



## DVA FUNDED HEALTH SERVICES

Sep-09

A Gold Repatriation Health Card entitles the holder to treatment for all conditions. White card holders are entitled to treatment for conditions *accepted* by DVA. Orange cards are for pharmaceuticals only. **Some service restrictions apply for residents in aged care facilities.**

DVA SERVICE	WHO CAN REFER?	WHICH FORM?	SEND REFERRAL TO:	SPECIAL INSTRUCTIONS?	CONTACTS
<b>Chiropractic</b>	Treating doctor <sup>^</sup> , or chiropractor with current referral	D904 form or letterhead	Chiropractor	For treatment of muscular-skeletal conditions only	<b>Tel:</b> *1300 550 457 <b>Fax:</b> 08 8290 0422
<b>Community Nursing</b>	Treating doctor <sup>^</sup> , discharge planner or VHC assessor	D904 form or letterhead	DVA-contracted community nursing agency	The referral must include the referrer's provider number. Details of Community Nursing Agencies can be found on the DVA website <a href="http://www.dva.gov.au/service_providers/community_nursing/Pages/index.aspx">http://www.dva.gov.au/service_providers/community_nursing/Pages/index.aspx</a>	<b>Tel:</b> *1300 550 457
<b>Continence supplies</b> (See Rap schedule for detail)	Treating doctor <sup>^</sup>	D988 Direct Order form	Direct Order Form to Contracted DVA Supplier.	Supplier details, Guidelines and the D988 forms are available at <a href="http://www.dva.gov.au/service_providers/rap/Pages/index.aspx">http://www.dva.gov.au/service_providers/rap/Pages/index.aspx</a>	
<b>Convalescent Care (for Respite see VHC)</b>	Treating doctor <sup>^</sup> , discharge planner or other clinical staff	D904 form or letterhead	Mail/fax to DVA for prior approval	Care available following an acute admission and transfer from hospital to facility (eg hospital, government approved aged care or convalescent facility). 21 days per financial year.	<b>Tel:</b> *1300 550 457 <b>Fax:</b> 08 8290 0422
<b>Dental</b>	<b>Only</b> require a referral from a dentist to attend a dental specialist	D986 form or letterhead	Mail/fax to DVA	Financial limits/some conditions apply. Contact DVA for any additional advice	<b>Tel:</b> *1300 550 457 <b>Fax:</b> 08 8290 0422
<b>Diabetic Education</b>	Treating doctor <sup>^</sup> , discharge planner or diabetes educator with current referral	D904 form or letterhead	Diabetes Educator	Cannot claim if veteran is receiving DVA-contracted nursing services (as service includes diabetes education)	<b>Tel:</b> *1300 550 457 <b>Fax:</b> 08 8290 0422
<b>Dietetics</b>	Treating doctor <sup>^</sup> , discharge planner, or dietician with referral	D904 form or letterhead	Dietician		<b>Tel:</b> *1300 550 457 <b>Fax:</b> 08 8290 0422
