receipt Number provided on the results screen, and contact the Improved Monitoring of Entitlements enquiry line on **132 290**, Option 1. (24 hours, 7 days. Call charges may apply) The Verification Receipt Number is necessary for the caller verification procedure.

