

CTG Release Notes

Date: 6 July 2010

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1 Close the Gap (CTG)

The PBS Close the Gap (CTG) Co-payment measure has been developed to provide assistance to eligible Aboriginal and Torres Strait Islander patients to improve access to PBS medicines through co-payment relief. The measure is a component of the broader Indigenous Health Chronic Disease package announced by COAG in November 2008. Chronic disease and associated risk factors contribute to a reduced life expectancy gap between Indigenous Australians and non-indigenous Australians.

The program has included input from the experience gained from the QUMAX (Quality Use of Medicines Maximised for Aboriginal and Torres Strait Islander Peoples) trial, funded under the Fourth Community Pharmacy Agreement (4CPA).

This component of this Commonwealth initiative will commence on 1 July 2010.

1.1 Registered for CTG (Close the Gap Co-payment support)

You can now mark a patient as registered for CTG.

1. Navigate from the LOTS Start Menu → **D**ispensary → Patient screen → **M**embership tab.

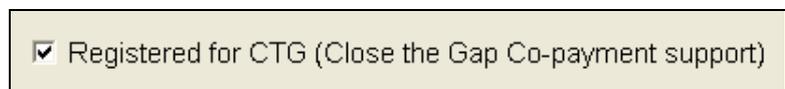


Figure 1.1.1

2. In the 'Patient' screen select the '**M**embership' tab.
3. There is a new tick box option called 'Registered for CTG (Close the Gap Co-payment support)'. Tick this option to mark the customer as registered for CTG (see Figure 1.1.1).
4. This option also exists in LOTS Patient Details → **M**embership tab (see Figure 1.1.2).

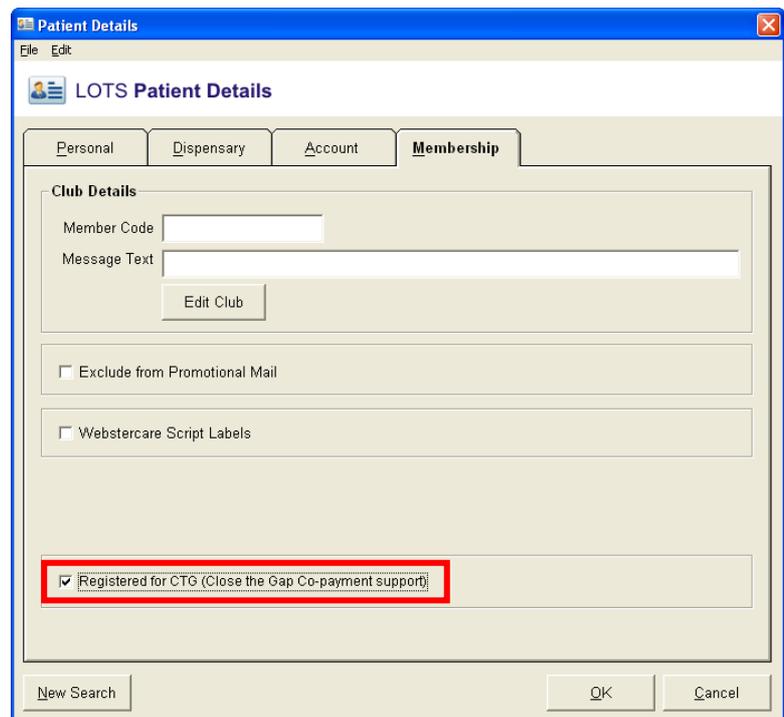


Figure 1.1.2

Note: When you dispense a CTG Co-payment script for a patient this option will get ticked automatically.

1.2 Dispensing a CTG Script

1. When dispensing a script (Script screen) you will notice an additional field has been added labelled 'CTG' (see Figure 1.2.1).

2. Use the 'CTG' field to enter the CTG annotation.

Figure 1.2.1

3. Every CTG script (and repeat) must contain the CTG annotation. The annotation is located to the right of the customer's name (see Figure 1.2.2).