<b>Exercise Physiology</b>	Treating doctor <sup>^</sup> , discharge planner, or exercise phys with current referral	D904 form or letterhead	Exercise physiologist		<b>Tel:</b> *1300 550 457 <b>Fax:</b> 08 8290 0422
<b>HomeFront (falls prevention)</b>	Gold or White card holder or health professional	No form required	Telephone 1800 801 945 and ask for HomeFront	One environmental assessment in calendar year. Some financial assistance provided. For clinical needs refer to RAP	<b>Tel:</b> 1800 801 945
<b>Medical Grade Footwear</b>	Treating doctor <sup>^</sup>	D688 form	Podiatrist	Supplier sends the relevant documents to DVA for approval	<b>Tel:</b> *1300 550 457
<b>Occupational Therapy Treatment or Assessment</b>	Treating doctor <sup>^</sup> , discharge planner or Occ Therapist with current referral	D904 form or letterhead	Occupational Therapist		<b>Tel:</b> *1300 550 457
<b>Optical</b>	1. Treating doctor <sup>^</sup> or optometrist 2. Not required to attend optometrist	1. D904 form or letterhead 2. No form required	1. Ophthalmologist 2. No form required	Optical supplies are dispensed by DVA-contracted optical dispensers	<b>Tel:</b> *1300 550 457 <b>Fax:</b> 08 8290 0422
<b>Osteopathy</b>	Treating doctor <sup>^</sup> or osteopath with current referral	D904 form or letterhead	Osteopath	Treatment of muscular-skeletal conditions only	<b>Tel:</b> *1300 550 457 <b>Fax:</b> 08 8290 0422
<b>Oxygen: Home Medical Oxygen Therapy (HMOT)</b>	Specialist or respiratory clinic. Rural/remote areas – treating doctor <sup>^</sup>	D0804 HMOT application form	Direct Order Form to Contracted DVA Supplier. See DVA website for details	Supplied according to A&NZ Thoracic Society guidelines. DVA contract arrangements apply	<b>Tel:</b> *1300 550 457
<b>Pharmaceuticals including Nutritional Supplies</b>	Treating doctor <sup>^</sup>	Tick 'RPBS' on prescription	Authority prescriptions to VAPAC. For mailed authorities: Reply Paid 9998, VAPAC - DVA, GPO Box 9998, Brisbane QLD 4001.	Supplements: LMO writes authority prescription on dietician's advice NB: VAPAC = Veterans' Affairs Pharmaceutical Advisory Centre	<b>Tel:</b> 1800 552 580 <b>Fax:</b> 07 3223 8651
<b>Physiotherapy</b>	Treating doctor <sup>^</sup> , discharge planner or physiotherapist with current referral	D904 form or letterhead	Physiotherapist		<b>Tel:</b> *1300 550 457 <b>Fax:</b> 08 8290 0422
<b>Podiatry Treatment</b>	Treating doctor <sup>^</sup> , discharge planner or podiatrist with current referral	D904 form or letterhead	Podiatrist		<b>Tel:</b> *1300 550 457 <b>Fax:</b> 08 8290 0422
<b>Prosthetics: non-surgical ^^Limb prosthetics</b>	Treating doctor <sup>^</sup>	D904 form or letterhead	Prosthetic Clinic at hospital or prosthetist	Refer to RAP schedule	<b>Tel:</b> *1300 550 457

