PODIATRISTS SCHEDULE OF FEES EFFECTIVE 10 DECEMBER 2020



DEFINITIONS

Treatment Cycle

- Treatment cycle referral arrangements were introduced on 1 October 2019.
- For more information providers must refer to Notes for Allied Health Providers Section One: General and Section 2(k).

The following items do not count toward the 12 sessions of a treatment cycle:

F104-117 Diagnostic F201-386 Orthomechanical F986-987 Consumables F990-991 Reports F984-998 Special Services

90004-93593 Initiatives under the Medicare Benefits Schedule

Any allied health services provided to a DVA client while they are admitted to hospital.

Initial Consultation/Footwear Assessment

- Each treatment cycle must start with an initial consultation.
- Only one initial consultation item can be claimed with each treatment cycle.
- Includes the completion or update of a patient care plan.
- Treatment for White Card holders must be related to an accepted disability. Eligibility must be established before starting treatment.

Subsequent Consultation/Follow-up Footwear Assessment

- Cannot be claimed on the same day as an initial consultation for the same client.
- Should be claimed for ongoing treatment of a condition.
- Two subsequent consultations cannot be claimed on the same day, unless provided in hospital.

Shaded items require prior financial authorisation from DVA. To obtain prior financial authorisation, please contact the DVA using the contact details at the end of the Schedule.

FURTHER INFORMATION TO ASSIST YOU WHEN TREATING MEMBERS OF THE VETERAN COMMUNITY IS CONTAINED IN THE "NOTES FOR PODIATRISTS" AVAILABLE ON THE DVA WEBSITE AT:

http://www.dva.gov.au/providers/allied-health-professionals

COVID-19 TELEHEALTH SERVICES

In response to the COVID-19 pandemic, initial, subsequent and short consultations may be delivered to all eligible DVA clients via telephone or video conferencing attendance for the period 1 April 2020 to 31 March 2021. Telehealth services may only be provided if the full service can be delivered safely and in accordance with all relevant professional standards and clinical guidelines.

Providers will determine whether it is clinically appropriate to deliver a service via telehealth, but should include the following factors in their considerations:

- Can the client access and successfully use the technology?
- How practical is it to provide the required treatment or therapy via telehealth?
- Is the physical location in which a client is accessing telehealth safe and effective for the treatment?
- Does the health professional have a plan in place to address and mitigate any potential risk to the client?
- Has the client provided informed consent to participate in the telehealth service?

Providers delivering services via telehealth should ensure the technology platform they use:

- provides adequate video or telephone quality for the service being provided; and
- is secure enough to ensure normal privacy and confidentiality requirements are met.

TELEHEALTH ITEMS

- Only claimable for treatment provided by telehealth from 1 April 2020 until 31 March 2021.
- Phone consultations can only be provided when video conferencing is unavailable.
- Also claimable for telehealth treatment delivered to clients in hospital or residential aged care facilities, for services not requiring prior approval.
- Diagnostic, physical and surgical podiatry services cannot be provided by telehealth.
- COVID-19 telehealth services are considered a consultation under the treatment cycle requirements.

| ITEM NO. | ITEM DESCRIPTION | FEE (excluding GST) | GST STATUS ++ |
|----------|--|---------------------------|---------------|
| F004 | Initial Consultation (Initiate new Care Plan) | \$66.30 | GST-free |
| F010 | Short Consultation/treatment (up to 15 minutes) | \$66.30 | GST-free |
| F012 | Subsequent Consultation | \$66.30 | GST-free |
| F008 | Initial Footwear Assessment (Initiate new Care Plan) | \$66.30 | GST-free |
| F019 | Follow-up Footwear Assessment/Fitting | \$66.30 | GST-free |

FACE-TO-FACE SERVICES

ROOMS

| ITEM NO. | DESCRIPTION | REE | GST STATUS ++ |
|-------------|--|---------|------------------|
| F004 | Initial Consultation (Initiate new Care Plan) | \$66.30 | GST-free |
| F010 | Short Consultation/treatment (up to 15 minutes) | \$66.30 | GST-free |
| F012 | Subsequent Consultation | \$66.30 | GST-free |
| F008 | Initial Footwear Assessment (Initiate new Care Plan) | \$66.30 | GST-free |
| F019 | Follow-up Footwear Assessment/Fitting | \$66.30 | GST-free |

