



Community Nursing BULLETIN No. 32

August 2021

FOR DISTRIBUTION TO ALL DVA COMMUNITY NURSING STAFF

This Bulletin is being issued to provide an update to Department of Veterans' Affairs (DVA) Community Nursing (CN) providers on Exceptional Case (EC) application and attachment form templates to align with the recent changes to the Notes for Community Nursing Providers.

Exceptional Case Applications - Updated Templates

Due to recent changes in the Notes for Community Nursing Providers and the EC process, DVA has undertaken a review and updated the EC application and attachment form templates to reflect these changes.

The following EC form templates have been updated, and will be available from 9 August 2021:

- D1004 – Exceptional Case Application
- D1004A – Dementia
- D1004B – Mental Health
- D1004C – Palliative Care
- D1004D – Wound Care
- D1307 – Variation
- D9384 – Interruption to Care (*New*)
- D9297 – Funding for Nursing Consumables over \$1,000

Please note that the 'Variation' and 'Interruption to Care' templates have now been separated.

CN providers must use the new templates when submitting an EC application from 9 August 2021. The old forms will be phased out and will not be accepted as of 6 September 2021.

Prior Approval required for all Exceptional Case Applications

Friendly reminder that from 1 July 2021, prior approval for all EC applications **must** be sought from DVA through the EC process and EC approval be given before the commencement of care outside of the Schedule of Fees. DVA is **not** liable to pay for any services that have been delivered before prior approval has been given.

Please review all current EC clients for any approvals that may be expiring shortly and where required, submit a new application as soon as possible. We suggest submitting EC applications 14 days prior to the requested commencement date to allow time for the application to be assessed.

Where urgent circumstances apply regarding the commencement of care, the CN provider can contact DVA via secure email to exceptional.cases@dva.gov.au to outline these special circumstances. Discretionary one off approval may be granted for up to ten working days. Where one off (interim) approval is provided, a full EC application is required to be submitted within two business days of this approval for further assessment and processing. This does not guarantee ongoing approval, as each application will be assessed on an individual basis.

Clients with Significant Care Needs

The aim of DVA's CN program is to enhance the independence and health outcomes of a client and avoid early admission to hospital and/or residential care through the provision of CN services that meet the client's assessed nursing needs. The CN program is not designed to deliver a high level of nursing interventions, nor be a substitute for a fulltime carer or a respite service.

A person with significant care needs, for example requiring 24 hour care, may not be considered independent. Many of the tasks and activities required to meet significant care needs are not classified as nursing services and are instead performed by a carer or for the purposes of respite.

Please take this into consideration when submitting EC applications, as requests for 24 hour care are not funded through the CN program. In circumstances where this level of care is required, DVA's Veterans' Home Care (VHC) program or a Home Care Package through the Department of Health should be considered for additional care needs that cannot be funded under the CN program.

If you have any changes to contact or other details, please contact the Community Nursing Contracts team via email at: Community.Nursing.Contracts@dva.gov.au