# **Request Form**

In order for a claim to be approved outside of regular Program Rules or to have the amount paid disputed, please complete this form.

Email the completed form, along with any supporting documents, to support@ppaonline.com.au. We will then forward your request to the Department of Health and Aged Care for their consideration. The Exceptional Circumstances process can take up to 30 days to be completed.

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| Organisation Name: | PBS Approval Number: |
|       |       |
| Is your organisation a Single Pharmacist Pharmacy? | [ ]  Yes | [ ]  No |
| What is the claim number that was declined? | What Program was the claim for? |
|       |       |
| What month/period was the claim for? | Number of patients/services conducted: |
|       | e.g. 20 Patients/80 Services |
| Please provide details of the circumstances that were beyond your control, including dates: |
|       |
| Do you have any supporting evidence? | [ ]  Yes | [ ]  No |
| If yes, please list the evidence attached or write N/A if you answered No to the above question |
|       |

Only answer the following questions if applicable:

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| If you experienced technical difficulties when submitting your claim, please provide further information as to why you believed your claim was successfully submitted: |
|       |
| Anything further you wish to add about your Exceptional Circumstances request: |
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| This program is funded by the Australian Government Department of Health and Aged Care as part of the Seventh Community Pharmacy Agreement. |
|  | CONTACT THE SUPPORT CENTRE: 1800 951 285 | support@ppaonline.com.au |