Assessing Eligibility for DVA Funded Healthcare – Flowchart

Australian Government
Department of Veterans' Affairs

What type of Veteran Card do they have?
A DVA client can provide a physical card or a digital copy of their card stored in their MyService or myGov wallet in the myGov app.

→ **None** → **Treat as a Medicare/Private patient**

Veteran Gold Card
A Gold Card holder is eligible for clinically necessary treatment of all medical conditions within Australia.

Veteran White Card
A White Card holder is eligible for clinically necessary treatment of their accepted conditions only.

Is the treatment for the management of an accepted condition on the client's Veteran White Card or other condition approved for treatment by DVA?

For Veteran White Card holders, DVA can fund clinically necessary treatment to adequately treat an accepted condition.

Veteran White Card holders may also have eligibility under the following programs:
- Non-liability Heath Care (NLHC) – all mental health
- Non-liability Health Care (NLHC) – cancer (malignant neoplasm) and pulmonary tuberculosis
- Provisional Access to Medical Treatment (PAMT)

A DVA Client can show you a list of their conditions digitally in their MyService or linked myGov account. They can also show you documents from DVA which confirms their accepted conditions.

Is the treatment clinically appropriate, evidence-based and necessary for the client's clinical needs?

❌ → **Unable to fund under DVA arrangements**
Please consider alternative treatment options or funding pathways.
If you would still like DVA to consider funding, an application for prior financial authorisation must be submitted: dva.gov.au/providers/fees-claims/approvals-providers

✓ **Does the treatment have a RMFS or DVA item number?**

❌ →

✓ **Does the treatment require an admission to a hospital or treatment facility?**

❌ →

✓ **Is the hospital, facility or program contracted with DVA?**

❌ →

✓ → **Eligible for DVA funded treatment– submit claim**
Treatment must be provided in accordance with the applicable Notes for Providers and Repatriation Medical Fee Schedule (RMFS) or DVA fee schedule including, where required, that a valid referral exists: dva.gov.au/providers/fees-claims

By accepting a Veteran Card, you accept the rate stated in the RMFS or DVA fee schedule as full payment for the treatment. No additional fee should be charged to the entitled Veteran Card holder.

If the item is listed in a DVA fee schedule and states it requires Fee By Negotiation (FBN), a Prior Financial Authorisation request is required, or there are limits to the item, please follow the instructions as set out in the DVA fee schedule.

❌ → **Unable to fund under DVA arrangements**
DVA can only fund treatment for a Veteran White Card holder which is clinically necessary to adequately treat an accepted condition.

If the Veteran White Card holder believes the medical condition being treated is service related, they can submit a new initial liability claim with DVA: dva.gov.au/access-benefits/claims-and-compensation-for-illness-or-injury

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