



Health Entitlement

Medical Treatment while Overseas

Overview

This Factsheet outlines the arrangements for medical treatment whilst travelling or residing overseas. It provides information on:

- what arrangements you should make before going overseas;
- how to seek a refund for eligible treatment received overseas; and
- what happens if you cannot pay for your treatment whilst overseas.

Will DVA pay for medical treatment while I am overseas?

While you are overseas you will be eligible for treatment at DVA expense for your accepted disabilities only. The treatment needs to be the same as, or similar to, treatment and cost considered appropriate in Australia. Please contact DVA on the phone numbers listed on page 3 if you are unsure of your accepted disabilities.

Can I still use my Gold or White Card when I am overseas?

No, your Gold or White Card can only be used within Australia. These cards are not accepted by health providers outside Australia.

Will DVA pay for my overseas vaccinations before I travel overseas?

DVA will pay for overseas travel vaccinations *provided within Australia* for Gold Card holders from 1 August 2010. It is important that you discuss your overseas travel plans with an approved medical practitioner to find out if any vaccinations are required prior to travelling overseas.

Do I need overseas travel insurance?

It is important that you consider taking out travel insurance to cover you for treatment of any non service related conditions should the need arise whilst you are overseas. While you are overseas, DVA may only fund medical treatment for accepted disabilities.

Do I need to notify DVA before I go overseas?

Yes, you need to notify DVA of your intention to travel overseas before you leave so the Department can advise you of the arrangements for receiving medical treatment at DVA expense.

Receiving Medical Treatment while Overseas, *cont*

If you do not notify DVA, you may not be aware of the treatment expenses that can be refunded and payment for any treatment while you are overseas cannot be guaranteed.

What information will I receive from DVA?

Once you notify DVA of your intention to travel overseas you will be provided with information relating to:

- your entitlement to treatment while overseas;
- DVA's prior financial authorisation requirements and limits that apply to some services;
- DVA's treatment agreements with overseas governments;
- procedures for claiming a refund of treatment expenses; and
- direct contact details for the DVA officers who will be your point of contact whilst overseas.

What treatment expenses can be refunded by DVA?

Veterans are entitled to treatment of accepted disabilities, the same as, or similar to, treatment and cost that would be considered appropriate in Australia.

What type of treatment expenses are not refunded by DVA?

DVA does not refund expenses incurred for:

- health care services that are not generally funded for eligible veterans in Australia (eg cosmetic surgery, acupuncturist services, herbal treatments, iridology, etc);
- treatment where a significant reason for overseas travel was/is to obtain treatment; or
- travelling expenses outside Australia or to return to Australia to obtain treatment.

What happens if I cannot pay for my treatment while overseas?

If you cannot pay for treatment of an accepted disability whilst overseas contact the Australian High Commission, Embassy or Consulate in that country. Australian officials can contact DVA to arrange payment.

Who else should I contact before going overseas?

Contact Medicare Australia to find out about the health care arrangements that are available to all Australian in other countries. The website is: www.medicareaustralia.gov.au.

What information must I provide to DVA to be refunded for treatment overseas?

Once you have received and paid for your treatment, submit the original account(s) and receipt(s) to DVA as well as a **signed**:

- *Application for Refund or Payment of Medical Expenses Privately Incurred* (D1181) form; or
- letter requesting a refund of your treatment expenses.

Receiving Medical Treatment while Overseas, *cont*

All accounts should:

- clearly state the patient name and medical condition(s) that were treated and be signed by the health provider;
- be itemised and include details of the treatment provided including the number of visits, dates of treatment, and, if an in-patient, the period spent in hospital;
- include the name, dosage and cost of any pharmaceutical item dispensed;
- be accompanied by the health provider's certification that the treatment was provided in an emergency and/or in a private hospital due to no public hospital availability, if relevant;
- be accompanied by receipts;
- be originals and be accompanied by a translation into English where documents are in a foreign language; and
- be lodged within six months of the date the treatment was provided.

Note: It is essential that you provide all the information requested above to ensure that DVA is able to process your claim quickly.

Other Factsheets and Forms

Other Factsheets and Forms related to this topic include:

- *Medical Expenses Privately Incurred: HSV64*
- *Travelling or Living Overseas: IS77*
- *Application for Refund or Payment of Medical Expenses Privately Incurred: D1181.*

Disclaimer

The information contained in this Factsheet is general in nature and does not take into account individual circumstances. You should not make important decisions, such as those that affect your financial or lifestyle position on the basis of information contained in this Factsheet. Where you are required to lodge a written claim for a benefit, you must take full responsibility for your decisions prior to the written claim being determined. You should seek confirmation in writing of any oral advice you receive from DVA relating to complex or important matters.

More information

If you need more information about this topic or need to contact DVA while overseas:

E-mail: MEDTREAT@dva.gov.au
Post: Overseas Treatment Officer
Department of Veterans' Affairs
GPO Box 9998
HOBART TASMANIA 7001
AUSTRALIA

Fax: +61 3 6221 6610

Outside Australia phone: +61 3 6221 6752

Receiving Medical Treatment while Overseas, *cont*

DVA General Enquiries

All DVA Factsheets are available from DVA offices, and on the DVA website at www.dva.gov.au.

You can phone DVA for the cost of a local call on 133 254 or 1800 555 254 for country callers. Use a normal landline phone if you can. Mobile phone calls may cost you more.

You can send an email to DVA at generalenquiries@dva.gov.au.

You can get more help from any DVA office.