

#### **DVA Treatment Entitlement Cards**

For treatment in Australia only

## Health Services Available to the Eligible Veteran Community#



Gold Card for all conditions

The Gold Repatriation

provides holders access

listed according to clinical

to all health services

**Health Card** 

need.



White Card for specific conditions



Orange Card for pharmaceuticals only

- acupuncture (performed by a medical practitioner only)
- ambulance
- chiropractic & osteopathic
- community nursing
- counselling (through VVCS)
- diabetes educators
- dental
- dietetics
- exercise physiologists
- hearing (through the Office of Hearing Services)
- home support services

   (including domestic assistance, safety related home & garden maintenance, personal & respite care)
- hospital services public & private (medical services and surgical procedures listed on the MBS\*)
- medical consultations & procedures listed on the MBS\*
- medical services & surgical procedures listed on the MBS\* (undertaken in public & contracted private hospitals & day surgery facilities)
- medical specialist services listed on the MBS\*
- occupational therapy
- optometrical (including the supply of glasses)
- orthoptics
- oxygen
- pathology services listed on the MBS\*
- pharmaceuticals (including nutritional supplies)
- physiotherapy
- podiatry & medical grade footwear
- psychology
- radiology services listed on the MBS\*
- rehabilitation aids & appliances
- social work
- speech pathology

# Contribution to costs for travel to treatment may be available.

\*DVA will not normally meet the cost of medical & specialist services not listed on the Medicare Benefits Schedule (MBS), although exceptions may be made in special circumstances. Treatment provider will need to obtain <a href="written">written</a> approval from DVA in such cases

#### The White Repatriation Health Card

provides holders access to listed health services for treatment of **specific conditions only** – according to clinical need, as follows:

- accepted disabilities (conditions accepted by the Repatriation Commission as warcaused); and/or
- malignant neoplasia, pulmonary tuberculosis and post-traumatic stress disorder, for Australian veterans only, providing DVA has accepted these conditions for the veteran.

## The Orange Repatriation Pharmaceuticals Benefits Card

provides eligible British, other Commonwealth or Allied veterans access to:

 pharmaceuticals listed on the RPBS according to clinical need, for all their medical conditions.\*

# This card does <u>not</u> entitle the veteran to any medical or other health care treatment.

\*Restrictions apply to some pharmaceuticals, which require accepted condition status.

#### **Contact details:**

Veterans' Affairs Pharmaceutical Advisory Centre (VAPAC)

Phone: 1800 552 580 (free

call)

Fax: 07 3223 8651

Mail address for authority prescriptions:

Reply Paid 9998 VAPAC GPO Box 9998 BRISBANE QLD 4001

### DVA TREATMENT ENTITLEMENT CARDS Provider Contacts List

Provider Contacts List	
Enquiry	Contact Number
<ul> <li>Eligibility Checks</li> <li>(patients presenting a White Repatriation Health Card)</li> <li>patients presenting a White Repatriation</li> <li>Health Card</li> </ul>	Phone: (All Providers) 1300 550 457 (metro callers)
<ul> <li>dental procedures</li> <li>convalescent care</li> <li>mental health services</li> </ul>	<b>1800 550 457</b> (regional callers)
Prior Approval (more complex requests required in writing)  surgical / medical procedures not listed on the Medicare Benefits Schedule non-listed prostheses items in-vitro fertilisation procedures cosmetic surgery or any other exceptional cases/treatments	Mail Address: Medical & Allied Health DVA GPO Box 9998 Adelaide SA 5001 OR Fax: (08) 8290 0422
DVA Online Claiming	Phone: (03) 6221 6725
Account Enquiries Payment of accounts enquiries & claim for payments:—	Phone: (All Providers) 1300 550 017 (Medicare Australia)
LMOs/GPs & specialists Send claims for payment to: LMOs/GPS & specialists in NSW, ACT, SA, NT & WA Medicare Australia GPO Box 9869 PERTH WA 6001  LMOs/GPs & specialists in VIC, QLD & TAS	
Medicare Australia GPO Box 9869 MELBOURNE VIC 3001  Allied Health Providers	
Send claims for payment to: Medicare Australia GPO Box 964 ADELAIDE SA 5001	
Online claiming – accounts enquiries <a href="http://www.medicareaustralia.gov.au/provider/index.jsp">http://www.medicareaustralia.gov.au/provider/index.jsp</a> DVA Fee Schedules – All medical & allied health providers: <a href="http://www.dva.gov.au/service_providers/Fee_schedules/Pages/index.aspx">http://www.dva.gov.au/service_providers/Fee_schedules/Pages/index.aspx</a>	Phone: 1800 700 199 (Medicare Australia)
Stationery supplies (available through Moore ADS) Stationery, imprinter orders & enquiries Online orders:	Phone: 1800 155 355 Fax:
http://www.dva.gov.au/service_providers/Pages/Forms.aspx	1800 671 670
Further information: <a href="http://factsheets.dva.gov.au/factsheets/">http://factsheets.dva.gov.au/factsheets/</a>	Fact Sheets: Repatriation Health Card – Gold Card HSV 60 Repatriation Health Card – White Card HSV 61 Repatriation Health Card – Orange Card HSV69
Find this chart at: <a href="http://www.dva.gov.au/service_providers/services/Pages/health_services.aspx">http://www.dva.gov.au/service_providers/services/Pages/health_services.aspx</a>	