



**Australian Government**

**Department of Veterans' Affairs**

# **Community Nursing Providers**

## **Minimum Data Set Collection Tool Process**

### **Quick Reference Guide**

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## Introduction

DVA requires CN providers to submit data on all the community nursing services delivered to a client. This data is referred to as the Minimum Data Set (MDS).

The MDS is used by DVA to monitor the appropriateness of the provision of community nursing services and ensure that a client receives quality health outcomes. The MDS collects information on:

- Claim Details:
  - client's name, file number and claim start date; and
  - item numbers claimed.
- Staffing Resources Used (in the 28-day day claim period):
  - level of personnel delivering community nursing services to the client; and
  - visits/occurrences and hours of care provided by each level of personnel delivering community nursing services.

The MDS data is collected at the level of the individual client receiving community nursing services.

A CN provider must complete the MDS for every 28-day claim period that it delivers community nursing services to a client.

### 1 Why does DVA require MDS data?

DVA uses MDS data to:

- monitor the appropriateness of the provision of community nursing services;
- substantiate community nursing claims;
- ensure that a client receives quality health outcomes; and
- assist in research into program development (for example, MDS data was used in the development of the current Schedule of Item Numbers and Fees).

### 2 What item numbers require MDS?

All item numbers except nursing consumables (NC10 – NC70), Travel (NA10) and CVC Initial and Subsequent Care Coordination (UP05-UP06) require MDS.

### 3 Recording MDS when an RN provides both clinical and personal care

In instances where an RN/EN delivers both clinical and personal in the same visit and a CN provider claims a core and add-on item, each component of the care delivered must be counted and recorded in the MDS as a separate occurrence. There is possibility in one visit there may be multiple occurrences of services being delivered, e.g.:

- clinical care (core item);
- personal care (opposing schedule add-on); and
- palliative care (Other Items add-on).

or vice versa:

- personal care (core item);
- clinical care (opposing schedule add-on); and
- palliative care (Other Items add-on).

### 4 Submitting MDS data

MDS data must be submitted at end of each 28-day claim period either:

- online to Services Australia (Medicare) as part of the Medicare claim (preferred); or
- manually by secure email to DVA, using the MDS Collection Tool.

If the CN provider has multiple sites with multiple provider numbers, each site must submit its own MDS data.

## 5 Online

CN providers are able to lodge claims for payment and MDS through Medicare’s [online claiming](#), this is the preferred method for claiming and submitting MDS. CN providers who use online claiming to submit their claims include the MDS along with their submission.

## 6 Manual

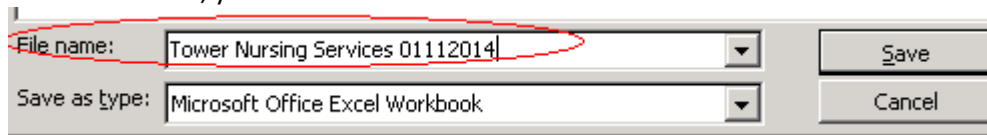
The MDS Collection Tool is an Excel spreadsheet that is used to collect MDS Data manually. If MDS data is not submitted in the format used by the MDS Collection Tool, or is incomplete, it will be returned to the CN provider for correction and resubmission.

## 7 The MDS Collection Tool Process

**Step 1:** Open the MDS Collection Tool.

**Step 2:** Once the MDS Collection Tool is open, save the MDS Collection Tool on your computer using your CN provider name\* and the date that you commence completing it.

For example: If your provider name is “Tower Nursing Services”, and the MDS is completed on 1 November 2014, you would name the file as follows.



**Note:** There is a 35 character limit for MDS file names (including spaces). Please ensure each file name complies with the limit.

Once you have saved the MDS Collection Tool you can enter data.

## 8 Entering Information

The MDS Collection Tool is pictured below:

DVA Community Nursing - Minimum Data Set (MDS)					Email to: <a href="mailto:mds@dva.gov.au">mds@dva.gov.au</a>							
Provider Name		<input type="text"/>			<p><b>IMPORTANT: Please do not drag down information to copy.</b></p> <p><b>RED indicates missing/incomplete information. Text will be BLACK when row has been completed.</b></p>							
Site Name		<input type="text"/>										
Provider No.		<input type="text"/>										
Contact Name		<input type="text"/>										
Phone No.		<input type="text"/>										
Claim Details					Staffing Resources (Totals for 28 day Claim Period)							
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours

First, the following sections that need to be completed are:

- Provider Details;

- Claim Details; and
- Staffing Resources Used.

## 9 Provider Details

DVA Community Nursing - Minimum Data Set (MDS)		Email to: <a href="mailto:mds@dva.gov.au">mds@dva.gov.au</a>
Provider Name	<input type="text"/>	<b>IMPORTANT: Please do not drag down information to copy.</b>  <b>RED indicates missing/incomplete information. Text will be BLACK when row has been completed.</b>
Site Name	<input type="text"/>	
Provider No.	<input type="text"/>	
Contact Name	<input type="text"/>	
Phone No.	<input type="text"/>	
Claim Details		Staffing Resources (Totals for 28 day Claim Period)

The Provider Details section collects information which allows DVA to:

- identify the CN provider and site submitting the data;
- seek further information (if required) from the CN provider’s MDS contact officer; and
- return data for resubmission if necessary.

## 10 Information required for Provider Details

### *Provider Business Name*

- This field requires you to enter your Provider Business Name as it appears on your DVA Community Nursing Agreement, however in some cases you may need to shorten the length to comply with the 35 character limit (including spaces).

### *Site Name (if applicable)*

- If CN providers have more than one site, enter the name of the relevant site, otherwise leave this field empty.

### *Provider Number*

- Enter the CN provider number for the site.

### *Contact name*

- Enter the name of the person who can assist with questions about the completed MDS Collection Tool.

### *Contact Phone Number*

- Enter the Phone Number for the contact person above.

## 11 Claim Details

Claim Details are recorded in the first four columns of the MDS Collection Tool, as shown below:

Claim Details				
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From

The Claim Details section identifies the client, item number/s and the claim period to which the data relates. It is used to match MDS data to a claim.

If details are entered incorrectly, the data provided cannot be matched to a claim. The CN provider is not considered to have met their contractual obligations until data has been correctly matched to a claim.

