Medicare Easyclaim return codes

Return code	Instructions
2015, 2025	A system error has occurred. Please resubmit or call the eBusiness Service Centre and quote the error number displayed on the EFTPOS terminal.
2016	Item number missing. Please resubmit with this information.
2017	The payee provider cannot be the same as the servicing provider. Please check details and resubmit.
2030	Two pieces of information submitted within the claim cannot be submitted together. Please check details and resubmit.
2032	Maximum reached. The maximum number of items that can be submitted in one claim is 14. Please create a separate claim if necessary.
2038	The referral/request information submitted is inconsistent with the item that is being claimed. Please check details and resubmit if appropriate.
2053	The patient contribution amount must be less than the total charge. Please check details and resubmit.
2055	The patient contribution amount should not be entered when the account is fully paid. Please check details and resubmit.
3000–3999	A system error has occurred. Please resubmit or call the eBusiness Service Centre and quote the error number displayed on the EFTPOS terminal.
9006	Check servicing provider details. May not be able to provide the service for this item at date of service. For more information call the eBusiness Service Centre.
9201	Invalid data entered. Please check details and resubmit.
9203	Date of service is too old to be submitted through Medicare Easyclaim. Please issue patient/claimant an account/account receipt to claim through an alternative Medicare claiming channel (eg. at a Medicare office).
9204	The date entered is in the future. Please check details and resubmit.
9207	The item number claimed and an override code used cannot be used together. Please check details and resubmit or call the eBusiness Service Centre for assistance.
9301, 9364	The patient's Medicare card number has not been entered. Please resubmit with this information.
9302, 9364	The patient's reference number has not been entered. Please resubmit with this information.
9305	The servicing provider details have not been entered. Please resubmit with this information.
9306	Date of service has not been entered. Please resubmit with this information.
9307	An item number has not been entered. Please resubmit with this information.
9308, 9310	The referring/requesting practitioner's provider number has not been entered. Please resubmit with this information.
9309, 9311, 9322	Please check the referral/request date entered.
9312	The claimant's Medicare card number or reference number has not been entered. Please resubmit with this information.
9316	The referring/requesting provider cannot be the same as the servicing provider. Please check details and resubmit.
9317	Please select if the account is paid or unpaid and resubmit.
9325	Service type has not been entered, e.g. diagnostic, GP. Please resubmit with this information.
9326, 9332	Insufficient information entered to create the claim. Please submit with all information.
9338	Charge amount has not been entered or is invalid. Please check details and resubmit.
9427	Item not covered for this patient at this date of service.
9601	The claim needs to be referred to a Medicare Australia Services Officer for further assessment. The claim will be processed and payment notification will be sent in the near future.
9602	This claim cannot be lodged through Medicare Easyclaim. Please issue patient/claimant an account/account receipt to claim through an alternative Medicare claiming channel (eg. at a Medicare office).

Return code	Instructions
9605	Another Medicare card may have been issued to the patient or the details you entered do not match those held by Medicare Australia. Please update your records and resubmit the claim.
9606	Another Medicare card may have been issued to the claimant or the details you entered do not match those held by Medicare Australia. Please update your records and resubmit the claim.
9607	This item is only claimable through bulk bill.
9611	Check item. The item claimed is either unknown or invalid at date of service, e.g. miscellaneous, incorrect alpha included. Please check details and resubmit or issue patient/claimant an account/account receipt to claim through an alternative Medicare claiming channel (e.g. at a Medicare office).
9618	Either an amount has not been entered in the charge field or an invalid amount has been entered. Please check details and resubmit.
9625	Claimant's address needs to be updated with Medicare Australia. Issue claimant an account/account receipt to claim through an alternative Medicare claiming channel (e.g. at a Medicare office).
9630	Please check the request or referral details.
9631	Check if service self deemed.
9632	Duplicate of service already paid. If not duplicate, resubmit with appropriate indication.
9635	Check servicing provider. May not be able to provide the service for this item at date of service. Please check details and resubmit.
9638	Claimant's details required. Patient or quoted claimant is a minor.
9641	A restrictive condition exists.
9643	Check claimant name.
9655	A Location Specific Practice Number (LSPN) is invalid.
9661	This provider cannot substitute services.
9678	This service is not payable as an appropriate associated service is not present.
9682	Medicare Australia cannot assess the request due to a system limitation. Please call the eBusiness Service Centre for assistance.
9698	Service is possible aftercare. Check the account and resubmit with a valid indicator if not normal aftercare.
9699	This item is not covered for this patient at this date of service. Please check details and if applicable resubmit or issue patient/claimant an account/account receipt to claim through an alternative Medicare claiming channel (e.g. at a Medicare office).
9700	An incorrect item number appears to have been used/amount claimed does not match the item number. Please check deatils and resubmit.
9701	The maximum number of services for this item have been paid. If this service is not a duplicate please resubmit with correct item numbers as per MBS.
9702	A base item has not been entered or should be entered first. Please resubmit with correct sequence.
9703	The item number used cannot be claimed for this provider. Check details of service and resubmit with appropriate item.
9704	This service appears to have been previously claimed. Please call Medicare Australia if you would like to discuss.
9705	In some instances where two or more services are performed together, they are claimable under one item number. Check the MBS for correct item and resubmit. If exceptional circumstances exist, issue claimant an account/account receipt noting reasons for separate items. Claimant must claim through an alternative Medicare claiming channel (e.g. at a Medicare office).
9706	This item requires a specific notation of the relevant condition. Check the MBS and resubmit through an alternative Medicare claiming channel (e.g. at a Medicare office).
9707	This claim needs to be referred to a Medicare Australia Service Officer for further assessment. Please issue claimant with an account/account receipt to claim through an alternative Medicare claiming channel (eg. at a Medicare office).

Return code	Instructions
9708	Equipment number entered does not appear to be registered with Medicare Australia. Please check details and resubmit.
9709	An age restriction applies to this item. Please check the MBS to verify item specifics.
9710	This item number has specific restrictions. Refer to the MBS and ensure you are entering the correct patient details.
9711	This claim requires further assessment by a Medicare Australia Service Officer. Please issue claimant with an account/account receipt to claim through an alternative Medicare claiming channel (e.g. at a Medicare office).
9712	The item number claimed and an override code used cannot be used together. Please resubmit the claim or call Medicare Australia for assistance.
9765	Site not accredited for this service.

Contact information

- For provider claiming enquiries call **132 150**[*].
- For technical problems call the financial institution that supplied the service.

eBusiness Service Centre

- **1800 700 199**[**]
- Information regarding Medicare Easyclaim.
- Assistance accessing your bulk bill processing and payment reports through the provider directory system.
- Changed contact/practice details.
- Registration and amendments to banking details for providers.
- To organise an on-site visit by a Business Development Officer to discuss any of the above issues.

[*] Call charges apply.

[**] Call charges apply from mobiles or pay phones only.

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