Figure 1.2.2

Note: The CTG pricing will only be applied when a valid CTG annotation is entered. A message will be displayed if the CTG annotation is invalid (see Figure 1.2.3).

Note: When dispensing a CTG script (or repeat) via eScript dispensing the CTG annotation will be automatically populated via the eScript Gateway. It is important to ensure the CTG annotation matches that on the paper prescription.

Figure 1.2.3

1.3 CTG Repeats

If the CTG script has repeats then the repeat form will also contain the original CTG annotation code (see Figure 1.3.1).

Pharmaceutical benefits – PBS/RPBS		Repeat authorisation		Mark relevant box
Valid only if the patient/pharmacist or duplicate prescription is attached				<input checked="" type="checkbox"/>
Serial no.	1234567890	Prescriber no.	2169082	Gen <input checked="" type="checkbox"/>
Patient's Medicare no.	26683655511			Con <input type="checkbox"/>
Patient's name & address	MR JOHN CITIZEN 123 PHARMACY STREET CHEMTOWN	Post code	1234	Ent <input type="checkbox"/>
				RPBS <input type="checkbox"/>
Authority number		Entitlement number		
Original prescription transcription (item, strength, quantity, directions and deferred supply if applicable)				
30 LIPEX 5 5MG T (Simvastatin 5mg T (FR)) DR. SMITH				
Original prescription details		No. of times already dispensed (including original supply) if original not supplied insert '0'	Priced items only	
Date	PBS approval no.		\$	
27 apr 2010	99999X	1	CTG82K	
No. 526549	No. of repeats authorised			
3				
Name and PBS approval number of pharmacist dispensing this supply		Name and PBS approval number of pharmacist issuing this authorisation		
CORUM HEALTH SERVICES 7 BUSINESS PARK DRIVE NOTTING HILL 1300 760 022		CORUM HEALTH SERVICES 7 BUSINESS PARK DRIVE NOTTING HILL 1300 760 022		
Prescription no. this supply		Date this authorisation prepared		
I certify that I have received the medication and the information relating to any entitlement to free or concessional pharmaceutical benefits is not false or misleading.				
Date of supply		Patient's or agent's signature		
Agent's address				
<p>Privacy note: The information recorded on this form, including your Medicare, Centrelink and/or Department of Veterans' Affairs number, will be used to assess your entitlement to benefits under the Pharmaceutical Benefits Scheme, and Repatriation Pharmaceutical Benefits Scheme, and to determine payments due to pharmacists. With your consent, the pharmacist or doctor may store your Medicare number for use on future prescriptions. The collection of this information is authorised by the National Health Act 1953 and may be disclosed to the Department of Health and Ageing, Department of Veterans' Affairs and Department of Human Services, or as authorised/required by law. This information may also be disclosed to doctors and pharmacists.</p>				
4010 (10/05)				

Figure 1.3.1

1.4 PBS Online Claims

There have been a number of changes made to the Claims module to incorporate under co-payment CTG scripts.

1.4.1 Current Serial Numbers

1. Navigate from the LOTS Start Menu → Claims.

2. The 'Current Serial Numbers' section (Figure 1.4.1.1) now contains three new script categories, these are:

- **UG** – Under co-payment CTG General.
- **UC** – Under co-payment CTG Concession.
- **UR** – Under co-payment CTG Repat.

CTG scripts that are not under co-payment will continue to be collated under their original script categories.

Note: The three new serial number categories will be reset when the claim period is rolled over, in the same way as the other script categories are.

Current Serial Numbers:		
G = 35	R = 14	UG = 11
C = 21	D = 2	UC = 7
E = 56		UR = 9

Figure 1.4.1.1

1.4.2 Summary Reconciliation Report

1. Navigate from the LOTS Start Menu → Claims → Summary Reconciliation Report.
2. When the 'Summary Reconciliation Report' window displays select the 'Claim Period' you wish to report on (see Figure 1.4.2.1).
3. To display the report select **OK**.
4. Three new columns have been added to incorporate the new serial numbers categories (see Figure 1.4.2.2).

