### Health services available to the eligible veteran community

#### DVA Gold Card  
— for all conditions —

Provides holders access to all health services listed according to clinical need.

- Acupuncture (only when performed by a Medicare registered LMO or GP)
- Ambulance
- Chiropractic & Osteopathic
- Clinical Counsellors
- Community nursing
- Counselling (through VVCS)
- Diabetes Educators
- Dental, Dental Specialists and Dental Prosthetists
- 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*

Note: Contribution to costs for travel to treatment may be available.

*DVA will not normally meet the cost of medical and specialist services not listed on the Medicare Benefits Schedule (MBS), although exceptions may be made in special circumstances. Treatment providers will need to obtain written approval from DVA in such cases.

#### DVA White Card  
— for specific conditions —

Provides holders access to listed health services for treatment of specific conditions only — according to clinical need. Contact DVA on 1300 550 457 (option 3 then, option 1) to verify entitlement for services are covered by DVA.

- Medical services & surgical procedures listed on the MBS* (undertaken in public & contracted private hospitals & day surgery facilities)
- Medical specialist services listed on the MBS*
- Mental Health
- Occupational therapy
- Optical services and supplies
- Orthoptics
- Oxygen
- Pathology services listed on the MBS*
- Pharmaceuticals (including nutritional supplies)
- Physiotherapy
- Podiatry & Medical Grade Footwear
- Psychology & Neuropsychology
- Clinical Psychology
- Radiology services listed on the MBS*
- Rehabilitation aids & appliances
- Social work
- Speech pathology

#### DVA Orange Card  
— for pharmaceuticals only —

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:
VAPAC – Reply Paid
GPO Box 9998
BRISBANE QLD 4001
Eligibility Checks (patients presenting a DVA White Card)
  • dental procedures
  • convalescent care
  • mental health services

  Phone: (All Providers)
  1300 550 457 (metro callers)
  1800 550 457 (non metro callers)

Prior Approval (more complex requests required in writing)
  • surgical/medical procedures not listed on the Medicare Benefits Schedule
  • non-listed prostheses items
  • above fee procedures
  • cosmetic surgery
  • or any other exceptional cases/treatments

Mail Address:
Primary Health Programs
DVA GPO Box 9998
ADELAIDE SA 5001
OR Fax: (08) 8290 0422

Stationery supplies
Stationery, imprinter orders & enquiries

Online orders: www.dva.gov.au/service_providers/Pages/Forms.aspx
  Phone: 1800 155 355  Fax: 1800 671 670

Further information: factsheets.dva.gov.au/factsheets/

Factsheets:
  DVA Health Card – Gold Card HSV60
  DVA Health Card – White Card HSV61
  DVA Health Card – Orange Card HSV69

Provider Education and Advertising Enquiries:
providerengagement@dva.gov.au

Account Enquiries
Payment of accounts enquiries & claim for payments

LMOs/GPs & specialists Send claims for payment to:
  LMOs/GPs & specialists in NSW, ACT, SA, NT & WA
  Veterans’ Affairs Processing, DHS/Medicare GPO Box 9869 PERTH WA 6001
  LMOs/GPs & specialists in VIC, QLD & TAS
  Veterans’ Affairs Processing, DHS/Medicare GPO Box 9869 MELBOURNE VIC 3001

Allied Health Providers Send claims for payment to:
  Veterans’ Affairs Processing, DHS/Medicare
  PO Box 964
  ADELAIDE SA 5001

Online claiming – accounts enquiries

DVA Fee Schedules – All medical & allied health providers:
www.dva.gov.au/service_providers/Fee_schedules/Pages/index.aspx
  Phone: (All Providers) 1300 550 017 (DHS/Medicare)
  Phone: 1800 700 199 (DHS/Medicare eBusiness)
  Email: onlineclaiming@humanservices.gov.au

Find this chart at:
www.dva.gov.au/service_providers/services/Pages/health_services.aspx

PLEASE NOTE:

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