## 12 Information required for Claim Details

All fields in the Claim Details section need to be completed for each row of data.

**NOTE:** A separate row of data must be entered for a client for each item number used during a 28 day claim period.

### *File Number*

- This field must contain the client’s file number written in exactly the same way as it appears on the client’s Veteran Gold Card or Veteran White Card.

### *Veteran Surname*

- This field must contain the client’s surname entered exactly the same way as it appears on the client’s Veteran Gold Card or Veteran White Card.

### *Item Number*

- The item number(s) must be recorded exactly as it was on the claim for the 28 day claim period.
- The item number field includes a drop down menu that restricts entries to valid item numbers. CN providers can either enter a valid item number or use the drop down menu.
- Where a client has more than one item number in a 28 day claim period, each item number must be recorded on a separate row.

### *Error Message: Item Number*

- If an invalid item number is entered into this field, the error message below will appear. Click on Retry and choose the correct item number from the drop down list.

Claim Details					Staffing Res	
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours
smith	VX123456789	Core_Personal	AB02			

**Item Number**

Incorrect Entry. Please enter an Item Number from the list

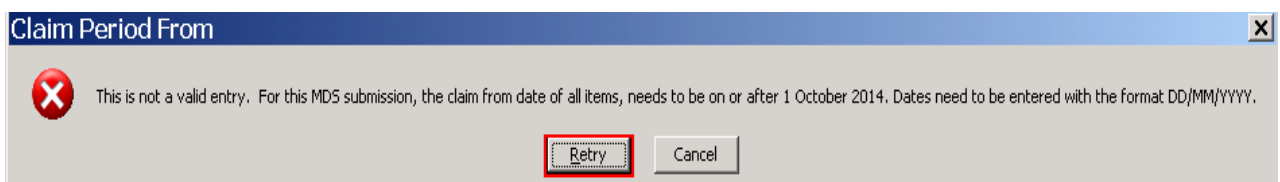
**Item Number**

Select a relevant Item Number from the drop down list.

Note: You must select an Item Number from the Item Type dropdown menu to display a list of Items.

**Completing Claim Period From**

- Dates must be entered in the DD/MM/YYYY format. This column requires the commencement date of the client’s 28 day claim period. This must be the same date as recorded on the claim.
- Where there is more than one item number for the 28 day claim period, the Claim Period From date entered must be the same for all item numbers claimed.
- The template has been formatted to prevent an entry that is not in a date format, the message below will appear if an invalid date entry is made:



If this message appears, click on Retry and re-enter the correct date.

**13 Staffing Resources Used (28 day claim period)**

Claim Details					Staffing Resources (Totals for 28 day Claim Period)							
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours

The Staffing Resources Used (28 day claim period) section records the number of visits and hours of service provided by each of the following personnel:

- Clinical Nurse Consultants (CNC)
- Registered Nurses (RN)
- Enrolled Nurses (EN)
- Personal Care Workers (PCW).

This data is used to inform Community Nursing policy decisions including the setting of future item number fee levels and future directions for DVA’s Community Nursing program. It is therefore important that the data provided is accurate.

#### 14 Information required for Staffing Resources Used

*Visits/occurrences - data for each type of personnel*

- CN providers are required to complete the number of visits/occurrences made by each type of personnel to a client within the 28 day claim period.

*Minutes and Hours - data for each type of personnel*

- CN providers are required to enter the total number of minutes and hours of care provided by each type of personnel within the 28 day claim period.

Data must be entered in DECIMAL HOURS, for example:

- 5 minutes must be entered as 0.1 hours, 15 minutes must be entered as 0.25 hours and 150 minutes as 2.5 hours. To assist, a conversion calculator is also included with the MDS Data Collection Tool.

For example:

During a 28 day claim period, a client receives:

- One 20 minute visit from a CNC:
  - 20 minutes divided by 60 minutes = 0.33 hours
- Two visits from a RN, one takes 35 minutes and the other 45 minutes:
  - Add visits to get a total of 80 minutes
  - 80 minutes divided by 60 minutes = 1.33 hours.
- Three visits per week from a PCW which take 45 minutes each:
  - This makes 12 visits in the 28-day claim period
  - 12 times 45 minutes = 540 minutes
  - 540 minutes divided by 60 minutes = 9 hours.

The correct entry for this example would be as follows:

Staffing Resources (Totals for 28 day Claim Period)							
CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours
1	0.33	2	1.33			12	9.00



### Error messages

If an invalid number is entered into these fields, an error messages will appear. Click on Retry and enter the correct number.

Claim Details					Staffing Resources (Totals for 28 day Claim Period)							
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours
					1	262	2	1.33			12	9.00

**CNC hours** X

Your entry is not valid.

Enter the number of hours in the 28-day period. The number should be in hours.

This field restricts hours to a maximum of 250 per 28-day period.

### 15 Information not required for Staffing Resources Used

The MDS Collection Tool indicates when an item number does not require Staffing Resources Used to be entered, a message appears as shown below:

Claim Details				Staffing Resources (Totals for 28 day Claim Period)							
Item Type	Item No.	Claim Period From		CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours
WC	NC37	01/10/2014	<b>No Nursing Hours/Visits Required for this Item</b>								

### 16 Scenarios when claiming a core and add-on

#### Scenario 1

Mr Brown is admitted to the nursing service on 1/10/14. The RN conducted the comprehensive assessment on the first home visit which took 1.5 hrs and Mr Brown receives clinical care nine times (this includes the comprehensive assessment) and personal care eight times in a 28 day claim period.