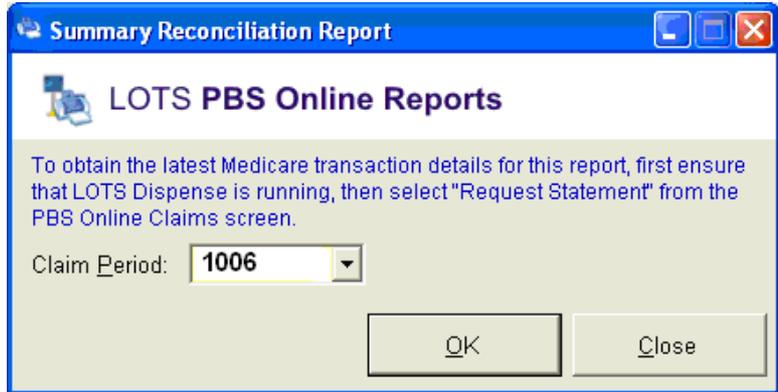


Figure 1.4.2.1

PBS Online - Summary Reconciliation Report											Corum Health Services 7 Business Park Drive Notting Hill	
Claim Period: 1005											APPROVAL NO. 9999X	
Bank Reference Number: (Not yet allocated)												
Payment ID		General	Conc	Ent	Repat	Drsg Bag	UCP Gen	UCP Conc	UCP Repat	Subtotal	GST	Total
	No. Scripts	45	26	21	4	0	2	1	1	97		97
	Rebates	2,524.55	330.63	673.91	64.31	0.00	19.52	24.90	11.90	3,593.40	0.00	3,593.40
	Online Incentives	16.00	5.60	6.80	1.20	0.00	0.00	0.00	0.00	30.00		30.00
	Prem/Fr Incentives	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
	Amount Paid	2,540.55	336.23	680.71	65.51	0.00	19.52	24.90	11.90	3,623.40	0.00	3,623.40
100000100301	No. Scripts	1	0	0	0	0	0	0	0	2		2
	Rebates	25.91	0.00	0.00	0.00	0.00	0.00	0.00	0.00	56.08	0.00	56.08
	Online Incentives	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.40		0.40
	Prem/Fr Incentives	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
	Amount Paid	25.91	0.00	0.00	0.00	0.00	0.00	0.00	0.00	56.48	0.00	56.48
100000101038	No. Scripts	1	0	0	0	0	2	1	1	2		2
	Rebates	25.91	0.00	0.00	0.00	0.00	19.52	24.90	11.90	56.08	0.00	56.08
	Online Incentives	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.40		0.40
	Prem/Fr Incentives	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
	Amount Paid	25.91	0.00	0.00	0.00	0.00	19.52	24.90	11.90	56.48	0.00	56.48
100000101397	No. Scripts	1	0	0	0	0	2	1	1	1		1
	Rebates	25.91	0.00	0.00	0.00	0.00	19.52	24.90	11.90	25.91	0.00	25.91
	Online Incentives	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
	Prem/Fr Incentives	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
	Amount Paid	25.91	0.00	0.00	0.00	0.00	19.52	24.90	11.90	25.91	0.00	25.91
100000103683	No. Scripts	1	0	0	0	0	0	0	0	1		1
	Rebates	25.91	0.00	0.00	0.00	0.00	0.00	0.00	0.00	25.91	0.00	25.91
	Online Incentives	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
	Prem/Fr Incentives	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
	Amount Paid	25.91	0.00	0.00	0.00	0.00	0.00	0.00	0.00	25.91	0.00	25.91

Figure 1.4.2.2

1.4.3 Detailed Claim Report

1. Navigate from the LOTS Start Menu → **C**laims → **D**etailed Claim Report.
2. The 'Detailed Claim Report' window displays three new tick boxes for the three new serial numbers categories (UG, UC and UR). There is also a new option to show 'CTG scripts only' (see Figure 1.4.3.1).
3. To display the report (Figure 1.4.3.2) select **O**K.

