Online Patient Verification - Error Codes

The following error codes will be listed as part of an OPV Verification processing error message -

Code	Message	Reason	Action Required
0	Patient known to fund	Patient details supplied are correct as at the day processed. Patient details can be used to; 1. Obtain an eligibility check 2. Process a hospital claim	
1005	Facility Id not known to Fund	The facility Id supplied is; 1. Not registered at the Fund 2. Not current.	Check the Facility Id, if correct contact the Fund, if incorrect resubmit with corrected data.
1007	Account Reference Id or Hospital Admission number required	The account reference or hospital admission id is missing.	Add the account reference or hospital admission id and then resubmit.
1100	Not eligible for service selected	The Patient is not eligible to have treatment for the presenting illness or item according to the information supplied in the eligibility check.	Inform the patient that they are not eligible for the service.
1101	Eligible for service selected	Patient is eligible for the presenting illness or item according to information supplied in the eligibility check	
1102	Eligible subject to conditions	Patient maybe eligible for the presenting illness or item according to the information supplied in the eligibility check however there is a condition you will need to note before you proceed. This could be (not exhaustive); 1. Financial status 2. Reduced benefit is payable 3. Possible pre-existing condition	Refer to OEC guide for assistance on what areas to check.
1103	Resubmit for new assessment if presenting illness is shown	A general presenting illness or item was input on the request and therefore a general answer displaying all benefit limitation or restriction that apply to the patients cover was returned in the response.	Check the Eligibility response carefully and resubmit if the actual presenting illness or item is display to obtain an accurate assessment.
1104	Eligible for service selected at previous cover	The patient is eligible for the presenting illness or item as input on the incoming eligibility request however not at their current cover. This message generally results where the patient is still serving the required waiting period applicable on the upgrade in cover.	The patient is eligible for the service on their previous level of cover.
1105	Not eligible for service selected – Wait period applied	The patient is not eligible for the presenting illness or item as they have not completed serving their required waiting periods.	

1106	Eligible for service selected at previous cover – Wait period applied	The patient is eligible for the presenting illness or item as input on the incoming eligibility request however not at their current cover. This message generally results where the patient is still serving the required waiting period applicable on the upgrade in cover.	
1107	Not eligible for service selected – Pre Existing Ailment	The patient is not eligible for the presenting illness or item if it IS deemed to be a pre-existing condition	Ask the member to contact the Fund to get the pre-existing ailment process started.
1108	Eligible at previous cover subject to conditions	The patient is eligible for the presenting illness or item as input on the incoming eligibility request however not at their current cover. This message generally results where the patient is still serving the required waiting period applicable on the upgrade in cover.	
1109	Eligible subject to approval of accident certificate	Fund will not guarantee payment of the service until an accident certificate has been supplied and approved.	Ask member to contact the Fund.
1110	Eligible subject to conditions and approval of accident certificate	Fund will not guarantee payment of the service until an accident certificate has been supplied and approved AND there is another condition that will affect assessment. This could be; 1. Financial status 2. Pre-existing ailment or waiting period 3. Reduced benefit is payable	Ask member to contact the Fund regarding the accident certificate and to verify the other conditions as per the eligibility response.
1999	Contact Fund		
3040	RHBO system unavailable or service problems	RHBO system may be undergoing scheduled maintenance or experiencing service difficulties. (May be set by hub or health fund system.)	Try again later
9633	A new Medicare card has been issued. Please update your records and ask the patient to use the new card number for any future claims.	A new medicare card has been issued.	Update patient details and re-submit
9634	A new Medicare card has been issued. Please update your records and ask the claimant to use the new card number for any future claims.	A new medicare card has been issued.	Update patient details and re-submit
9663	Member Number not recognised by fund	Member number not known by the Fund the claim was submitted to. No other patient data checked at this time	Check member number and fund, correct whichever is in error and try again
9665	Patient not recognised on the membership	Member number is valid. Cover for membership number is okay Either no patient is identified or multiple patients are identified.	Check patient details and re-submit. (Make change to the alias name if Medicare have sent back a successful response). (Provide sufficient patient
			details to ensure unique match within membership.
9666	Member to contact fund	Possible fraud or accident claim or membership issues	Member to contact fund

9667	Cover is suspended or cancelled	Member Number is valid	Cannot lodge a medical claim, as member is not covered for that service. Check with member.
9668	Inappropriate Cover	Cover is either Ancillary or Ambulance only	Cannot lodge a medical claim, as member is not covered for that service. Check with member.
9669	Patient is ceased or pending cessation	Member Number is valid. Appropriate cover for membership number. Patient details matched.	Member to contact fund. Patient may not have current student registration
9671	Location/provider not authorised to use channel at fund	Location/Provider could be suspended or not registered for ECLIPSE	Provider to contact fund
9686	Baby not known at Fund	No patient match can be found and the DOB of the patient is LESS than 29 days from the earliest date of service in the OPV.	Member needs to register the baby at the fund.