



Medicare digital claiming



9601 return code is information not a rejection

9601 digital return code **isn't a rejection.**



The information message states:

9601 - Claim successfully transmitted and pended for further assessment by a Customer Support Officer. Claimant will be advised of outcome by mail.

If you submit a claim and a return code of **9601** is received, a **Lodgement Advice** must be printed and issued to the claimant. The claim has been referred to a **Services Australia Service Officer** for processing and payment.



We suggest the following in managing claims with a 9601 return code:



Print the **Lodgement Advice** and provide it to the claimant.



Inform the claimant that:

- ✓ their claim will be manually processed by a Service Officer in the near future.
- ✓ they'll be notified of the outcome of their claim (paid or rejected) via a statement.

There's no need to contact Services Australia, however if the claimant has further questions they can contact us by phone or visit a Service Centre.