HOME

| ITEM NO. | DESCRIPTION | | GST STATUS ++ |
|-------------|--|---------|------------------|
| F024 | Initial Consultation (Initiate new Care Plan) | \$74.75 | GST-free |
| F031 | Short Consultation/treatment (up to 15 minutes) | \$66.30 | GST-free |
| F033 | Subsequent Consultation | \$66.30 | GST-free |
| F025 | Initial Footwear Assessment (Initiate new Care Plan) | \$74.75 | GST-free |
| F026 | Follow-up Footwear Assessment/Fitting | \$66.30 | GST-free |

TREATMENT CYCLE

- Only one End of Cycle Report item can be claimed with each treatment cycle.
- Item is only claimable after an End of Cycle Report has been submitted to the DVA client's usual GP.
- To support continuity of care, an End of Cycle Report can be submitted after eight sessions of treatment. However, a total of 12 sessions should still be provided before moving to a new treatment cycle.
- Where the DVA client requires a shorter length of treatment and an additional treatment cycle is not required, a minimum of two sessions of treatment must be provided before an End of Cycle Report can be claimed.

| ITEM NO. | DESCRIPTION | FEE (excluding GST) | GST STATUS ++ |
|-------------|---------------------|---------------------------|------------------|
| F991 | End of Cycle Report | \$30.45 | Taxable |

HOSPITALS

Treatment cycle arrangements do not apply to allied health treatment provided to DVA clients while they are admitted to hospital.

PUBLIC

The Department will only pay for allied health services carried out in public hospitals in exceptional circumstances, and when DVA has given prior financial authorisation.

| ITEM NO. | DESCRIPTION | FEE | GST STATUS ++ |
|-------------|--|---------|------------------|
| F075 | Initial Consultation (Initiate new Care Plan) | \$74.75 | GST-free |
| F046 | Short Consultation – 1 st Client | \$66.30 | GST-free |
| F056 | Subsequent Consultation – 2 nd and Subsequent Clients | \$66.30 | GST-free |
| F070 | Initial Footwear Assessment (Initiate new Care Plan) | \$74.75 | GST-free |
| F071 | Follow-up Footwear Assessment/Fitting – 1st Client | \$66.30 | GST-free |
| F072 | Follow-up Footwear Assessment/Fitting – 2 nd and Subsequent Clients | \$66.30 | GST-free |

PRIVATE

The Department will only pay for allied health services carried out by DVA-contracted providers in private hospitals when the contract between DVA and the hospital does not already cover these services. It is the provider's responsibility to determine whether or not allied health services are included in the bed-day rate under the DVA contract, before providing services, by contacting the Veteran Liaison Officer at the hospital or the DVA office in the State or Territory.

| ITEM NO. | DESCRIPTION | FEE | GST STATUS ++ |
|-------------|--|---------|------------------|
| F065 | Initial Consultation (Initiate new Care Plan) | \$74.75 | GST-free |
| F045 | Short Consultation – 1 st Client | \$66.30 | GST-free |
| F055 | Subsequent Consultation – 2 nd and Subsequent Clients | \$66.30 | GST-free |
| F061 | Initial Footwear Assessment (Initiate new Care Plan) | \$74.75 | GST-free |
| F062 | Follow-up Footwear Assessment/Fitting – 1st Client | \$66.30 | GST-free |
| F063 | Follow-up Footwear Assessment/Fitting – 2 nd and Subsequent Clients | \$66.30 | GST-free |

RESIDENTIAL AGED CARE FACILITIES (RACFs)

The level of care an entitled person receives in a RACF refers to the health status and classification of the eligible veteran, as determined under the *Classification Principles 2014*, not the facility in which they reside.

SERVICES NOT REQUIRING PRIOR APPROVAL IN RACFS

Prior financial authorisation is not required for clinically necessary allied health services provided to an eligible veteran in a RACF classified as requiring a lower level of care who is not referred to in paragraph 7(6)(a) of the *Quality of Care Principles 2014*.

