



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 |
|---|---|---|--|---|---|
| Chiropractic | Treating doctor [^] , discharge planner or chiropractor with current referral | D904 form or letterhead | Chiropractor | For treatment of muscular-skeletal conditions only | Tel: *1300 550 457 Fax: 08 8290 0422 |
| Community Nursing | Treating doctor [^] , discharge planner or VHC assessor | D904 form or letterhead | DVA-contracted community nursing provider | The referral must include the referrer's provider number. Contact details of Community Nursing providers can be found on the DVA website http://www.dva.gov.au/providers/community-nursing | Tel: *1300 550 457 |
| Continence Supplies | Treating doctor [^] (See RAP schedule for prescriber details) | D988 Direct Order form | Direct Order Form to Contracted DVA Supplier. | Supplier details and Guidelines are available at http://www.dva.gov.au/health-and-wellbeing/home-and-care/rehabilitation-appliances-program-rap | |
| Convalescent Care (Not Respite. See Veterans' Home Care for Respite) | Treating doctor [^] , 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. | Tel: *1300 550 457 Fax: 08 8290 0422 |
| Dental | Only 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 | Tel: *1300 550 457 Fax: 08 8290 0422 |
| Diabetic Education | Treating doctor [^] , 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) | Tel: *1300 550 457 Fax: 08 8290 0422 |
| Dietetics | Treating doctor [^] , discharge planner, or dietician with referral | D904 form or letterhead | Dietitian | | Tel: *1300 550 457 Fax: 08 8290 0422 |
| Exercise Physiology | Treating doctor [^] , discharge planner, or exercise phys with current referral | D904 form or letterhead | Exercise Physiologist | Treatment can only be provided for a specific condition and not for general wellbeing or fitness | Tel: *1300 550 457 Fax: 08 8290 0422 |
| Hospitals: Private & All Public Hospitals Admissions | Treating doctor [^] with admitting rights to the selected hospital | No form required | Not applicable | DVA prior approval required for: >Admission to private Tier 2 or non contracted private hospital >Cosmetic surgery, IVF and services not listed in CMBS >Items not listed on the DoHA Prosthesis Schedule | Tel: *1300 550 457 Fax: 08 8290 0422 |
| Medical Grade Footwear | Treating doctor [^] | D688 form | Podiatrist | Supplier sends the relevant documents to DVA for approval | Tel: *1300 550 457 |
| Occupational Therapy Treatment or Assessment | Treating doctor [^] , discharge planner or Occ Therapist with current referral | D904 form or letterhead | Occupational Therapist | | Tel: *1300 550 457 |
| Optical | Treating doctor [^] or optometrist for treatment by specialist | 1. D904 form or letterhead 2. No form required | 1. Ophthalmologist 2. No form required | Optical supplies are dispensed by DVA-contracted optical dispensers | Tel: *1300 550 457 Fax: 08 8290 0422 |
| Osteopathy | Treating doctor [^] discharge planner or osteopath with current referral | D904 form or letterhead | Osteopath | Treatment of muscular-skeletal conditions only | Tel: *1300 550 457 Fax: 08 8290 0422 |
| Oxygen: Home Medical Oxygen Therapy (HMOT) | Specialist or respiratory clinic. Rural/remote areas – treating doctor [^] | 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 | Tel: *1300 550 457 |
| Pharmaceuticals including Nutritional Supplies | Treating doctor [^] | Tick 'RPBS' on prescription | Veterans' Affairs Pharmaceutical Advisory Centre (VAPAC) provides a 24/7 service for telephone approval of Authority prescriptions | For mailed authorities send to: Reply Paid 9998, VAPAC, GPO Box 9998 Brisbane Qld 4001. Nutritional & thickened products: LMO writes authority prescription on dietician or speech pathologist's advice | Tel: 1800 552 580 Fax: 07 3223 8651 |
| Physiotherapy | Treating doctor [^] , discharge planner or physiotherapist with current referral | D904 form or letterhead | Physiotherapist | | Tel: *1300 550 457 Fax: 08 8290 0422 |
| Podiatry Treatment | Treating doctor [^] , discharge planner or podiatrist with current referral | D904 form or letterhead | Podiatrist | | Tel: *1300 550 457 Fax: 08 8290 0422 |

