



Australian Government

Department of Veterans' Affairs

DVA Treatment Entitlement Cards

Health Services Available to the Eligible Veteran Community#



Gold Card
for all conditions



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)
- 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 **written** approval from DVA in such cases

The Gold Repatriation Health Card provides holders access to **all** health services listed according to clinical need.

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 war-caused); 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 not 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

Enquiry	Contact Number
<p>Eligibility Checks (patients presenting a White Repatriation Health Card)</p> <ul style="list-style-type: none"> ▪ patients presenting a White Repatriation Health Card ▪ dental procedures ▪ convalescent care ▪ mental health services 	<p>Phone: (All Providers) 1300 550 457 (metro callers)</p> <p>1800 550 457 (regional callers)</p>
<p>Prior Approval (more complex requests required in writing)</p> <ul style="list-style-type: none"> ▪ 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 	<p>Mail Address: Medical & Allied Health DVA GPO Box 1652 Adelaide SA 5001</p> <p style="text-align: center;">OR</p> <p>Fax: (08) 8290 0422</p>
<p>DVA Online Claiming</p>	<p>Phone: (03) 6221 6725</p>
<p>Account Enquiries Payment of accounts enquiries & claim for payments:–</p> <p>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</p> <p>LMOs/GPs & specialists in VIC, QLD & TAS Medicare Australia GPO Box 9869 MELBOURNE VIC 3001</p> <p>Allied Health Providers Send claims for payment to: Medicare Australia GPO Box 964 ADELAIDE SA 5001</p> <p>Online claiming – accounts enquiries http://www.medicareaustralia.gov.au/provider/index.jsp</p>	<p>Phone: (All Providers) 1300 550 017 (Medicare Australia)</p> <p>Phone: 1800 700 199 (Medicare Australia)</p>
<p>Stationery supplies (available through Moore ADS) Stationery, imprinter orders & enquiries Online orders: http://www.dva.gov.au/service_providers/Pages/Forms.aspx</p>	<p>Phone: 1800 155 355</p> <p>Fax: 1800 671 670</p>
<p>Further information: http://factsheets.dva.gov.au/factsheets/</p>	<p>Fact Sheets: Repatriation Health Card – Gold Card HSV 60 Repatriation Health Card – White Card HSV 61 Repatriation Health Card – Orange Card HSV69</p>
<p>Find this chart at: http://www.dva.gov.au/service_providers/services/Pages/health_services.aspx</p>	

PLEASE NOTE: PENSIONER CONCESSION CARDS (BLUE COLOUR) and **COMMONWEALTH SENIOR HEALTH CARDS** (GREEN COLOUR) may be issued by DVA but cardholders have **no treatment entitlement**. These cards have the same status as those issued by Centrelink.