If a provider is in doubt about the classification of an eligible veteran in a RACF who has been referred to them, they must contact the facility. It is the provider's responsibility to ascertain the classification of an eligible veteran before they provide treatment.

| ITEM NO. | DESCRIPTION | REE | GST STATUS ++ |
|-------------|--|---------|------------------|
| F029 | Initial Consultation (Initiate new Care Plan) | \$74.75 | GST-free |
| F047 | Short Consultation – 1 st Client | \$66.30 | GST-free |
| F057 | Subsequent Consultation – 2 nd and Subsequent Clients | \$66.30 | GST-free |
| F027 | Initial Footwear Assessment (Initiate new Care Plan) | \$74.75 | GST-free |
| F049 | Follow-up Footwear Assessment/Fitting – 1st Client | \$66.30 | GST-free |
| F059 | Follow-up Footwear Assessment/Fitting – 2 nd and Subsequent Clients | \$66.30 | GST-free |

EXTENDED ELIGIBILITY FOR ALLIED HEALTH TREATMENT TO RESIDENTIAL CARE RECIPIENTS

These items are available from 10 December 2020 to 30 June 2022 (inclusive) for DVA clients living in RACFs. DVA clients living in RACFs may access up to five allied health services and up to five additional physical therapy services (physiotherapy, exercise physiology or occupational therapy) under Medicare chronic disease management arrangements.

The specified item numbers are also part of the Medicare Benefits Schedule (MBS) and the rules and requirements of the MBS apply to services provided to DVA clients. As many item limits include other allied health services, providers are encouraged to familiarise themselves with the notes and rules applying to each item and ensure they adhere to them. More detailed information can be found in the Notes for Allied Health Providers, Section One: General and at www.mbsonline.gov.au.

In recognition of the additional time required, providers who visit a RACF to deliver services will be paid an additional 'flag fall' fee once per visit to a RACF (regardless of how many clients they treat within that visit). The Treatment Cycle does not apply to services under this arrangement and an End of Cycle Report item cannot be claimed in respect of these services.

Prior financial authorisation is not required to provide these services to DVA clients in high care. For any services required in excess of the limits on these arrangements, DVA's existing prior financial authorisation arrangements apply. DVA clients in low care can access mental health services under these new arrangements or under DVA's existing allied health arrangements.

Providers are responsible for confirming whether an individual utilised their treatment thresholds prior to commencing a service.

| ITEM NO. | DESCRIPTION | FEE (excluding GST) | GST STATUS ++ | |
|---|--|---------------------------|------------------|--|
| 93509 | Initial Consultation 30+ minutes | \$99.45 | GST-free | |
| 93532 | Subsequent Consultation 20+ minutes | \$66.30 | GST-free | |
| | TELEHEALTH ITEMS | | | |
| 93537 | Subsequent Consultation 20+ minutes – Video Conference | \$66.30 | GST-free | |
| 93538 | Subsequent Consultation 20+ minutes – Phone Consultation | \$66.30 | GST-free | |
| | ABORIGINAL AND TORRES STRAIT ISLANDER HE | ALTH SERV | ICES | |
| 93554 | Initial Consultation 30+ minutes | \$99.45 | GST-free | |
| 93587 | Subsequent Consultation 20+ minutes | \$66.30 | GST-free | |
| ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH SERVICE : TELEHEALTH ITEMS | | | | |
| 93592 | Subsequent Consultation 20+ minutes – Video Conference | \$66.30 | GST-free | |
| 93593 | Subsequent Consultation 20+ minutes – Phone Consultation | \$66.30 | GST-free | |

| ITEM NO. | DESCRIPTION | FEE (excluding GST) | GST STATUS ++ |
|-------------|---|---------------------|------------------|
| 90004 | Flag fall. Only claimable once per facility per day, excluding telehealth or phone items. | \$41.25 | GST-free |

SERVICES REQUIRING PRIOR APPROVAL IN RACFS

Prior Financial authorisation is required before providing clinically necessary allied health services to an eligible client in a RACF classified as requiring a greater level of care as described in paragraph 7(6)(a) of the *Quality of Care Principles 2014*.

Note: A client in a RACF classified as requiring a greater level of care is described in paragraph 7(6)(a) of the *Quality of Care Principles 2014* as a care recipient in residential care whose classification level under the *Classification Principles 2014* includes any of the following:

(i) high ADL domain category; (iv) a medium domain category in at least 2 domains; (ii) high CHC domain category; (v) a care recipient whose classification level is high

(iii) high behaviour domain category; level residential respite care.

