



# Provider health care claim forms and vouchers

## Removal from website

Due to insufficient demand, this and a number of other DVA Provider health care claim forms and vouchers have ceased to be available via the DVA website.

## Manual claiming

Manual claiming remains an option to health providers who do not have an internet connected computer. Please call 1800 555 254 if you require manual claim forms.

If you have not yet registered for DVA Webclaim, removed forms and vouchers are available on request via email to: [webclaim@dva.gov.au](mailto:webclaim@dva.gov.au)

## Online claiming

DVA offers providers the free-to-user online claiming facility "DVA Webclaim". [DVA Webclaim](#) is a no cost online service that allows health providers to lodge their claims quickly and easily through a secure, paperless channel via the Department of Human Services. The benefits to online claiming include:

- Receive an **instant** response to verify if your claim is successful
- Receive payment within **two business days** compared with twenty business days if you submit DVA claims by paper
- Access up to two years of your electronic DVA payment statements
- Access and download up to two years of your DVA claiming history
- Cancel/amend paid claims submitted on the same day
- Use the HPOS secure messaging facility to ask DHS questions about your claims
- Claims are entirely paperless and patient signatures are not required

For further details, see [DVA Webclaim overview](#).

If you have any queries or need assistance with registering for online claiming, please contact the eBusiness Service Centre in the Department of Human Service:

- Monday to Friday, 8:00 am to 5:00 pm local time
- Phone: **1800 700 199** | Fax: **03 9605 7981** | Email: [ebusiness@humanservices.gov.au](mailto:ebusiness@humanservices.gov.au)
- Website: [Doing business online for health professionals](#)

## Community nursing

DVA Webclaim is currently not available to Community Nursing.

Manual claiming forms will continue to be available to Community Nursing providers via request to [webclaim@dva.gov.au](mailto:webclaim@dva.gov.au)

*Manual claiming too slow? Care about cashflow? Is there a better way to claim than paper?*  
**The answer is yes — DVA Webclaim.**

Speed up your provider claims, administration and payments with HPOS and DVA Webclaim in 3 steps:

1. Sign up with [PRODA — Provider Digital Access](#)
2. Log in to [HPOS — Health Professionals Online Services Portal](#)
3. Claim in [DVA WEBCLAIM the fast, no cost online claiming solution for Health Providers](#)