Detailed Claim Report

LOTS PBS Online Reports

To obtain the latest Medicare transaction details for this report, first ensure that LOTS Dispense is running, then select "Request Statement" from the PBS Online Claims screen.

Claim Period: 1005

Report Filters | BRNs / PBS Payment IDs

Minimum Difference: % Use Ctrl+Tab to switch between tabs

Serial Numbers:

<input type="checkbox"/> G	From:	To:
<input type="checkbox"/> E	From:	To:
<input type="checkbox"/> C	From:	To:
<input type="checkbox"/> R	From:	To:
<input type="checkbox"/> D	From:	To:
<input checked="" type="checkbox"/> UG	From:	To:
<input checked="" type="checkbox"/> UC	From:	To:
<input checked="" type="checkbox"/> UR	From:	To:

Script Number From: To:

Date Dispensed From: 4/06/2010 To: 4/06/2010

Actual Rebate From: \$ To: \$

Reason Codes:

PBS Item Code: Stmnt Ref.:

CTG scripts only

OK Close

Figure 1.4.3.1

PBS Online - Detailed Claim Report

Claim Period: 1005
 Claim Status: Closed
 Minimum % Difference: 0.0%

Corum Health Services
 7 Business Park Drive
 Notting Hill
 APPROVAL NO. 9999X

Serial #	Item / Brand	Date Dispensed	Script #	Rebate Estimated	Rebate Actual	Rebate Difference	Reason Codes	PBS Payment ID	Bank Reference #	Transaction Value (Old/History)	Reason Codes	Stmt Ref
General Scripts												
								100000126408	450001157351	0.00	W 151	1001
								100000148149	450001215943	0.00		1001
								100000126772		0.00	W 151	1001
G7	08648E / JC	06/01/2010	526548	1,047.90	26.09 ³	-1,021.81	W 151	100000126938	450001160401	26.09	W 100	1001
G8	02792Y / SI	06/01/2010	526549	53.70	0.00 ³	-53.70		100000127856	450001164409	0.00	W 100	1001
								100000126938	450001160401	0.00	W 100	1001
								100000147917	450001215712	0.00	W 151	1001
								100000148282		0.00		1001
G9	09233Y / PF	06/01/2010	526551	104.85	26.52 ³	-78.33		100000126938	450001160401	26.52	W 100	1001
								100000129009		0.00	W 100	1001
Subtotal:				12 scripts	1,454.30	297.26	-1,157.04					
Online Incentives:					4.80	3.20	1.60					
Premium Free Dispensing Incentives:					1.53	0.00	1.53					
Subtotal Including Incentives:					1,460.63	300.46	-1,153.91					
UCP CTG General Scripts												
UG3	02711Q / GM	06/01/2010	526538	4.20	9.40 ¹	+5.20		100000128136	450001165561	9.40		1001
UG4	08213G / PF	06/01/2010	526539	4.20	3.15 ³	-1.05				3.15		1001
UG5	01445C / AF	06/01/2010	526547	25.95	0.00	-25.95	R 066 R 144	100000127449	450001162537	0.00	W 100	1001
								100000126938	450001160401	0.00	W 100	1001
								100000147917	450001215712	0.00		1001
								100000147917	450001215712	0.00	I 015	1001
Subtotal:				3 scripts	34.35	12.55	-21.80					
Online Incentives:					1.20	0.80	0.40					
Premium Free Dispensing Incentives:					0.00	1.53	-1.53					
Subtotal Including Incentives:					35.55	14.88	-22.93					

¹ Both Incentives paid ² Premium Free Dispensing Incentive paid ³ Online Incentive paid

Figure 1.4.3.2

1.4.4 View Claim Details

1. Navigate from the LOTS Start Menu → Claims → View Claim Details.
2. When the 'View Claim Details' window displays select the claim period you wish to view' (see Figure 1.4.4.1).
3. To display the claim details select 'View Scripts'.
4. You will notice that the three new serial numbers categories (UG, UC and UR) are shown in the summary section of the window (see figure 1.4.4.2).
5. Additionally the View Scripts 'Search' drop-down list (see Figure 2.4.4.3) now contains filters to display scripts for each UCP category:
 - UCP CTG G
 - UCP CTG C
 - UCP CTG R