#### Example A

The provider delivers community nursing services to Mr Brown using an RN for seven visits for clinical care (including the comprehensive assessment), EN for two visits/occurrences (delivers both the clinical and personal care) and a PCW for six visits. The MDS would be reflected as follows:

Claim Details					Staffing Resources (Totals for 28 day Claim Period)							
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours
	BROWN	Core Clinical	NL13	01/10/2014			6	3.00	2	1.00		
	BROWN	Other	NA02	01/10/2014			1	1.50				
	BROWN	AddOn Personal	NT02	01/10/2014					2	1.00	6	3.00

**Example B**

The provider delivers community nursing services to Mr Brown using an RN (nine visits in total) to deliver all the care. The MDS would be reflected as follows:

Claim Details					Staffing Resources (Totals for 28 day Claim Period)							
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours
	BROWN	Core Clinical	NL13	01/10/2014			8	4.00				
	BROWN	Other	NA02	01/10/2014			1	1.50				
	BROWN	AddOn Personal	NT02	01/10/2014			8	4.00				

**Example C**

The provider delivers community nursing services to Mr Brown using an RN to conduct the comprehensive assessment, an EN to deliver the remaining clinical care and a PCW to deliver all the personal care. The MDS would be reflected as follows:

Claim Details					Staffing Resources (Totals for 28 day Claim Period)							
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours
	BROWN	Core Clinical	NL13	01/10/2014					8	4.00		
	BROWN	Other	NA02	01/10/2014			1	1.50				
	BROWN	AddOn Personal	NT02	01/10/2014							8	4.00

**Scenario 2**

Mrs White is a war widow who requires daily personal care. She sustained a skin tear on day 18 of the 28 day claim period and required a combination of clinical (second daily) and personal care for the remaining period. Mrs White receives clinical care six times and personal care 28 times.

**Example A**

The provider delivers community nursing services to Mrs White using an RN for the all clinical care and a PCW for all the personal care. The MDS would be reflected as follows:

Claim Details					Staffing Resources (Totals for 28 day Claim Period)							
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours
	WHITE	Core_Personal	NP06	01/10/2014							28	14.00
	WHITE	AddOn_Clinical	NS02	01/10/2014			6	3.00				
	WHITE	WC	NC11	01/10/2014	<b>No Nursing Hours/Visits Required for this Item</b>							

### Example B

The provider delivers community nursing services to Mrs White using an RN to deliver both the clinical care and personal care on the visits where both services are required, the remaining personal care is delivered by a PCW. The MDS would be reflected as follows:

Claim Details					Staffing Resources (Totals for 28 day Claim Period)							
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours
	WHITE	Core_Personal	NP06	01/10/2014			6	3.00			22	11.00
	WHITE	AddOn_Clinical	NS02	01/10/2014			6	3.00				
	WHITE	WC	NC11	01/10/2014	<b>No Nursing Hours/Visits Required for this Item</b>							

### Example C

The provider delivers community nursing services to Mrs White using an RN to assess and deliver the wound care in one visit as well as personal care, for the remaining visits where both clinical and personal care is required an EN delivered both, the remaining personal care is delivered by an PCW. The MDS would be reflected as follows:

Claim Details					Staffing Resources (Totals for 28 day Claim Period)							
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours
	WHITE	Core_Personal	NP06	01/10/2014			1	0.50	5	2.50	22	11.00
	WHITE	AddOn_Clinical	NS02	01/10/2014			1	0.50	5	2.50		
	WHITE	WC	NC11	01/10/2014	<b>No Nursing Hours/Visits Required for this Item</b>							

### Scenario 3

Mr Gray is a veteran who requires twice a day visits for assistance with personal care. He has a transdermal patch changed once a week.

### Example A

The provider delivers community nursing services to Mr Gray using an RN to change the transdermal patch and a PCW to deliver all the personal care. The MDS would be reflected as follows:

Claim Details					Staffing Resources (Totals for 28 day Claim Period)							
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours
	WHITE	Core_Personal	NP06	01/10/2014							56	37.33
	WHITE	AddOn_Clinical	NS02	01/10/2014			4	1.00				

#### Example B

The provider delivers community nursing services to Mr Gray using an RN to change the transdermal patch and deliver personal care in the same visits/occurrences and a PCW to deliver all the remaining personal care. The MDS would be reflected as follows:

Claim Details					Staffing Resources (Totals for 28 day Claim Period)							
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours
		Core_Personal	NP15	01/10/2014			4	2.67			52	34.66
		AddOn_Clinical	NS01	01/10/2014			4	1.00				

#### Scenario 4

Mr Black has a deteriorating palliative condition and is receiving daily visits for a combination of personal care, medication administration (via a syringe driver), symptom management and psychosocial aspects of care. Personal care services take approximately 30 minutes per day. Clinical care including medication administration and symptom management 30 minutes per day and psychosocial care 15 minutes per day.

#### Example A

The provider delivers community nursing services to Mr Black using an RN for the clinical and psychosocial care and a PCW delivers all the personal care. The MDS would be reflected as follows:

Claim Details					Staffing Resources (Totals for 28 day Claim Period)							
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours
	Black	Core_Clinical	NL17	01/10/2014			28	14.00				
	Black	AddOn_Personal	NT14	01/10/2014							28	14.00
	Black	Other	NA06	01/10/2014			28	7.00				

#### Example B

The provider delivers community nursing services to Mr Black using an RN to deliver all Mr Black's care needs. The MDS would be reflected as follows:

Claim Details					Staffing Resources (Totals for 28 day Claim Period)							
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours
	Black	Core_Clinical	NL17	01/10/2014			28	14.00				
	Black	AddOn_Personal	NT14	01/10/2014			28	14.00				
	Black	Other	NA06	01/10/2014			28	7.00				

## 17 Checking MDS Collection Tool is complete

The MDS Collection Tool indicates if a row of data is missing a field by showing the font as red. The example below is missing the “Claim Period From” and “CNC Hours (total)” data.

Claim Details					Staffing Resources (Totals for 28 day Claim Period)							
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours
<b>NX</b>	<b>SMITH</b>	<b>Core_Personal</b>	<b>NP01</b>			<b>0.87</b>		<b>3.00</b>	<b>4</b>			

When data has been entered correctly, the font will change to black:

**DVA Community Nursing - Minimum Data Set (MDS)** Email to: [mds@dva.gov.au](mailto:mds@dva.gov.au)

Provider Name

Site Name

Provider No.

Contact Name

Phone No.

**IMPORTANT: Please do not drag down information to copy.**

**RED indicates missing/incomplete information. Text will be BLACK when row has been completed.**

Claim Details					Staffing Resources (Totals for 28 day Claim Period)							
Veteran File No.	Veteran Surname	Item Type	Item No.	Claim Period From	CNC Visits/ Occurrences	CNC Hours	RN Visits/ Occurrences	RN Hours	EN Visits/ Occurrences	EN Hours	NSS Visits	NSS Hours
NX123456C	SMITH	Core_Personal	NP01	01/10/2014	1	0.87	4	3.00	4	5.00		

Once all the data has been entered the MDS can be submitted.

