

DVA utilises medical practitioners to provide us with the information we need to ensure veterans are appropriately compensated for injuries or illnesses they incurred as a result of their service in the defence forces.

Determination of Liability is the first and critical step that allows veterans to access:

- ✓ **treatment at DVA's expense;**
- ✓ **permanent impairment compensation;** and a
- ✓ **range of other benefits.**

Acceptance of Liability is the finding that the veteran's military service contributed to the development or worsening of a health condition.

Part of this assessment requires medical information to accurately establish the diagnosis and the veteran's risk factors.

How you can assist us

Medical practitioners can assist DVA to determine liability, by providing DVA with:

- a **diagnosis;**
- the **cause(s) of injury or illness;**
- the **date of onset;** and
- any **aggravation** to their condition over time.



Our Quick Tips on Completing a DVA Liability/Diagnosis form (<https://www.dva.gov.au/sites/default/files/2022-08/health-providers-quick-tip-liability-and-diagnoses-15.8.2022.pdf>) will help you provide us with the information we need.

Once liability is accepted, the veteran can receive treatment at the Department's expense, and becomes eligible to receive Incapacity and/or Impairment Compensation. These benefits are based on the severity and impact of the condition(s) and therefore a medical assessment, report, and/or certification is required.

Medical practitioners may also be asked to describe the patient's level of:

- **Incapacity** i.e. the inability (or reduced ability) to work, what work they can do, and the reasons for the limitation; and
- **Impairment** i.e. the impact the veteran's service-related medical condition has on the veteran's level of function.

Forms will be sent by DVA to ensure the required information is collected. This information will help us to determine the right benefit or compensation for the veteran. See our Quick Tips on Completing DVA Incapacity and Impairment forms, for guidance, at <https://www.dva.gov.au/sites/default/files/2022-08/health-providers-quick-tip-impairment-and-incapacity-15.8.2022.pdf>.

How you can support your patient to claim

1. **Get to know if your patient is a veteran**, and be aware of the services available to them (For information on our health programs and services visit [dva.gov.au/providers/health-programs-and-services-our-clients](https://www.dva.gov.au/providers/health-programs-and-services-our-clients)).
2. **Encourage them to investigate the support DVA and Ex-Service Organisations can offer.**
3. **Complete claim paperwork in a timely manner** to ensure they have ready access to treatment and compensation. *Paperwork may come from the veteran or DVA.*

How to get paid

- Prior to lodgement of a claim for compensation, consultations should be billed to Medicare, even if they include completion of DVA forms.
- Completion of **DVA-requested** compensation consultations and paperwork is not billed to Medicare. Your invoice can be sent to the requesting delegate or uploaded via the Provider Upload Page found at connect.dva.gov.au/provider/upload. Further details will be found on the request for information.
- Further details regarding fees for compensation consultations can be found on the DVA Provider page at [dva.gov.au/providers/notes-fee-schedules-and-guidelines/fee-schedules/fee-notes-gps-and-specialists#compensation-consultation-fees](https://www.dva.gov.au/providers/notes-fee-schedules-and-guidelines/fee-schedules/fee-notes-gps-and-specialists#compensation-consultation-fees).