DVA Forms, Fact Sheets and Provider Notes can be found at: [www.dva.gov.au/service\\_providers/Pages/index.aspx](http://www.dva.gov.au/service_providers/Pages/index.aspx) Find this chart at [www.dva.gov.au/service\\_providers/services/Pages/health\\_services.aspx](http://www.dva.gov.au/service_providers/services/Pages/health_services.aspx)

<sup>^</sup>Treating doctor refers to Local Medical Officers (LMOs and GPs), specialists and hospital medical staff (both public and private). 'Letterhead' must include Provider Number.

Stationery orders 1800 155 355 or [www.dva.gov.au/service\\_providers/Pages/Forms.aspx](http://www.dva.gov.au/service_providers/Pages/Forms.aspx)

Medical & Allied Health Providers Contact DVA on \*1300 550 457 (Metro) or 1800 550 457 (Rural/Remote)



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<b>Psychology – Clinical and Counselling</b>	Treating doctor <sup>^</sup> , VVCS, discharge planner, current psychologist	D904 form or letterhead	1 referral for 10 services in 12 month period. Prior approval for additional services and neuropsychology	One referral only per patient in 12 month period. Financial authorisation required for neuropsychology	<b>Tel:</b> *1300 550 457 <b>Fax:</b> 08 8290 0422
<b>Rehabilitation Appliances Program (RAP)</b>	Refer to RAP Schedule	Direct Order Form or specific DVA Application Form	Send RAP form direct to contracted supplier	Refer to RAP Schedule and Guidelines for special instructions. <a href="http://www.dva.gov.au/service_providers/rap/Pages/index.aspx">http://www.dva.gov.au/service_providers/rap/Pages/index.aspx</a>	<b>Tel:</b> *1300 550 457
<b>Social Work/Clinical counselling</b>	Treating doctor <sup>^</sup> or discharge planner	D904 form or letterhead	Social worker	Limited numbers of DVA-contracted Social Workers/Clinical counsellors	<b>Tel:</b> *1300 550 457 <b>Fax:</b> 08 8290 0422
<b>Speech Pathology</b>	Treating doctor <sup>^</sup> , discharge planner or speech path with current referral	D904 form or letterhead	Speech pathologist	Thickeners: refer to Nutrition/Pharmaceutical	<b>Tel:</b> *1300 550 457 <b>Fax:</b> 08 8290 0422
<b>Transport (arranged by DVA)</b>	Any health provider	No form required	Health provider contacts DVA Transport via phone or fax to organise	Eligibility and treatment location restrictions exist. Refer to DVA Fact Sheets (#HSV125)	<b>Tel:</b> *1300 550 455 or 02 9213 7888 NSW/ACT 03 9284 2270 VIC 07 3223 8444 QLD 08 8290 0281 SA/NT 08 9366 8391 WA 03 6221 6606 TAS <b>Fax:</b> 02 9213 7655 NSW/ACT 03 9284 6781 VIC 07 3223 8382 QLD 08 8290 0329 SA/NT 08 9366 8350 WA 03 6221 6610 TAS
<b>Note - British, Commonwealth and Allied (BCAL) veterans (with a white card) are eligible for travelling assistance at DVA's expense for travel to treatment.</b>				Eligible Gold and White card holders who are aged 80 years and over; or legally blind or suffering from dementia can use a booked car with driver (BCWD) to travel to all DVA-approved treatment locations. All eligible Gold and White card holder aged under 80, not legally blind or suffering dementia can also access the BCWD services however they must travel to specific treatment locations only and are required to meet medical criteria. <b>Note - bookings cannot be taken directly from the veteran, war widow/er, or family (even if the veteran or widow is over the age of 80).</b>	
<b>Transport (Reimbursement of Travel Expenses)</b>	Treating doctor <sup>^</sup> /health provider or person acting on their behalf (such as receptionist) must sign form	Veteran must lodge DVA 'Claim for Travelling Expenses' D800 form	Veteran to submit form to DVA to claim reimbursement. <b>NB: Form must be lodged within 12 months for travel for treatment and within 3 months for travel associated with a Disability or Income Support claim.</b> <b>Send to:</b> GPO Box 9998 in your State capital city.	<b>Health provider must complete</b> required fields in form D800. Form must be signed and dated	<b>Tel:</b> Veterans only - 133 254  Providers - Metro 1300 550 454 Rural/Remote 1800 550 454
<b>Veterans' Home Care (VHC) (includes Respite)</b>	Self/family, health professional, discharge planner, treating doctor <sup>^</sup>	Not required from client	Ring National Veterans' Home Care Assessment Agency 1300 550 450	Services provided according to assessed need only. <b>Respite: Current ACAT assessment required.</b> Up to 196 hours of in home respite or 28 days residential care (short term care in a government approved aged care or respite facility); or a combination of both in any one financial year. Emergency respite has a limit of 9 days per year.	<b>Tel:</b> 1300 550 450
<b>Note:</b> Ex-POWs are eligible for 63 days respite care			<b>Note:</b> Client cannot be admitted for respite care direct from hospital		
<b>VVCS - Veterans and Veterans Families Counselling Service</b>	Self, ADF Referring Authority, health professional (GP)	Written referral or phone intake	<b>Mailing Addresses</b> as below: <b>SA:</b> 99 Frome St Adelaide 5000 <b>S-QLD:</b> PO Box 166 Spring Hill 4004 <b>N-QLD:</b> PO Box 891 Thuringowa Central 4817 <b>ACT:</b> PO Box 302 Deakin West 2600 <b>NSW:</b> PO Box 3755 Parramatta 2124 <b>NT:</b> PO Box 3374 Palmerston 0831 <b>WA:</b> PO Box 1337 Canning Bridge 6153 <b>TAS:</b> 2 Castray Esplanade, Battery Point 7004	Veterans, peacekeepers, their families, war widows/ers can refer themselves to VVCS  Current serving ADF members can request a referral from the ADF  DVA entitlement is not required to access service  For more information on eligibility contact VVCS	<b>Tel:</b> 1800 011 046*  *During business hours connects to the nearest VVCS centre  After hours, connects to Veterans Line

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