

DVA NUMBER FORMAT FACTSHEET

This factsheet provides information about how to correctly format DVA numbers so they are accepted by the Pharmacy Program Administrator portal.

You may notice that DVA numbers that you have previously been able to claim against are not accepted by the portal. This is because the validation rules in place require a minimum character length, which are explained below.

DVA NUMBER FORMAT

A DVA number should be eight or nine characters long.

A DVA number will be eight characters long where the holder of the card is a veteran. The last character will be a number, e.g. **QSS12345**.

A DVA number will be nine characters long where the holder of the card is a dependent. The last character will be a letter **VSS54321A**.

THE NUMBER I HAVE FOR MY PATIENT IS TOO SHORT. WHAT DO I DO?

You may get an error message like this when you enter an incorrect DVA number:

Patient Medicare/DVA number	Date of Service
<input type="text" value="A"/>	<input type="text" value="dd/mm/yyyy"/>
<p>The provided DVA number is incorrect. Please click here to download information about how to fix this error</p>	

This is because sometimes, zeros are left out of DVA numbers. You will need to add these zeros to the number you enter into the Pharmacy Programs Administrator portal, or you won't be able to submit your claim.

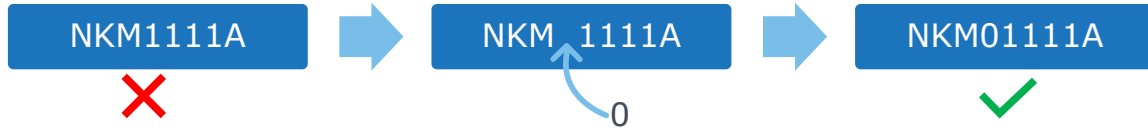
The zeros need to be inserted AFTER the letters at the start of the sequence and BEFORE the numbers.

For example, the number WSR111 is for a veteran (i.e. it has a number at the end of the sequence). It therefore needs to be eight characters long, so in this instance two zeros need to be added.



DVA NUMBER FORMAT FACTSHEET

If the number you have is for a dependent (i.e. it has a letter at the end of the sequence), such as NKM1111A, it needs to be nine characters long. In this instance, one zero needs to be added.



THE NUMBER STILL ISN'T ACCEPTED, WHAT DO I DO?

If you still receive an error message when entering a number into the portal after following these instructions, if possible, please check the number with the cardholder. You can also contact the Support Centre for assistance via email - support@ppaonline.com.au or call us on **1800 951 285**, 9am to 8pm Australian Eastern Time.



CONTACT THE SUPPORT CENTRE: 1800 951 285 | support@ppaonline.com.au