Fact Sheet Webclaim

What are the benefits of Webclaim?

- Receive an instant response to claims you submit
- Receive payment within a maximum of two business days (compared with twenty business days if you submit DVA claims by paper)
- Access up to two years of your electronic DVA statements
- Download your DVA claiming history for the previous two years
- Cancel paid claims submitted on the same day, and;
- Use the HPOS secure email facility to ask DHS questions about your claims

Is DVA Webclaim automatic?

DVA Webclaim is a stand-alone claiming channel that is not integrated with a provider's practice management software. DVA Webclaim requires the manual input of claiming data into a smart form online. See information on integrated online claiming options.

What do I need as a Provider?

Health professionals need a Medicare provider number and an individual Public Key Infrastructure (PKI) certificate to access DVA Webclaim.

If you have a current Medicare provider number you can apply for your Individual PKI Key now.

PKI Certificates and HPOS:

For instructions on registering for an individual PKI certificate go to the Department of Human Services PKI page, follow the steps and fill out your Application for a PKI Certificate Form.

If you have an individual PKI certificate which has lapsed you can call Department of Human Services eBusiness 1800 700 199.

Visit the Health Professional Online Services (HPOS) portal

Need to update or register your banking details with the Department of Human Services?

Fill out the Provider registration for Electronic Funds Transfer payments form and return it to DHS.

For more DVA Health Service Provider information:

- DVA Fee Schedules
- DVA Provider Factsheets
- Notes for Dental and Allied Health Providers

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