# DVA FUNDED HEALTH SERVICES

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

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<th>WHO CAN REFER?</th>
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<tr>
<td><strong>Chiropractic</strong></td>
<td>Treating doctor*, discharge planner or chiropractor with current referral</td>
<td>D904 form or letterhead</td>
<td>Chiropractor</td>
<td>For treatment of muscular-skeletal conditions only</td>
</tr>
<tr>
<td><strong>Community Nursing</strong></td>
<td>Treating doctor*, discharge planner or VHC assessor</td>
<td>D904 form or letterhead</td>
<td>DVA-contracted community nursing provider</td>
<td>The referral must include the referrer's provider number. Contact details of Community Nursing providers can be found on the DVA website.</td>
</tr>
<tr>
<td><strong>Continence Supplies</strong></td>
<td>Treating doctor* (See RAP schedule for prescriber details)</td>
<td>D988 Direct Order form</td>
<td>Direct Order Form to Contracted DVA Supplier.</td>
<td>Supplier details and Guidelines are available at: <a href="http://www.dva.gov.au/providers/community-nursing">http://www.dva.gov.au/providers/community-nursing</a></td>
</tr>
<tr>
<td><strong>Convalescent Care (Not Respite. See Veterans’ Home Care for Respite)</strong></td>
<td>Treating doctor*, discharge planner or other clinical staff</td>
<td>D904 form or letterhead</td>
<td>Mail/fax to DVA for prior approval</td>
<td>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.</td>
</tr>
<tr>
<td><strong>Dental</strong></td>
<td>Only require a referral from a dentist to attend a dental specialist</td>
<td>D986 form or letterhead</td>
<td>Mail/fax to DVA</td>
<td>Financial limits/some conditions apply. Contact DVA for any additional advice</td>
</tr>
<tr>
<td><strong>Diabetic Education</strong></td>
<td>Treating doctor*, discharge planner or diabetes educator with current referral</td>
<td>D904 form or letterhead</td>
<td>Diabetes Educator</td>
<td>Cannot claim if veteran is receiving DVA-contracted nursing services (as service includes diabetes education)</td>
</tr>
<tr>
<td><strong>Dietetics</strong></td>
<td>Treating doctor*, discharge planner, or dietician with referral</td>
<td>D904 form or letterhead</td>
<td>Dietitian</td>
<td></td>
</tr>
<tr>
<td><strong>Exercise Physiology</strong></td>
<td>Treating doctor*, discharge planner, or exercise phys with current referral</td>
<td>D904 form or letterhead</td>
<td>Exercise Physiologist</td>
<td>Treatment can only be provided for a specific condition and not for general wellbeing or fitness</td>
</tr>
<tr>
<td><strong>Hospitals: Private &amp; All Public Hospitals Admissions</strong></td>
<td>Treating doctor* with admitting rights to the selected hospital</td>
<td>No form required</td>
<td>Not applicable</td>
<td>DVA prior approval required for:</td>
</tr>
<tr>
<td><strong>Medical Grade Footwear</strong></td>
<td>Treating doctor*</td>
<td>D688 form</td>
<td>Podiatrist</td>
<td>Supplier sends the relevant documents to DVA for approval</td>
</tr>
<tr>
<td><strong>Occupational Therapy Treatment or Assessment</strong></td>
<td>Treating doctor*, discharge planner or Occ Therapist with current referral</td>
<td>D904 form or letterhead</td>
<td>Occupational Therapist</td>
<td></td>
</tr>
<tr>
<td><strong>Optical</strong></td>
<td>Treating doctor* or optometrist for treatment by specialist</td>
<td>1. D904 form or letterhead</td>
<td>1. Ophthalmologist</td>
<td>Optical supplies are dispensed by DVA-contracted optical dispensers</td>
</tr>
<tr>
<td><strong>Osteopathy</strong></td>
<td>Treating doctor* discharge planner or osteopath with current referral</td>
<td>2. No form required</td>
<td>2. No form required</td>
<td>Treatment of muscular-skeletal conditions only</td>
</tr>
<tr>
<td><strong>Oxygen: Home Medical Oxygen Therapy (HMOT)</strong></td>
<td>Specialist or respiratory clinic. Rural/remote areas – treating doctor*</td>
<td>D0804 HMOT application form</td>
<td>Direct Order Form to Contracted DVA Supplier.</td>
<td>Supplied according to A&amp;NZ Thoracic Society guidelines. DVA contract arrangements apply</td>
</tr>
<tr>
<td><strong>Pharmaceuticals including Nutritional Supplies</strong></td>
<td>Treating doctor*</td>
<td>Tick ‘RPBS’ on prescription</td>
<td>Veterans’ Affairs Pharmaceutical Advisory Centre (VAPAC) provides a 24/7 service for telephone approval of Authority prescriptions</td>
<td>For mailed authorities send to: Reply Paid 9998, VAPAC, GPO Box 9998 Brisbane Qld 4001. Nutritional &amp; thickened products: LMO writes authority prescription on dietician or speech pathologist's advice</td>
</tr>
<tr>
<td><strong>Physiotherapy</strong></td>
<td>Treating doctor*, discharge planner or physiotherapist with current referral</td>
<td>D904 form or letterhead</td>
<td>Physiotherapist</td>
<td></td>
</tr>
<tr>
<td><strong>Podiatry Treatment</strong></td>
<td>Treating doctor*, discharge planner or podiatrist with current referral</td>
<td>D904 form or letterhead</td>
<td>Podiatrist</td>
<td></td>
</tr>
</tbody>
</table>

