





## eRx No Cost Policy FAQs

**Electronic prescriptions (eScripts) are effectively free for all pharmacies using eRx Script Exchange. eRx fees are reimbursed from Medicare via PBS Online.**

### How can eRx be No Cost?

eRx fees are reimbursed as part of the Seventh Community Pharmacy Agreement (7CPA). You will receive the eScripts Incentive payment from Medicare before you pay eRx. eRx will not charge you more than the eScripts Incentive payment you receive.

### What is the eScripts Incentive payment?

The Electronic Prescriptions Incentive payment of 15c per script (item) is paid to pharmacists for dispensing of PBS, RPBS and under-copayment eScripts that are generated electronically by prescribers. The fee is designed to offset the costs charged to pharmacists by e-Script exchange service providers such as eRx.

### What scripts are eligible for the eScripts Incentive payment?

To be eligible for the 7CPA support payment fee, an e-Script must:

1. Be for PBS, RPBS or undercopayment items, and
2. The original script must have been uploaded to eRx by the prescriber – i.e. be “doctor initiated” to the exchange. All subsequent repeats are also eligible.

Where the original is not uploaded to the PES by the prescriber, but is subsequently uploaded by a pharmacy, it will not be eligible for the incentive payment. eRx will still process any ineligible scripts at no cost.

### What scripts are ineligible for the eScripts Incentive payment?

Private scripts and repeat scripts where the original script was not sent to eRx by a doctor. You can still scan these scripts (both originals and repeats) and they will still work through eRx. You will not receive the Incentive payment and you will not be charged by eRx for these scripts.

### Do I need to register for this program like I do in other agreement programs?

No. You do not need to register with Medicare Australia for this program. You do need to register with eRx at [www.ERX.com.au](http://www.ERX.com.au), click on the “Activate No Cost Policy” link and provide your direct debit bank details and authority.

### Are you required to use PBS Online to claim the eScript Incentive payment?

Yes. Eligibility for each script will be determined by the PBS Online system. Pharmacies not using PBS Online will not be eligible for the Incentive payment.

### How often will I be paid the eScripts Incentive payment?

The Incentive payment will be paid in your weekly payment from Medicare along with the rest of your PBS payments.

### Will I be charged by eRx for scripts that are ineligible for the eScripts Incentive payment?

No. Under eRx's “No Cost” policy you will only be billed for those scripts that you receive the support payment from the government. You can process “ineligible” scripts through eRx free of charge. This means you can enjoy the benefits of e-prescribing without concern for the cost of doing so.

### Why are there lots of scripts on the invoice from eRx that are no charge?

This is one of the benefits of eRx's No Cost policy. Medicare only pays pharmacies for scripts that were first sent to an exchange by a doctor and are PBS, RPBS or under co-payment scripts. eRx only bills you for the eScripts that you receive the Incentive payment for.

### Is the eScripts Incentive payment paid on repeats?

Yes the eScripts Incentive payment is paid on repeats, provided the doctor who wrote the script was connected to the exchange (eRx). In other words, if the eScript was “doctor initiated” then the original dispense and all subsequent repeats are eligible. If the eScript was not “doctor initiated” then there is no Incentive payment from Medicare and eRx does not bill you.

### Is the eScripts Incentive payment paid on private scripts?

No. You will not receive the Incentive payment for private scripts. You can still scan these scripts as usual and you will not be charged by eRx.

[www.ERX.com.au](http://www.ERX.com.au)

**More Information:** 1300 700 921 or [support@erx.com.au](mailto:support@erx.com.au)