## 18 Submitting finalised data for manual MDS - SENSITIVE email

DVA’s Secure Mail Facility (Sensitive email) has been introduced to enable the secure communication of sensitive information between DVA and external parties over the internet.

Sensitive emails sent via this facility are encrypted to ensure the information within each email remains private and secure. Encrypting the email means the contents are scrambled/encoded to minimise the risk of an unauthorised person being able to read it if it is intercepted.

## 19 Registering an email address

A CN provider is required to register an email address in order to submit their MDS through Sensitive email. The *Contractor's Representative* (as recorded on the Agreement held with DVA) is first required to email the following information regarding the person who will be submitting the MDS (MDS contact):

- MDS contact name;
- Contact phone number; and
- Email address used to submit the MDS.

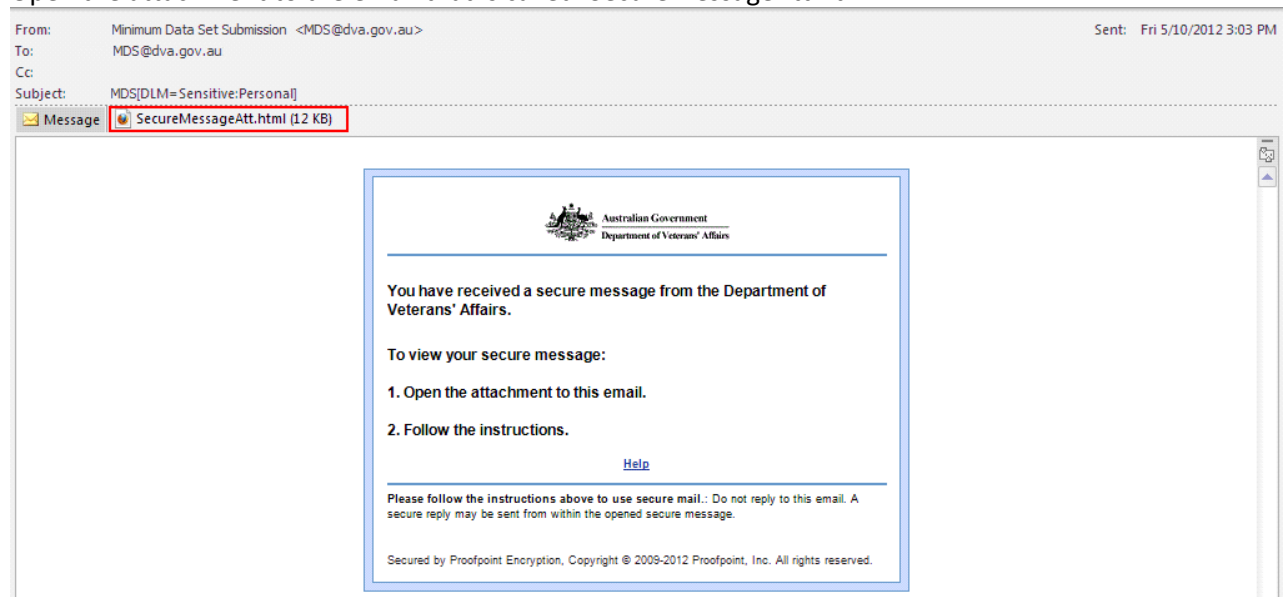
This information should be emailed to [mds@dva.gov.au](mailto:mds@dva.gov.au).

DVA will respond to the MDS contact/s providing information on how to use Sensitive email. Once the MDS contact/s have read the information and replied to DVA, arrangements will be made to commence communication via Sensitive email.

The first time you receive a Sensitive email, you will be asked to:

1. Open the attachment to the email; and
2. Follow the instructions.

Open the attachment to the email that is called 'SecureMessageAtt.html':



A new browser window will open. Click the 'Read Message' button (the button is in the middle of the page):



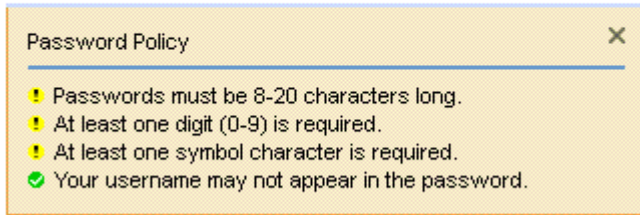
You will then be prompted to register:

- enter your first and last name;
- create a password and re-confirm the password; and
- enter a 'Password Recovery Question'. The recovery question will assist you if you forget your password.

A screenshot of a registration form titled "Registration" for the Australian Government Department of Veterans' Affairs. The form includes the following fields and options:

- Email Address: MDS@dva.gov.au
- First Name: Joe
- Last Name: Blogs
- Password: [masked with dots]
- Confirm Password: [masked with dots]
- Password Reset: [checkbox]
- Question: Father's middle name
- Answer: Burt
- Continue button: [arrow icon] Continue

Passwords must meet certain conditions:



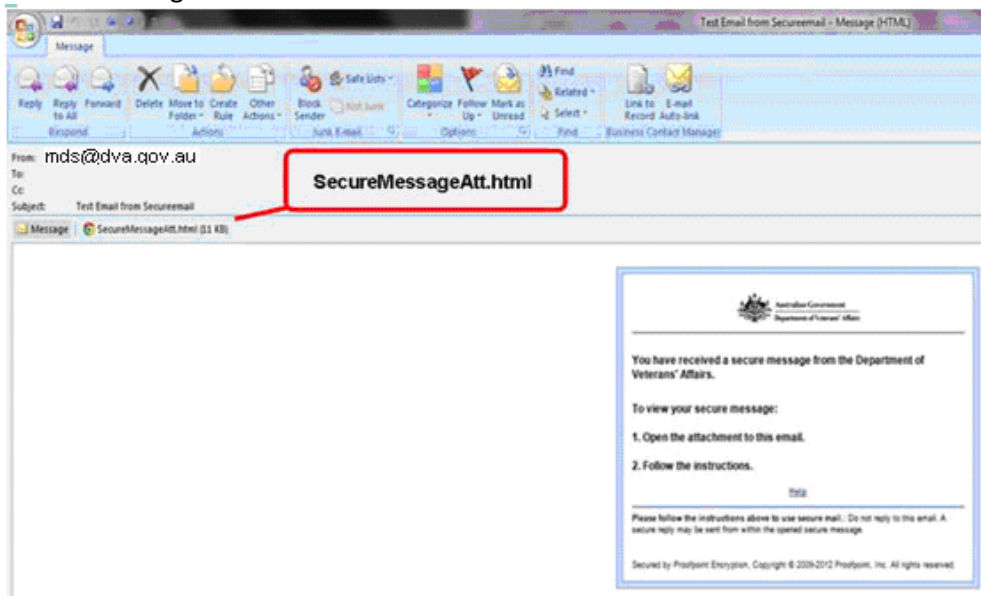
An example password is: Pa55w@rd

Upon successful login, the Sensitive email will be displayed in the browser window.

## 20 Emailing the MDS Collection Tool

Open the Sensitive email from DVA that will appear in your mailbox with a 'from' address [mds@dva.gov.au](mailto:mds@dva.gov.au) and will have a classification of DLM=Sensitive:Personal.

Open the Sensitive email from your mailbox and the attachment to the email that is called 'SecureMessageAtt.html':

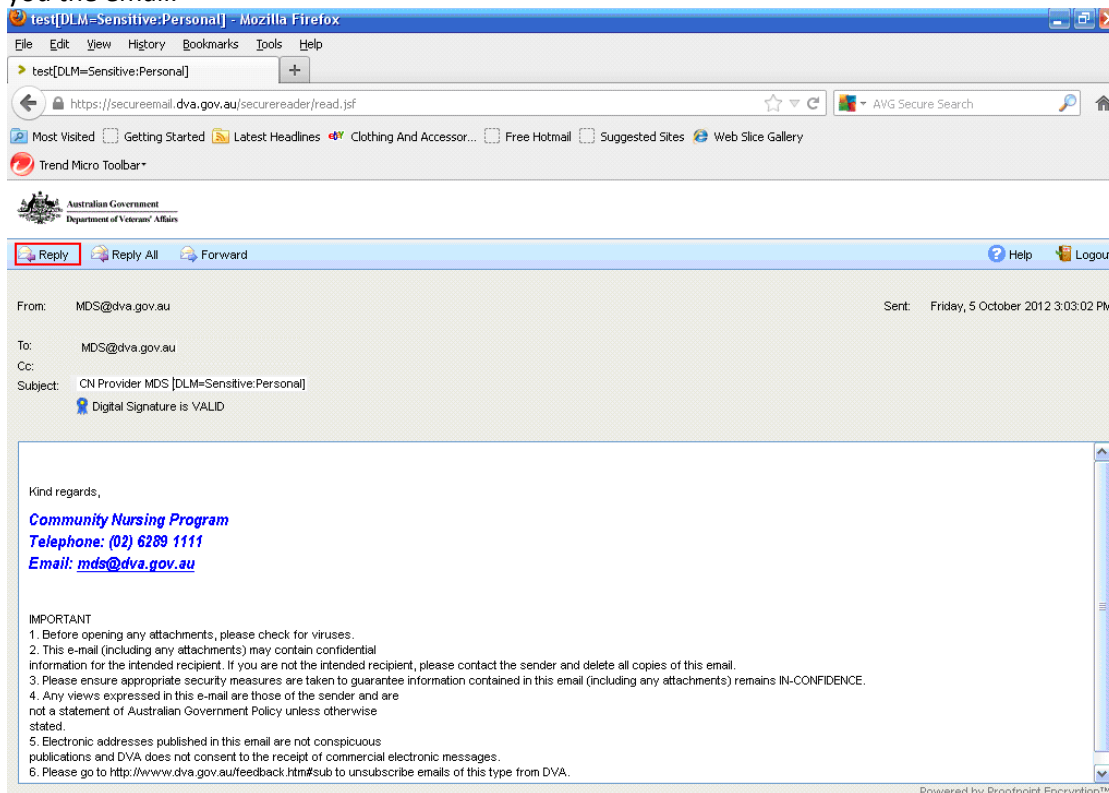


A new browser window will open, click the 'Read Message' button:

