

# Department of Veterans' Affairs Health Cards

## Health services available to the eligible veteran community



### DVA Gold Card — for all conditions —

Provides holders access to all health services listed according to clinical need.



### DVA White Card — for specific conditions —

Provides holders access to listed health services for treatment of specific conditions only — according to clinical need.

Contact DVA on 1300 550 457 (option 3 then, option 1) to verify entitlement for services are covered by DVA.



### DVA Orange Card — for pharmaceuticals only —

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:

**VAPAC – Reply Paid**  
**GPO Box 9998**  
**BRISBANE QLD 4001**

- ✓ Acupuncture (only when performed by a Medicare registered LMO or GP)
- ✓ Ambulance
- ✓ Chiropractic & Osteopathic
- ✓ Clinical Counsellors
- ✓ Community nursing
- ✓ Counselling (through VVCS)
- ✓ Diabetes Educators
- ✓ Dental, Dental Specialists and Dental Prosthetists
- ✓ 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\*
- ✓ Mental Health
- ✓ Occupational therapy
- ✓ Optical services and supplies
- ✓ Orthoptics
- ✓ Oxygen
- ✓ Pathology services listed on the MBS\*
- ✓ Pharmaceuticals (including nutritional supplies)
- ✓ Physiotherapy
- ✓ Podiatry & Medical Grade Footwear
- ✓ Psychology & Neuropsychology
- ✓ Clinical Psychology
- ✓ Radiology services listed on the MBS\*
- ✓ Rehabilitation aids & appliances
- ✓ Social work
- ✓ Speech pathology

Note: Contribution to costs for travel to treatment may be available.

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



**Australian Government**  
**Department of Veterans' Affairs**

# DVA HEALTH CARDS

## Provider Contacts List

General Enquiries email: [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

May 2014

### Eligibility Checks (patients presenting a DVA White Card)

- dental procedures
- convalescent care
- mental health services

Phone: (All Providers)

1300 550 457 (metro callers)

1800 550 457 (non metro callers)

### Prior Approval (more complex requests required in writing)

- surgical/medical procedures not listed on the Medicare Benefits Schedule
- non-listed prostheses items
- above fee procedures
- cosmetic surgery
- or any other exceptional cases/treatments

### Mail Address:

Primary Health Programs

DVA GPO Box 9998

ADELAIDE SA 5001

OR Fax: (08) 8290 0422

### Stationery supplies

Stationery, imprinter orders & enquiries

**Online orders:** [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

**Further information:** [factsheets.dva.gov.au/factsheets/](http://factsheets.dva.gov.au/factsheets/)

### Factsheets:

DVA Health Card – Gold Card HSV60

DVA Health Card – White Card HSV61

DVA Health Card – Orange Card HSV69

### Provider Education and Advertising Enquiries:

[providerengagement@dva.gov.au](mailto:providerengagement@dva.gov.au)

### Account Enquiries

Payment of accounts enquiries & claim for payments

### LMOs/GPs & specialists Send claims for payment to:

LMOs/GPs & specialists in NSW, ACT, SA, NT & WA

Veterans' Affairs Processing, DHS/Medicare GPO Box 9869 PERTH WA 6001

LMOs/GPs & specialists in VIC, QLD & TAS

Veterans' Affairs Processing, DHS/Medicare GPO Box 9869 MELBOURNE VIC 3001

### Allied Health Providers Send claims for payment to:

Veterans' Affairs Processing, DHS/Medicare

PO Box 964

ADELAIDE SA 5001

### Online claiming – accounts enquiries

[www.medicareaustralia.gov.au/provider/index.jsp](http://www.medicareaustralia.gov.au/provider/index.jsp)

### DVA Fee Schedules – All medical & allied health providers:

[www.dva.gov.au/service\\_providers/Fee\\_schedules/Pages/index.aspx](http://www.dva.gov.au/service_providers/Fee_schedules/Pages/index.aspx)

Phone: (All Providers) 1300 550 017 (DHS/Medicare)

Phone: 1800 700 199 (DHS/Medicare eBusiness)

Email: [onlineclaiming@humanservices.gov.au](mailto:onlineclaiming@humanservices.gov.au)

### Find this chart at:

[www.dva.gov.au/service\\_providers/services/Pages/health\\_services.aspx](http://www.dva.gov.au/service_providers/services/Pages/health_services.aspx)

### PLEASE NOTE:

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