Period	Scripts	Close Date	Closed	Statement	Reconciled
1006	0000	Open	N	None	N
1005	0006	04/06/2010	Y	Interim	N
1004	0003	04/06/2010	Y	Interim	N
1003	0006	04/06/2010	Y	Complete	N
1002	0007	04/06/2010	Y	Interim	N
1001	0020	02/06/2010	Y	Interim	N
0801	0021	23/02/2010	Y	Interim	N
0703	0076	08/05/2008	Y	Interim	N
0702	0049	24/05/2007	Y	Interim	N
0701	0013	02/02/2007	Y	Interim	N

Figure 1.4.4.1

G Category Summary:	C Category Summary:	R Category Summary:	E Category Summary:	D Category Summary:	UG Category Summary:	UC Category Summary:	UR Category Summary:	Total:
First Serial: 1 Highest Serial: 240 No. Scripts: 101 Pat. Contr.: \$3,192.10	First Serial: 1 Highest Serial: 534 No. Scripts: 205 Pat. Contr.: \$1,290.55	First Serial: 1 Highest Serial: 93 No. Scripts: 57 Pat. Contr.: \$279.80	First Serial: 1 Highest Serial: 97 No. Scripts: 81 Pat. Contr.: \$136.50	First Serial: 1 Highest Serial: 1 No. Scripts: 1 Pat. Contr.: \$32.90	First Serial: 1 Highest Serial: 48 No. Scripts: 2 Pat. Contr.: \$194.00	First Serial: 1 Highest Serial: 93 No. Scripts: 2 Pat. Contr.: \$32.90	First Serial: 4 Highest Serial: 101 No. Scripts: 1 Pat. Contr.: \$194.00	447 scripts Pat. Contr.: \$5,125.85

Figure 1.4.4.2



UG Category Summary:	UC Category Summary:	UR Category Summary:
First Serial: 1 Highest Serial: 48 No. Scripts: 2 Pat. Contr.: \$194.00	First Serial: 1 Highest Serial: 93 No. Scripts: 2 Pat. Contr.: \$32.90	First Serial: 4 Highest Serial: 101 No. Scripts: 1 Pat. Contr.: \$194.00

View PBS Online Script Details for Claim Period 1002		
File	Search	
	Show All	Ctrl+A
Script	Script Number	Medicare Num
496	Serial Number	540238621
496	Patient Name	214918261
496	General	214918261
496	Concession	523229631
496	Entitlement	523229631
496	Repat	342585935
496	Doctors Bag	960579862
496	UCP CTG G	960579862
496	UCP CTG C	960579862
496	UCP CTG R	960579862
496		709652575
496	Accepted	460744651
496	Rejected	790170841
496	Pending	
496	Cancelled	362561951
496	Processing Code	206481361
496	Transaction Submitted to PBS Online	778696411
496	N/A - Check Status	778696411
496	Date Dispensed	778696411
496		778696411

Figure 1.4.4.3

1.5 Dispense Statistics Report

A new filter has been added to the 'Dispense Statistics Report' to incorporate CTG scripts.

1. Navigate from the LOTS Start Menu → **R**eports → **S**cript Reports → **S**tatistics. This will display the Dispense Statistics Report window (see Figure 1.5.1).
2. Set the filters you wish to report on.
3. To display the report (Figure 1.5.2) select **OK**.
4. You will notice that there are three additional lines:
 - **UCP CTG G** – This shows the under co-payment CTG scripts for General patients.
 - **UCP CTG C** – This shows the under co-payment CTG scripts for Concessional patients.
 - **UCP CTG R** – This shows the under co-payment CTG scripts for Repat patients.