Authorisation will be given only in exceptional circumstances.

| ITEM NO. | DESCRIPTION | REE | GST STATUS ++ |
|-------------|--|---------|------------------|
| F030 | Initial Consultation (Initiate new Care Plan) | \$74.75 | GST-free |
| F048 | Short Consultation – 1 st Client | \$66.30 | GST-free |
| F058 | Subsequent Consultation – 2 nd and Subsequent Clients | \$66.30 | GST-free |
| F028 | Initial Footwear Assessment (Initiate new Care Plan) | \$74.75 | GST-free |
| F050 | Follow-up Footwear Assessment/Fitting – 1st Client | \$66.30 | GST-free |
| F060 | Follow-up Footwear Assessment/Fitting – 2 nd and Subsequent Clients | \$66.30 | GST-free |

PODIATRIC DIAGNOSTIC SERVICES

| ITEM NO. | DESCRIPTION | GDD | GST STATUS ++ |
|-------------|---|---------|------------------|
| F104 | Peripheral flow study (Doppler) – arterial and venous. Separate clinical notes of this assessment must be maintained | \$69.90 | GST-free |
| F111 | Muscle testing (manual) Separate clinical notes of this assessment must be maintained | \$66.30 | GST-free |
| F114 | Range of motion study measurements Separate clinical notes of this assessment must be maintained | \$66.30 | GST-free |
| F117 | Gait analysis (visual) Separate clinical notes of this assessment must be maintained | \$66.30 | GST-free |

PHYSICAL PODIATRY

| ITEM NO. | DESCRIPTION | [0] [0] [0 | GST STATUS ++ |
|-------------|---|------------|------------------|
| F125 | Paraffin wax bath | \$59.10 | GST-free |
| F145 | Electrophysical therapy (eg: ultrasound, T.E.N.S) | \$57.20 | GST-free |
| F147 | Manipulation of joints of the feet | \$52.35 | GST-free |

SPECIAL SERVICES

| ITEM NO. | DESCRIPTION | FIEE | GST STATUS ++ |
|-------------|---|---------|---------------------|
| F984 | Non-DVA Schedule Services – Taxable | FBN | Taxable |
| F985 | Non-DVA Schedule Services – GST-free | FBN | GST-free |
| F998 | Postage Claim should be exclusive of GST, not exceeding the maximum. DVA will automatically add GST to the amount claimed. | \$11.00 | Taxable |

ORTHOMECHANICAL ITEMS

Items listed in this section must be either:

- covered by section 38-45 of the GST Act; or
- customised or manipulated for the exclusive treatment of the illness or disability of the particular client who is the recipient of the GST-free service and be supplied during a consultation with a recognised professional.

Prices include supply and fitting (unless otherwise stated). Non-customised or non-manipulated items are to be claimed under the new Consumables item F987, or sourced through RAP.

| ITEM NO. | DESCRIPTION | | GST STATUS ++ |
|-------------|---|----------|---------------------|
| F201 | Ankle/foot orthoses – shelf item, customised. Fee includes follow-up consultations and complete initial components such as plain covers and posts. | \$144.65 | GST-free (38-45) |
| F202 | Ankle/foot orthoses, custom-made. Fee includes follow-up consultations and complete initial components such as plain covers and posts. | \$373.50 | GST-free (38-45) |

| ITEM NO. | DESCRIPTION | [6] 9] 9 | GST STATUS ++ |
|-------------|---|----------|---------------------|
| F211 | Orthodigital traction device (single), customised. Fee includes follow-up consultations and complete initial components such as plain covers and posts. | \$110.55 | GST-free (38-45) |
| F221 | Custom Moulded Thermoplastic rigid orthosis (single) (custom-made to plaster model, with reference to biomechanical measurements, with intrinsic or extrinsic forefoot or rearfoot modification to influence foot and lower limb alignment) Fee includes follow-up consultations and complete initial components such as plain covers and posts. Limit of two per 365 day period. | \$192.05 | GST-free (38-45) |
| F222 | Custom Moulded Thermoplastic rigid orthoses (pair). (Custom-made to plaster model, with reference to biomechanical measurements, with intrinsic or extrinsic forefoot or rearfoot modification to influence foot and lower limb alignment) Fee includes follow-up consultations and complete initial components such as plain covers and posts. Limit of one per 365 day period. | \$373.50 | GST-free (38-45) |
| F261 | Insole (single) plain, customised | \$31.05 | GST-free (38-45) |
| F262 | Insole (pair) plain, customised | \$59.10 | GST-free (38-45) |
| F263 | Insole (single) padded, customised | \$66.80 | GST-free (38-45) |
| F264 | Insole (pair) padded, customised | \$128.35 | GST-free (38-45) |
| F265 | Custom Moulded balance inlay semi-rigid (eg EVA, rubber) cast orthosis (single) (custom-made to uncorrected plaster model for accommodation of deformity and/or pressure relief) Fee includes complete initial components of the device such as plain covers, posts etc. Limit of two per 365 day period | \$164.35 | GST-free (38-45) |