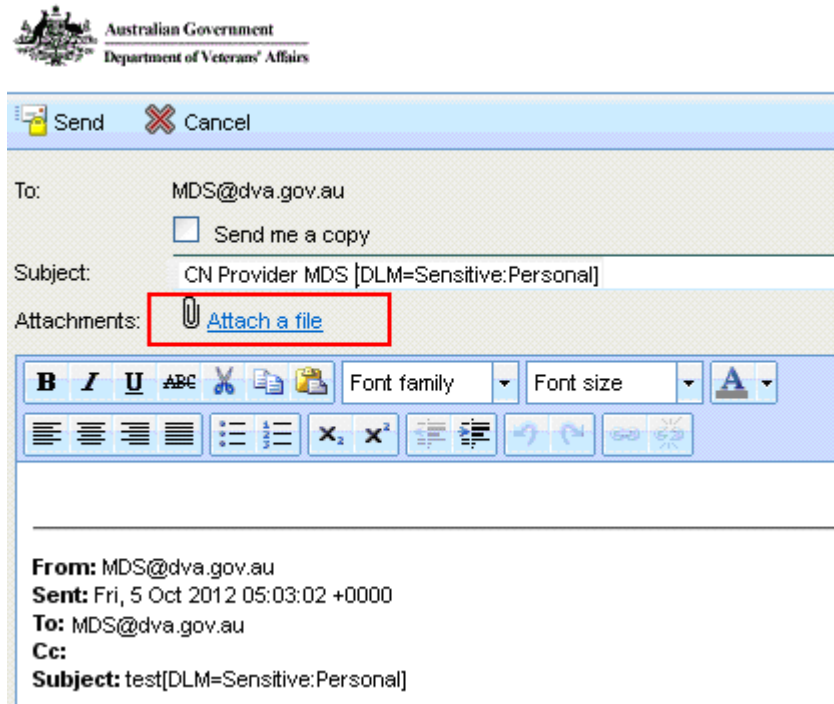




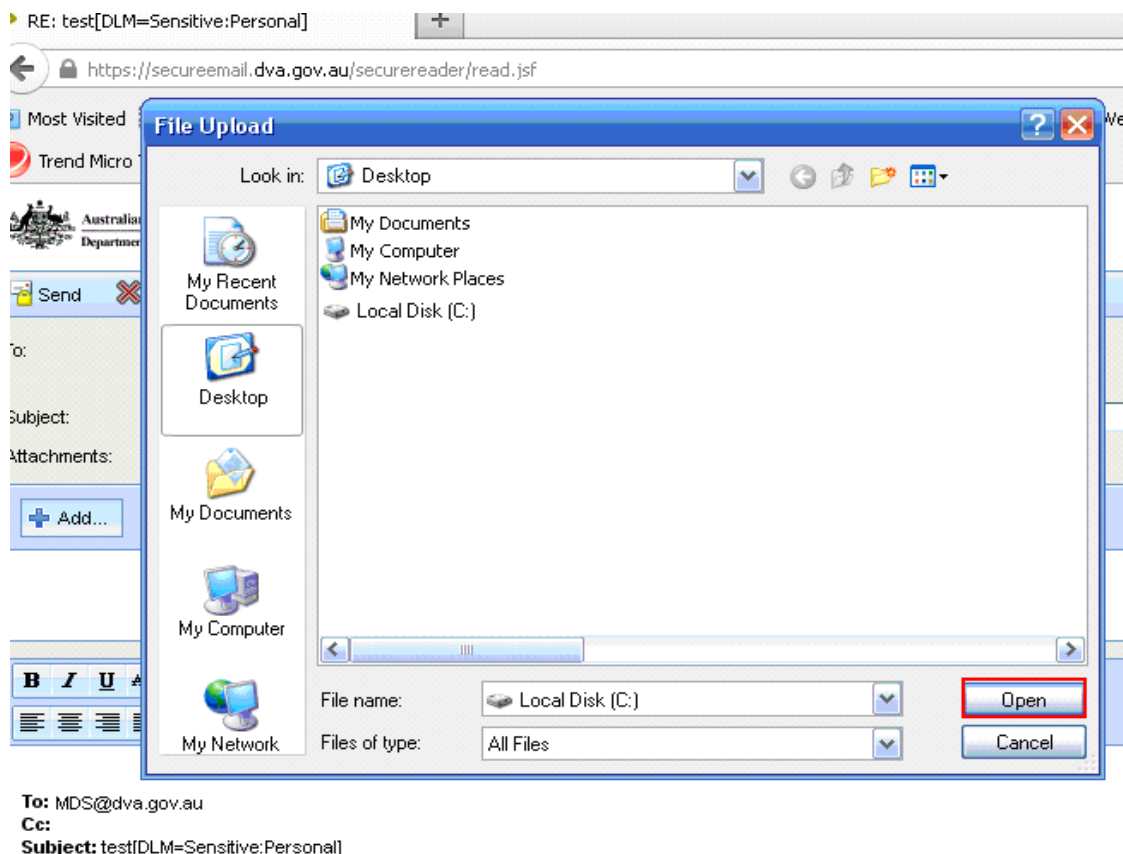
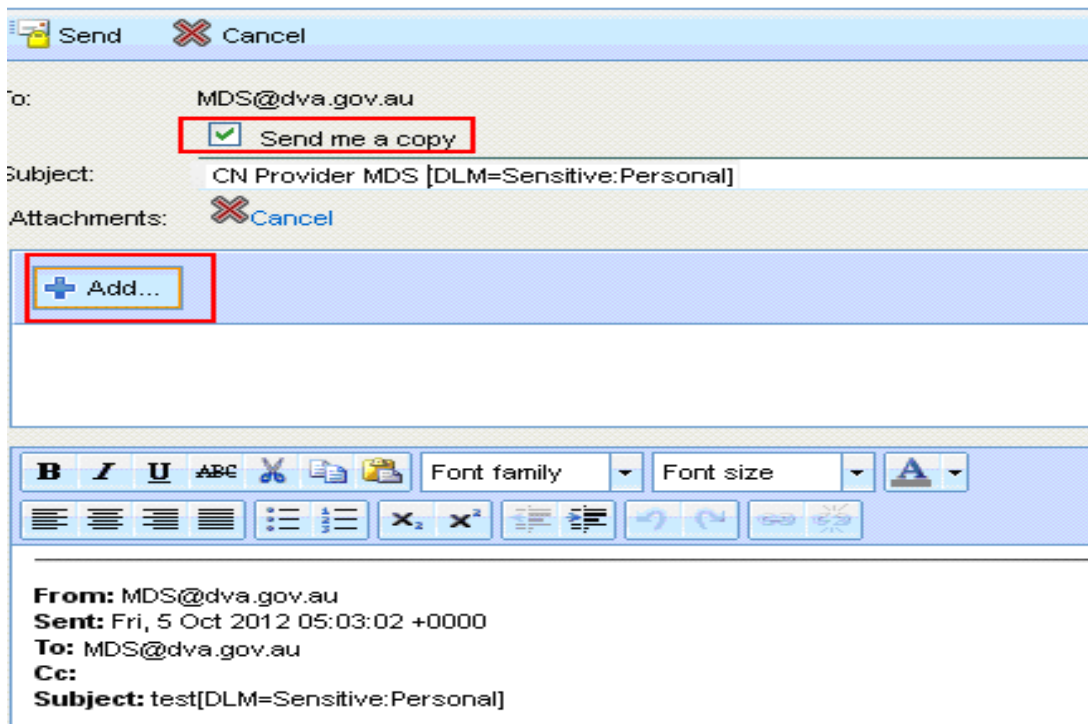
Click the 'Reply' button (the button is located at the top left) to reply only to the address that sent you the email:



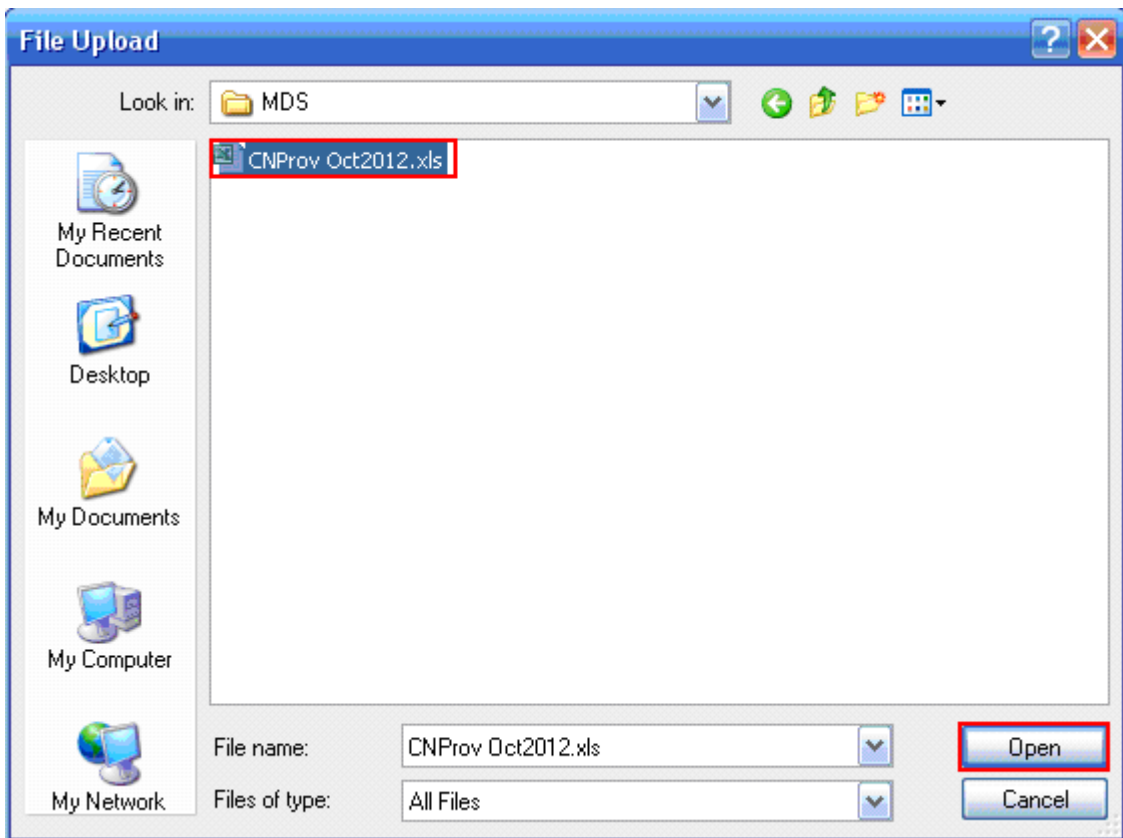
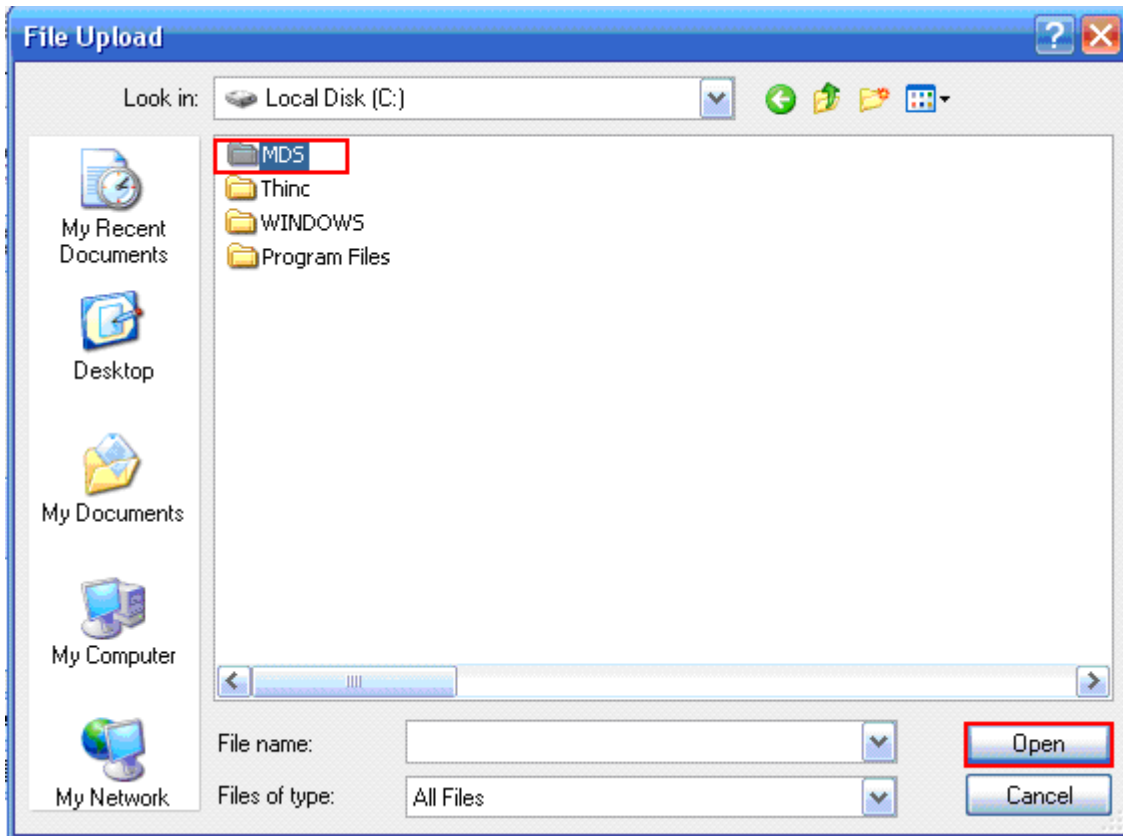
When replying to a Sensitive email, please ensure the subject field is not changed. To attach the MDS Collection Tool spreadsheet click on 'Attach a File' as below:



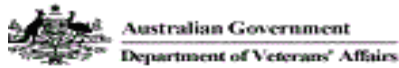
Locate the MDS Collection Tool spreadsheet in your records and attach the MDS Collection Tool spreadsheet by highlighting and clicking on the '+ ADD' button, and tick 'Send me a copy':