**NOTES**

- Depending on the service the provider is delivering, different forms and documents may be required.
- **Specialist** services require a referral from a treating doctor. A D688 form is required for medical grade footwear.
- **Pharmaceuticals** can only be obtained with a prescription from a DVA-contracted pharmacy.
- **Home Nursing** can only be applied for by a treating doctor. A D688 form is required.
- **Dental Services**—Full details are available in the Dental Directory.
- **Pharmaceuticals**—Full details are available in the Pharmaceutical Directory.
- **Medical Grade Footwear**—Full details are available in the Medical Grade Footwear Directory.
- **Respite Care**—Full details are available in the Respite Care Directory.
- **Home Medical Oxygen Therapy**—Full details are available in the Oxygen Therapy Directory.
- For **medical and allied health practitioners**, visit the DVA website (www.dva.gov.au) for more information.

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**DVA Forms, Factsheets and Provider Notes can be found at:** [www.dva.gov.au/providers](http://www.dva.gov.au/providers)


**Treatment doctor’ refers to Local Medical Officers (LMOs and GPs), specialists and hospital medical staff (both public and private). “Letterhead’ must include provider number.**

Stationary 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)*
# DVA Funded Health Services

## Prosthetics: Non-surgical
- **WHO CAN REFER?**: Treating doctor^ or discharge planner, current psychologist
- **WHICH FORM?**: D904 form or letterhead
- **SEND REFERRAL TO**: Prosthetic Clinic at hospital or Prosthetist
- **SPECIAL INSTRUCTIONS?**: Refer to RAP schedule
- **CONTACTS**: Tel: *1300 550 457

## Psychology – Clinical and Counselling
- **WHO CAN REFER?**: Treating doctor*, VVCS, discharge planner, current psychologist
- **WHICH FORM?**: D904 form or letterhead
- **SEND REFERRAL TO**: 1 referral for 10 services in 12 month period. Prior approval for additional services and neuropsychology
- **CONTACTS**: Tel: *1300 550 457

## Rehabilitation Appliances Program (RAP)
- **WHO CAN REFER?**: Treating doctor^ or discharge planner, current psychologist
- **WHICH FORM?**: D904 form or letterhead
- **SEND REFERRAL TO**: Social Worker
- **SPECIAL INSTRUCTIONS?**: Limited numbers of DVA-contracted social workers/clinical counsellors
- **CONTACTS**: Tel: *1300 550 457

## Social Work/Clinical Counselling
- **WHO CAN REFER?**: Treating doctor^ or discharge planner, current psychologist
- **WHICH FORM?**: D904 form or letterhead
- **SEND REFERRAL TO**: Speech Pathologist
- **SPECIAL INSTRUCTIONS?**: Thickeners: refer to Nutrition/Pharmaceutical
- **CONTACTS**: Tel: *1300 550 457

## Speech Pathology
- **WHO CAN REFER?**: Treating doctor^ or discharge planner, current psychologist
- **WHICH FORM?**: D904 form or letterhead
- **SEND REFERRAL TO**: 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.
- **SPECIAL INSTRUCTIONS?**: 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)
- **CONTACTS**: Tel: For transport bookings
  - 1300 550 455 (metropolitan)
  - 1800 550 455 (regional)

## Transport (arranged by DVA)
- **WHO CAN REFER?**: Any health provider
- **WHICH FORM?**: No form required
- **SEND REFERRAL TO**: 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.
- **SPECIAL INSTRUCTIONS?**: 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)
- **CONTACTS**: Tel: For transport bookings
  - 1300 550 455 (metropolitan)
  - 1800 550 455 (regional)

## Transport (Reimbursement of Travel Expenses)
- **WHO CAN REFER?**: Veteran
- **WHICH FORM?**: 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
- **SEND REFERRAL TO**: 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.
- **SPECIAL INSTRUCTIONS?**: 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 100 km 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.
- **CONTACTS**: Tel: For claims enquiries:
  - 1300 550 454 (metropolitan)
  - 1800 550 454 (regional)

## Veterans’ Home Care (VHC)
- **WHO CAN REFER?**: Self, ADF Referring Authority, treating doctor^, allied health professionals
- **WHICH FORM?**: Written referral or phone intake
- **SEND REFERRAL TO**: Ring Veterans’ Home Care Assessment Agency 1300 550 450
- **SPECIAL INSTRUCTIONS?**: 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
- **CONTACTS**: Tel: 1300 550 450

## Veterans and Veterans Families Counselling Service (VVCS)
- **WHO CAN REFER?**: Self, ADF Referring Authority, treating doctor^, allied health professionals
- **WHICH FORM?**: Written referral or phone intake
- **SEND REFERRAL TO**: 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 3765 Parramatta 2124
  - NT: PO Box 3374 Palmerston 0831
  - WA: PO Box 1337 Cannington Bridge 6153
  - TAS: 254-286 Liverpool St Hobart 7000
- **SPECIAL INSTRUCTIONS?**: 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/](http://www.vvcs.gov.au/)
- **CONTACTS**: Tel: 1800 011 046*

*During business hours connects to the nearest VVCS centre

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**Note:** Ex-POWs are eligible for 63 days respite care

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**Veterans Home Care (VHC) (includes Respite)**

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**Veterans and Veterans Families Counselling Service (VVCS)**

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**Mailing Addresses**

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**For claims enquiries:**

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