DVA Forms, Factsheets and Provider Notes can be found at: www.dva.gov.au/providers Find chart: www.dva.gov.au/sites/default/files/files/health%20and%20wellbeing/healthservices.pdf

[^]'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/providers/forms-service-providers

Medical & Allied Health providers contact DVA on *1300 550 457 (Metro) or 1800 550 457 (Rural/Remote)



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|--|--|--|---|--|---|
| Prosthetics: non-surgical ^^Limb prosthetics | Treating doctor^ | D904 form or letterhead | Prosthetic Clinic at hospital or Prosthetist | Refer to RAP schedule | Tel: *1300 550 457 |
| Psychology – Clinical and Counselling | Treating doctor^, 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 | Tel: *1300 550 457 Fax: 08 8290 0422 |
| Rehabilitation Appliances Program (RAP) | 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. http://www.dva.gov.au/sites/default/files/files/providers/RAP_Schedule.pdf | Tel: *1300 550 457 |
| Social Work/Clinical Counselling | Treating doctor^ or discharge planner | D904 form or letterhead | Social Worker | Limited numbers of DVA-contracted social workers/clinical counsellors | Tel: *1300 550 457 Fax: 08 8290 0422 |
| Speech Pathology | Treating doctor^, discharge planner or speech path with current referral | D904 form or letterhead | Speech Pathologist | Thickeners: refer to Nutrition/Pharmaceutical | Tel: *1300 550 457 Fax: 08 8290 0422 |
| Transport (arranged by DVA) | Any health provider | No form required | Health provider contacts DVA Transport via phone/fax or in some cases via secure web interface to organise transport. In some cases the health provider may contact the taxi/hire car provider directly. | 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. Other Gold and White card holders may be eligible if they have certain medical conditions (see fact sheet #HSV 03) | Tel: For transport bookings 1300 550 455 (metropolitan) 1800 550 455 (regional) |
| Transport (Reimbursement of Travel Expenses) | Veteran | Veteran must claim their privately incurred travelling expenses using DVA 'Claim for Travelling Expenses' D800 form which is available in both paper and electronic versions | Veteran has two options to lodge their claims. Either submit hard copy form to DVA at: GPO Box 9998 in their State capital city, or complete the online version and lodge via Myaccount if they are registered for online services. Currently, paper version provides for two visits to be claimed whilst the online version allows up to ten visits to be claimed. Currently, lodging claims through MyAccount is restricted to those claims for travel where the journey was 100 km or less round trip. | Claim must be lodged within 12 months of travel. Receipts are not required to be submitted with the claim but must be retained by the veteran for at least 4 months (and may be requested by DVA). Travel must be to the closest practical provider (within 100km return journey) otherwise DVA may limit the amount of reimbursement based on 100 km round trip. Veterans may self declare their need for a medically required attendant to travel with them. | Tel: For claims enquiries: 1300 550 454 (metropolitan) 1800 550 454 (regional) |
| Veterans' Home Care (VHC) (includes Respite) | Self/family, health professional, discharge planner, treating doctor^ | Not required from client | Ring Veterans' Home Care Assessment Agency 1300 550 450 | Services provided according to assessed need only. Respite: Up to 196 hours of in-home respite or 28 days of residential respite (short term care in an Australian accredited residential 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. Current ACAT | Tel: 1300 550 450 |
| Note: Ex-POWs are eligible for 63 days respite care | | | Note: Client cannot be admitted for respite care direct from hospital | | |
| Veterans and Veterans Families Counselling Service (VVCS) | Self, ADF Referring Authority, treating doctor^, allied health professionals | Written referral or phone intake | Mailing Addresses as below: SA: 99 Frome St Adelaide 5000 S-QLD: PO Box 166 Spring Hill 4004 N-QLD: PO Box 891 Thuringowa Central 4817 ACT: PO Box 302 Deakin West 2600 NSW: PO Box 3755 Parramatta 2124 NT: PO Box 3374 Palmerston 0831 WA: PO Box 1337 Canning Bridge 6153 TAS: 254-286 Liverpool St Hobart 7000 | 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 or visit http://www.vvcs.gov.au/ | Tel: 1800 011 046* *During business hours connects to the nearest VVCS centre After hours, connects to Veterans Line |