| ITEM NO. | DESCRIPTION | FEE | GST STATUS ++ |
|-------------|--|----------|---------------------|
| F266 | Custom Moulded balance inlay semi-rigid (eg EVA, rubber) cast orthoses (pair) (custom-made to uncorrected plaster model for accommodation of deformity and/or pressure relief) Fee includes complete initial components of the device such as plain covers, posts etc. Limit of one per 365 day period. | \$310.95 | GST-free (38-45) |
| F267 | Custom Moulded balance orthoses (single) - non-cast thermoplastic (thermoplastic moulded direct to foot) Fee includes complete initial components of the device such as plain covers, posts etc. | \$112.50 | GST-free (38-45) |
| F268 | Custom Moulded balance orthoses (pair) - non-cast thermoplastic (thermoplastic moulded direct to foot) Fee includes complete initial components of the device such as plain covers, posts etc. | \$180.00 | GST-free (38-45) |
| F269 | Heel lift (single), customised | \$27.05 | GST-free (38-45) |
| F271 | Shoe padding (permanent- single), customised, eg tri-planar wedges, permanent wedging | \$20.20 | GST-free** |
| F303 | Plaster foot cast (single) negative impression of foot and/or one-third leg | \$75.65 | GST-free** |
| F304 | Plaster foot cast (pair) negative impression of foot and/or one-third leg | \$106.10 | GST-free** |
| F341 | Bunion shield (single), customised | \$90.50 | GST-free** |
| F342 | Interdigital wedge (single), customised | \$37.45 | GST-free** |
| F343 | Heel shield (single), customised | \$103.85 | GST-free** |
| F344 | Nail brace, customised | \$81.90 | GST-free** |
| F381 | Replace Orthosis cover (single) – plain vinyl or leather (initial cover included in cost of orthoses or insole) | \$16.75 | GST-free (38-45) |

| ITEM NO. | DESCRIPTION FEE | | GST STATUS ++ |
|-------------|--|---------|---------------------|
| F382 | Replace Orthosis cover (pair) – plain vinyl or leather (initial covers included in cost of orthoses or insole) | \$32.35 | GST-free (38-45) |
| F383 | Orthosis cover (single) – with soft tissue supplement (initial issue or replacement) | \$31.65 | GST-free (38-45) |
| F384 | Orthosis cover (pair) – with soft tissue supplement (initial or replacement) | \$61.45 | GST-free (38-45) |
| F385 | Replace Rearfoot post or forefoot post (single) – rubber/cork/EVA (initial post included in cost of orthoses) | \$21.25 | GST-free (38-45) |
| F386 | Replace Rearfoot post or forefoot post (pair) – rubber/cork/EVA (initial posts included in cost of orthoses) | \$41.05 | GST-free (38-45) |

^{**} These items are only GST-free for Recognised Professionals. DVA will automatically add GST to these items when claimed by non-Recognised Professionals who are registered for GST.

Note 1

Second devices from original unaltered casts to be charged at 70% of original fee using identifier "B" to identify reduced service of original item number. Posts and covers as for original supply.

Note 2

Plain vinyl covers are included in the fee for the device. Spenco, Poron or PPT covers may be charged as extra.

Note 3

Repairs or modifications to orthotic devices are included in the supply price, within 3 months of supply.

CLINICALLY REQUIRED CONSUMABLES

Use these items only for the supply of consumables and small items. Please ensure that you retain documentation and/or invoices on file to substantiate claims.

