

Medicare Australia contact information

Medicare Medicare enquiries	
General public	132 011
Practitioners and staff (Schedule interpretation, Medicare numbers, claim enquiries, medical advisers)	132 150
Medicare Australia's Online claiming	1800 700 199
Medclams enquiries (Electronically transmitted claim enquiries and EFT payment enquiries)	1300 788 008
Medicare/Childhood Immunisation form enquiries	1800 067 307
Medicare/Childhood Immunisation form orders – fax	02 6230 0477
Email – medicare.enq@medicareaustralia.gov.au	
Website – www.medicareaustralia.gov.au	
PBS	
Authority prescription approvals	1800 888 333
General PBS and stationery enquiries	132 290
DVA authority prescription approvals	1800 552 580
DVA form enquiries	02 6225 4570
PBS information line	1800 020 613
Overseas Drug Diversion information line	1800 500 147
IME Medicare number hotline	1300 302 122
Email – pbs.enq@medicareaustralia.gov.au	
Website – www.medicareaustralia.gov.au	
immunisation	
Australian Childhood Immunisation Register	1800 653 809
Australian Childhood Immunisation Register internet help desk	1300 650 039
Email – acir@medicareaustralia.gov.au	
Website – www.medicareaustralia.gov.au	
organ donor	
General enquiries	1800 777 203
Email – aodr@medicareaustralia.gov.au	
Website – www.medicareaustralia.gov.au	
Other Programs	
Practice Incentives Program	1800 222 032
General Practice Immunisation Incentives scheme	1800 246 101
Rural Retention Program	1800 010 550
PKI customer service centre	1300 660 035
Family Assistance Office (8am to 8pm Monday to Friday)	136 150
Website – www.medicareaustralia.gov.au	
Customer access	
Aboriginal and Torres Strait Islander Access Line	1800 556 955
Telephone Interpreter (TIS)	131 450
Telephone Typewriter Service (TTY)	1800 552 152
National Relay Service (hearing and speech impaired)	133 677