Troubleshooting - Overview

Error messages

If you are seeing an error relating to a claim, first refer to:

Medicare Digital Claiming Return Codes

Alternatively you can contact Medicare Health Professional Online Services (HPOS) on 132 150 and select option 6 (Electronic Claiming including Online Claiming), or the eBusiness Service Centre on 1800 700 199 and select option 3 (Electronic Claiming including Online Claiming).

Or use the Search feature to find articles in this Knowledge Base.

IHC > Claim contracts

See https://careright.knowledgeowl.com/help/ihc-support-questions