The screenshot shows the 'LOTS Dispense Statistics Report' window. It features a 'Report By:' section with radio buttons for 'All Scripts' (selected), 'Brand', 'Supplier', 'Manufacturer', 'Doctor', 'Patient', 'Institution', 'Room/Ward ID', 'Address/Postcode', 'Stock Group', and 'Discount Level'. There are also checkboxes for 'Include Statistical Breakdown' (checked) and 'Include Family Members'. The 'Date:' section has a 'Date Range' section with 'From' and 'To' dropdowns set to '1/06/2010' and '7/06/2010' respectively, and a 'Previous 12 Months' radio button. The 'Cost to Report On:' section has radio buttons for 'List Cost', 'Real Cost' (selected), and 'Include All Items'. The 'Real Cost' section has a checkbox for 'Only include items less than \$' with a text box containing '180.00' and a radio button for 'Separate items over \$180.00'. The 'Graphs:' section has checkboxes for 'PBS Value and Patient Value by Patient Category', 'Total Sales by Patient Category', 'Gross Profit by Patient Category', and 'Percentage of Total Script Volume'. At the bottom, there is a checkbox for 'Show gScripts Separately' and 'OK' and 'Cancel' buttons.

Figure 1.5.1

Dispense Statistics Report

SUREFIRE-PHARMASOL
LEVEL 1 789 TOORAK ROAD
HAWTHORN EAST VIC 3123

From 1 Jun 2010 to 4 Jun 2010

Report by All Scripts (using Real Cost)

All Scripts									
Category	No. Scripts	C.O.G.S.	Patient Value	Government Recovery	Government Incentive	Total Value	GP \$	GP %	M/Up %
General	4	\$135.56	\$133.20	\$37.60	\$1.60	\$172.40	\$36.84	21.37%	27.18%
Concession	3	\$69.82	\$16.20	\$77.75	\$2.73	\$96.68	\$26.86	27.78%	38.47%
Repat	9	\$1,519.52	\$43.20	\$1,580.65	\$5.13	\$1,628.98	\$109.46	6.72%	7.20%
Doctors Bag	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	0.00%
Entitlement	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	0.00%
Safety Net	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	0.00%
UCP CTG G	4	\$12.88	\$21.60	\$21.34	\$1.60	\$44.54	\$31.66	71.08%	245.81%
UCP CTG C	1	\$5.20	\$0.00	\$12.95	\$0.40	\$13.35	\$8.15	61.05%	156.73%
UCP CTG R	3	\$120.60	\$0.00	\$77.85	\$1.20	\$79.05	(\$41.55)	-52.56%	-34.45%
Sub Total:	24	\$1,863.58	\$214.20	\$1,808.14	\$12.66	\$2,035.00	\$171.42	8.42%	9.20%
Private	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	0.00%
S3	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	0.00%
Sub Total:	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	0.00%
TOTALS:	24	\$1,863.58	\$214.20	\$1,808.14	\$12.66	\$2,035.00	\$171.42	8.42%	9.20%
GRAND TOTAL:	24	\$1,863.58	\$214.20	\$1,808.14	\$12.66	\$2,035.00	\$171.42	8.42%	9.20%

Figure 1.5.2

1.6 Under Co-Payment Definition

The term 'Under Co-Payment' refers to a script (usually in the General category) which when priced according to the standard PBS rules comes to less than \$33.30.

In this situation, the script is not claimable to Medicare for a General patient, however, for a General CTG patient they only pay \$5.40 (Concession rate) and the claim in this case goes to Medicare as an 'under co-claim'.

1.7 Handwritten CTG Annotation

There will be instances where a CTG Annotation is not provided with a CTG script. When this happens, you can use the handwritten CTG Annotation: "CTG00B" (see Figure 1.7.1).

Entitlement No.	<input type="text"/>	Rx Category	<input type="text" value="G"/>
Medicare No.	<input type="text"/>	<input type="button" value="Edit Medicare"/>	
Date Prescribed	<input type="text" value="6/07/2010"/>		
Prescriber	<input type="text"/>		
Hospital Class	<input type="text"/>	Hospital Provider No.	<input type="text"/>
			CTG <input type="text" value="CTG00B"/>

Figure 1.7.1