Health Services Available to the Eligible Veteran Community#

- acupuncture (performed by a medical practitioner only)
- ambulance
- chiropractic & osteopathic
- community nursing
- counselling (through VVCS)
- diabetes educators
- dental
- 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*
- medical services & surgical procedures listed on the MBS* (undertaken in public & contracted private hospitals & day surgery facilities)
- medical specialist services listed on the MBS*
- occupational therapy
- optometrical (including the supply of glasses)
- orthoptics
- oxygen
- pathology services listed on the MBS*
- pharmaceuticals (including nutritional supplies)
- physiotherapy
- podiatry & medical grade footwear
- psychology
- radiology services listed on the MBS*
- rehabilitation aids & appliances
- social work
- speech pathology

# Contribution to costs for travel to treatment may be available.

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

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**The Gold Repatriation Health Card**
provides holders access to **all** health services listed according to clinical need.

**The White Repatriation Health Card**
provides holders access to listed health services for treatment of **specific conditions only** – according to clinical need, as follows:

- accepted disabilities (conditions accepted by the Repatriation Commission as war or service-caused); **and/or**
- malignant cancer (neoplasia), pulmonary tuberculosis, post-traumatic stress disorder, anxiety **and/or** depression whether war-caused or not; **or**
- symptoms of unidentifiable conditions, until diagnosed, where a claim is lodged within 15 years of eligible service (being other than peacetime service). This is subject to certain additional requirements.

For **Australian veterans only**, providing DVA has accepted these conditions for the veteran.

**The Orange Repatriation Pharmaceuticals Benefits Card**
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:
Reply Paid 9998
VAPAC
GPO Box 9998
BRISBANE QLD 4001
## DVA TREATMENT ENTITLEMENT CARDS

### Provider Contacts List

<table>
<thead>
<tr>
<th>Enquiry</th>
<th>Contact Details</th>
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| **Eligibility Checks** (patients presenting a White Repatriation Health Card) | **Phone:** (All Providers)  
1300 550 457 (metro callers)  
1800 550 457 (non metro callers) |
| ▪ patients presenting a White Repatriation Health Card  
▪ dental procedures  
▪ convalescent care  
▪ mental health services | **Prior Approval (more complex requests required in writing)**  
▪ surgical / medical procedures not listed on the Medicare Benefits Schedule  
▪ non-listed prostheses items  
▪ in-vitro fertilisation procedures  
▪ cosmetic surgery  
▪ or any other exceptional cases/treatments |
| **Mail Address:**  
Medical & Allied Health  
DVA  
GPO Box 9998  
Adelaide SA 5001  
OR  
Fax: (08) 8290 0422 | **General Enquiries**  
**GeneralEnquiries@dva.gov.au** |
| **Provider Education**  
**providerpartnering@dva.gov.au** | **Phone:** (All Providers)  
1300 550 017 (Medicare) |
| **Account Enquiries**  
Payment of accounts enquiries & claim for payments: – | **Phone:** (All Providers)  
1800 700 199 (Medicare) |
| **LMOs/GPs & specialists**  
Send claims for payment to:  
LMOs/GPs & specialists in NSW, ACT, SA, NT & WA  
Veterans’ Affairs Processing, Medicare  
GPO Box 9869 PERTH WA 6001  
LMOs/GPs & specialists in VIC, QLD & TAS  
Veterans’ Affairs Processing, Medicare  
GPO Box 9869 MELBOURNE VIC 3001 | **Allied Health Providers**  
Send claims for payment to:  
Veterans’ Affairs Processing, Medicare  
GPO Box 964 ADELAIDE SA 5001 |
| **Online claiming – accounts enquiries**  
1800 155 355  
Fax:  
1800 671 670 |
| **DVA Fee Schedules – All medical & allied health providers:**  
[http://www.dva.gov.au/service_providers/Fee_schedules/Pages/index.aspx](http://www.dva.gov.au/service_providers/Fee_schedules/Pages/index.aspx) | **Fact Sheets:**  
Repatriation Health Card – Gold Card HSV 60  
Repatriation Health Card – White Card HSV 61  
Repatriation Health Card – Orange Card HSV 69 |
| **Stationery supplies** (available through Moore ADS)  
Stationery, imprinter orders & enquiries  
**Online orders:**  
[http://www.dva.gov.au/service_providers/Pages/Forms.aspx](http://www.dva.gov.au/service_providers/Pages/Forms.aspx) | **Phone:**  
1800 155 355  
Fax:  
1800 671 670 |

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