

# How to read your claim assessment outcome for the Assisted Reproductive Technology (ART) Storage Funding Program

When your claim file is received by Services Australia, a series of checks will occur to see if each line of your claim is valid. Please use the [How to lodge a claim for the Assisted Reproductive Technology \(ART\) Storage Funding Program](#) resource to assist with completing your claim file.

Once Services Australia have assessed each line of your claim, your file will be returned to your Health Professional Online Services (HPOS) mailbox with an itemised assessment outcome. The outcome will consist of a code and a description of the reason for any errors or invalid claim items. The table below will assist you to determine what you need to do to resolve any invalid claim lines.

You should receive the assessment outcome within a day of submitting your claim. You will only need to resubmit those claim lines that failed the original claim assessment. If you miss resubmitting your claim in the months of January or July, you can resubmit that claim line in your file upload during the next claiming period only.

The reason codes you will see on your claim assessment are as follows:

Reason Code	Reason Description	Action Required
9999	Claim received.	No action required.
00000	System error encountered, please resubmit this claim line.	Double check all fields are correct before resubmitting claim line.
V2000	Invalid claim - File upload is outside the claim submission period.	The claim period is now closed, this claim will need to be submitted in the next claim period provided it falls within a rolling 12 months.
V2020	Invalid claim - ART program registration status is not current.	Please contact Services Australia via your HPOS mailbox.
V2030	Invalid claim - Organisation site not accredited.	Check the 'Accreditation' tab and ensure your site has a Reproductive Technology Accreditation Committee (RTAC) licence recorded.
V3000	Invalid claim - File is not a CSV file.	Check your claim file is in the correct format (CSV).
V3010	Invalid claim - File does not contain header line.	Check the header lines in your file templates are in the file.



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Reason Code	Reason Description	Action Required
V3020	Invalid claim - File does not contain any claim line data.	Please fill out each line correctly for claim line.
V4020	Invalid claim - Claim line missing data or is not in valid format.	Please refer to <a href="#">How to lodge a claim for the Assisted Reproductive Technology (ART) Storage Funding Program</a> for assistance with completing the form.
V4030	Invalid claim - Medicare card number is not in valid format.	
V4040	Invalid claim - Individual Reference Number (IRN) is not in valid format.	
V4050	Invalid claim - Patient first name is not in valid format.	
V4060	Invalid claim - Patient date of birth is not in valid format.	
V4070	Invalid claim - Material type is not in valid format.	
V4080	Invalid claim - Storage eligibility reason is not in valid format.	
V4090	Invalid claim - Storage start date is not in valid format.	
V4100	Invalid claim - Storage end date is not in valid format.	
A0000	Claim assessment passed.	
A5000	Claim not passed - Storage ended before storage started.	Please review the storage dates and ensure they are correct before resubmitting this claim line.
A5010	Claim not passed - Storage started before program started.	
A5020	Claim not passed - Storage dates outside expected period.	



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Reason Code	Reason Description	Action Required
A5030	Claim not passed - Material type Sperm (SPM) or Eggs (EGG) provided with eligibility reason Pre-implantation Genetic Testing (PGT).	PGT relevant Medicare Benefits Schedule (MBS) items are only for embryo testing procedures.
A5200	Claim not passed - Medicare card details provided do not match the Medicare record (i.e. Card number and/or IRN and/or first name).	Check that the Medicare number, Individual Reference Number (IRN) and patient first name has been recorded correctly
A5210	Claim not passed - Duplicate claim.	One claim per period, per material type (up to 2 material types per Medicare number) only allowed - double check all details are recorded correctly and resubmit if required.
A5250	Claim not passed - Only one gamete material to be claimed per patient.	Review if the patient information in the claim is correct.
A5310	Claim not passed - Patient is not alive.	Once the applicable grace period is exhausted no further storage funds will be paid.
A5320	Claim not passed - Patient is alive. Provided eligibility reason of LAT is not acceptable.	LAT is only to be used in the instance of a patient who is deceased with a legal process underway to transfer ownership of stored material/s.
A5400	Claim not passed - Storage period exceeds maximum allowed storage limit.	The maximum storage period is 120 months.
A5510	Claim not passed - No MBS item claimed in the past.	Storage eligibility reason of PGT can only be used when the following MBS items have been claimed - 13207, 73384, 73385, 73386 or 73387.
6000	Claim line released for payment.	Claim line has been authorised for payment.

If you have any questions about your claim assessment, please email the Assisted Reproductive Technology Storage Funding team through your HPOS mailbox or at [Assisted.Reproductive.Technology@servicesaustralia.gov.au](mailto:Assisted.Reproductive.Technology@servicesaustralia.gov.au)