From 1 January 2003 all aids and appliances not covered by section 38-45 of the GST Act and which are not listed in this schedule must be sourced through DVA's Rehabilitation Appliances Program (RAP).

| F986 | Consumables clinically required immediately during the consultation/treatment Do not claim for items that the veteran should purchase through a pharmacy or supermarket for ongoing self-management of conditions. Claim invoiced cost only, not exceeding the maximum fee. | \$55.15 | GST-Free φφ |
|------|--|---------|----------------|
| | Consumables clinically required for treatment after consultation | | |
| F987 | Do not claim for items that the veteran should purchase through a pharmacy or supermarket for ongoing self-management of conditions. Claim invoiced cost only exclusive of GST , not exceeding the maximum fee. DVA will automatically add GST to the amount claimed. | 55.15 | Taxable |

SURGICAL PODIATRY

| F470 | Avulsion of nail plate (partial or complete) Includes 2 follow-up consultations and/or dressings | \$126.45 | GST-free |
|------|---|----------|----------|
| F546 | Nail edge avulsion and matrix sterilisation (single edge) Includes 2 follow-up consultations and/or dressings | \$334.65 | GST-free |
| F547 | Nail edge avulsion and matrix sterilisation (total nail) Includes 2 follow-up consultations and/or dressings | \$334.65 | GST-free |
| F548 | Nail edge avulsion and matrix sterilisation - each additional edge | \$90.50 | GST-free |

Note -Please refer to the Podiatrists' Procedural Terminology Manual (PPTM) published by the Australasian Podiatry Council for further information on each item.

DIRECT SUPPLY TO DVA

(Subject to prior financial authorisation)

Use item number F990 only when DVA contacts you directly to request that you provide:

- a written report; or
- a consultation to an eligible veteran or war widow/widower, either separately or in conjunction with a written report.

For example, this may occur when DVA requires a second opinion concerning treatment for a veteran. DVA will give financial authorisation and advise the fee at the time of the request, according to the above schedule items. The kilometre allowance is included in the fee, and is **not** to be claimed in addition to the fee.

Please note: This item does not cover the supply of clinical notes, care plans or other information requested by DVA as part of monitoring activities, as these are provided free-of-charge under contractual obligations.

| F990 | Report or service specifically requested by DVA. | FBN | Taxable |
|------|--|--------------|---------|
| F999 | Kangaroo Island Consultation. | \$74.30 GST- | |

KEY

| FBN | Fee by Negotiation |
|-------------------------------|---|
| ++ Recognised Professional | Paragraph 38-10(1)(b) of the Goods and Services Tax (GST) Act states that only a 'recognised professional' can supply GST-free health services as listed in section 38-10. Please refer to section 195-1 of the GST Act for the definition of 'recognised professional' for GST purposes. |
| φφ GST-free consumables | Please refer to sections 38-10(3), 38-20(3), 38-45, 38-47 of the 'A New Tax System Act 1999 (GST Act) to determine the status of the health good, and GSTR2001/8 for determining the GST status and whether apportionment is required if there are GST-free and taxable components in a supply. |

DVA CONTACTS

Further information on allied health services may be obtained from DVA. The contact numbers for health care providers requiring further information or prior financial authorisation for all States & Territories are listed below:

PHONE NUMBER:

1800 550 457 (Select Option 3, then Option 1)

POSTAL ADDRESS FOR ALL STATES AND TERRITORIES:

Health Approvals & Home Care Section Department of Veterans' Affairs GPO Box 9998 BRISBANE QLD 4001

DVA WEBSITE:

http://www.dva.gov.au/providers/allied-health-professionals

DVA email for prior financial authorisation: health.approval@dva.gov.au.

The appropriate prior approval request form can be found at: https://www.dva.gov.au/providers/services-requiring-prior-approval.

CLAIMS FOR PAYMENT

For more information about claims for payment visit: www.dva.gov.au/providers/how-claim

Claim Enquiries: 1300 550 017

(Option 2 Allied Health)

Claiming Online and DVA Webclaim

DVA offers online claiming utilising Medicare Online Claiming. DVA Webclaim is available on the Department of Human Services (DHS)

Provider Digital Access (PRODA) Service. For more information about the online solutions available:

- DVA Webclaim/Technical Support –
 Phone 1800 700 199 or email
 eBusiness@humanservices.gov.au
- Billing, banking and claim enquiries –
 Phone 1300 550 017
- Visit the Department of Human Services' website at: https://www.humanservices.gov.au/organisat

https://www.humanservices.gov.au/organisa ions/health-professionals/subjects/doingbusiness-online-health-professionals

Manual Claiming

Please send all claims for payment to:

Veterans' Affairs Processing (VAP) Department of Human Services GPO Box 964 Adelaide SA 5001

DVA provider fillable and printable health care claim forms & service vouchers are also available on the DVA website at:

http://www.dva.gov.au/providers/forms-service-providers