

Client name validation

The purpose of this guide is to show details on how names are now validated when adding a client. This is applicable to any customer who is using Medicare Online Claiming within Bp Allied

What's changed?

Medicare will **only accept the following values** in the First and Last name fields for a claim:

- Alphas (A-Z)
- Hyphens (special rules for use, see below)
- Apostrophes (special rules for use, see below)
- Spaces
- Maximum field length is 40 characters
- **No other characters are allowed.** This includes brackets, full stops and all of these other symbols !@#%&^*(),.?!{}|+=:;[]<>"

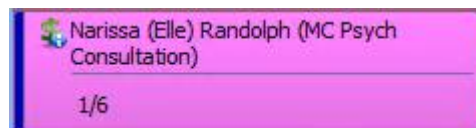
If a name has values other than those above in the Clients **First Name** or **Last Name** fields, then a warning will appear in the following screens:

- Add a New Client
- Client details
- Medicare Online Claiming Claim details screen

An example of the warning that will display in the First name or Last name fields if they do not meet the validation criteria. The name will need to be changed before it can be saved.



Tip: Enter the Clients name as it appears on their Medicare card. Use the [Preferred name field](#) for any names that the client prefers to be called, it will show up in brackets on the Appointment Book screen.



Using apostrophes & hyphens?

When using apostrophes and hyphens there can be NO spaces before or after the name. Examples:

Apostrophes:

- O'Toole – Valid
- O' Toole – Invalid (one or more spaces after apostrophe)
- 'Toole – Invalid (one or more spaces before apostrophe)

Hyphens:

- Anne-Marie – Valid
- Anne -Marie – Invalid (one or more spaces before hyphen)
- Anne- Marie – Invalid (one or more spaces after hyphen)

Preferred Names

- Robert AKA Bob – Valid
- Robert (Bob) – Invalid ('(' and ')') are not one of the allowed characters)

Why has it changed?

The Verify Medicare Number check does not do any name validation as initially thought and this has led to issues with Medicare claims being rejected because of incorrect name formats. Hence, additional validation has been added into Bp Allied to resolve this.