



Identification Verification Trouble Shooting Guide

If you are receiving an invalid proof of identity result, we recommend checking the following information in your application form. In some cases, we have found that there has been a small error in the Medicare Card or Pensioner Concession Card details entered by applicants that is causing the invalid result.

Common errors include:

- Selecting the wrong application form
- Incorrect card numbers being listed
- Misspelt surnames
- Leaving off middle initials in names (if that is how they appear on cards)
- Listing all children on Medicare card details rather than just the child for the application
- Incorrect expiry dates listed
- Phone number format not accepted – replace the first 0 in your phone number with +61.

Please review your application against the advice in the user guide and ensure you enter all information correctly.

Select the correct application form

- Make sure you select the correct proof of identity document you hold to be directed to the correct application form.
- If your **child is named on their own Health Care Card**, select the Health Care Card option.



Which card will you use for your application?

Health Care Card

Pensioner Concession Card

Note: if you hold both a Health Care Card and a Pensioner Concession Card, you can apply via either button above.

To apply you will be taken to a different site.

[Thanks, I'll stay here](#)



Incorrect Medicare Card numbers being listed

- Make sure you enter the 10 digit number as it appears on your card without any spaces.

Medicare Card Details for Child

* Medicare Card Number (no spaces)

Misspelt surnames and missing middle initials

- Make sure you enter the surname as it appears on your card correctly.
- Don't forget to include your child's middle initial if that is how it appears on your Medicare Card.

* Child's Full Name as it appears on the
medicare card

Only list one child's name in the Medicare Card section

- **Only** list the child's name on the application form in the Medicare Card section.
 - A separate application form is required for each eligible child.
- If your child's name does not appear across more than one line, select **NO**.
- **DO NOT** select Yes and list your other children in this section on the other lines of the card

Medicare Card Details for Child

* Medicare Card Number (no spaces)

* Does the child's name appear across more than one line of the card? *If your child's name is on a single line, please select NO.*





Incorrect Medicare Card expiry dates listed

Make sure you enter the number as it appears on your card correctly.

* Expiry Date

Phone number format not accepted

Replace the first 0 in your phone number with +61. No spaces, special characters or leading zeroes (e.g. you must enter the prefix format and delete the number zero.)

Example:

- Phone Number: 0417123456
- Prefix format must be entered as: +61417123456

Once you have double checked and amended any details in your application **please remember to hit 'Submit' at the end of your application.**