Locate the document:



Once the MDS Collection Tool spreadsheet has been located, click on the 'Upload' button:



Send Cancel

To: MDS@dva.gov.au  
 Send me a copy

Subject: CN Provider MDS [DLM=Sensitive:Personal]

Attachments: Cancel

+ Add... **Upload**

CNProv Oct2012.xls



The uploaded MDS Collection Tool spreadsheet will be displayed:



Send Cancel

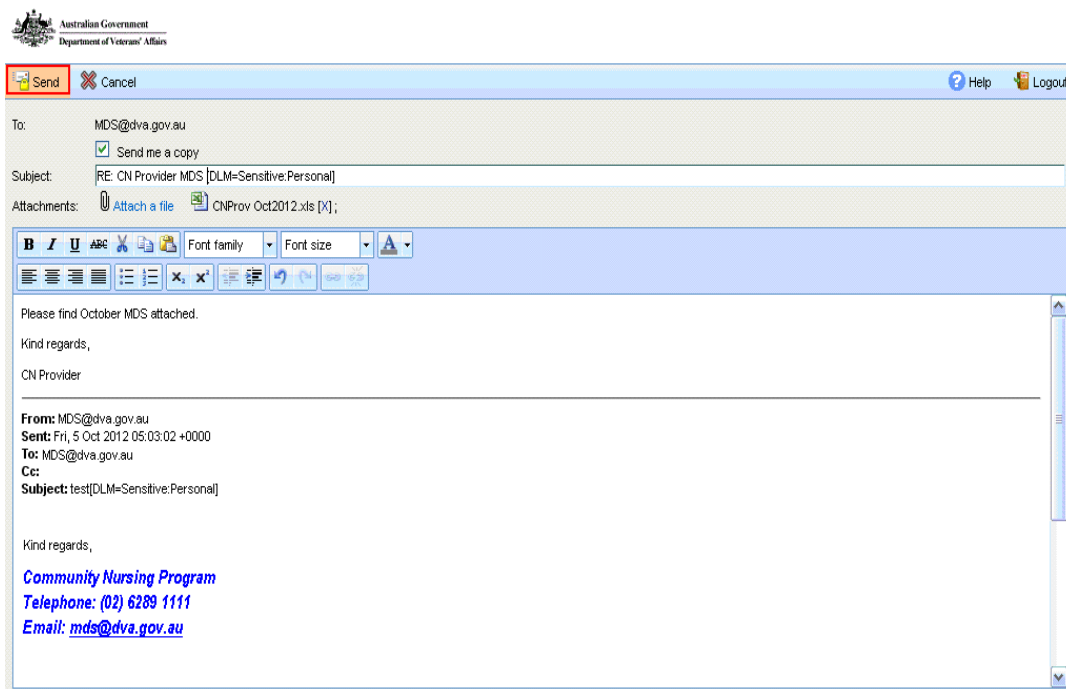
To: MDS@dva.gov.au  
 Send me a copy

Subject: CN Provider MDS [DLM=Sensitive:Personal]

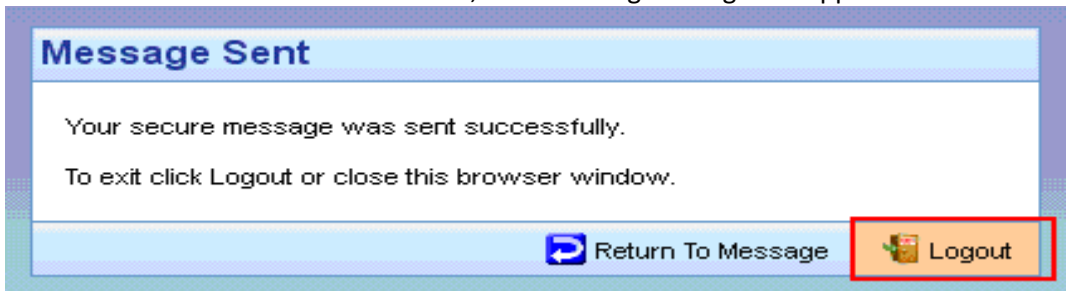
Attachments: Attach a file **CNProv Oct2012.xls [X]**;


**From:** MDS@dva.gov.au  
**Sent:** Fri, 5 Oct 2012 05:03:02 +0000  
**To:** MDS@dva.gov.au  
**Cc:**  
**Subject:** test[DLM=Sensitive:Personal]

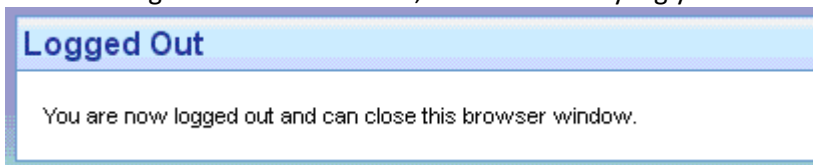
Repeat the previous steps if there is more than one spreadsheet to be uploaded. Once all files are attached click on the 'Send' button:



Once the Sensitive email has been sent, the following message will appear:



Click the 'Logout'  button, this will securely log you out of the secure session:



Note: The MDS contact must keep the original Sensitive email sent by the DVA to reply to DVA each month.

All MDS submissions to DVA must be sent DLM=Sensitive:Personal to ensure compliance with the Commonwealth Information Privacy Principles Legislation.

## **21 Who do I contact if I have a problem?**

If this information is unable to assist you, and the problem or question is technical in nature, you can send an email to [secure.services@dva.gov.au](mailto:secure.services@dva.gov.au). Please let DVA know how to contact you regarding your query.

Do not disclose your password or password recovery answer in this email. DVA will not ask you for your password or password recovery answer.

## **22 Password resets**

If you cannot remember the answer to your 'Recovery Question' you will need to contact DVA on either 1300 301 575 or [secure.services@dva.gov.au](mailto:secure.services@dva.gov.au) to reset the password.

## **23 Resubmits**

If MDS data is submitted incorrectly, it will be returned via an email identifying the issues. CN providers are required to correct and resubmit the data within 28 days. When resubmitting data, the CN provider is required to mark the data clearly as resubmit.