



# What's a Veteran Card?

Your patient may present with one of the following Veteran Cards

## GOLD CARD



Your patient may hold a **Veteran Gold Card** if they are one of the following:

- Australian veteran,
- Commonwealth or allied veteran,
- war widow/er or dependant, and *meet DVA's specific eligibility criteria.\* Eligibility for a Gold Card can be complex and varied.*

### What does the Gold Card cover?

*The Gold Card generally covers:*

- all clinically necessary health care services listed on the Medicare Benefits Scheme (MBS),
- items on the Pharmaceutical Benefits Schedule (PBS) or Repatriation PBS (RPBS),
- some items that aren't on the MBS with prior approval from DVA (call 1800 550 457), and
- some items that aren't on the PBS or RPBS with prior approval from DVA (call 1800 552 580).

**Veteran Gold Card holders may also be able to receive some services and support, including:**

- counselling
- community nursing
- home help
- aids, appliances and modifications
- travel to and from medical appointments
- care services.

## WHITE CARD



The **White Card** is the most common **Veteran Card**. Your patient may hold this card if they:

- have served at least one day with the ADF, or
- are a reservist or a Commonwealth or allied veteran and meet DVA's specific criteria.\*

### What does the White Card cover?

Clinically necessary treatment, pharmaceuticals, support and services for health conditions related to their service – these are called accepted conditions.

If your patient has **served** in the **ADF for one day** or more, their card **automatically covers mental health treatment** under Non-liability Health Care (NLHC).

If your patient meets our specific eligibility criteria† their **White Card** may also cover treatment for cancer (malignant neoplasm) and pulmonary tuberculosis under NLHC.

† For more information on NLHC eligibility criteria visit: [dva.gov.au/providers/health-programs-and-services-our-clients/non-liability-health-care-nlhc](http://dva.gov.au/providers/health-programs-and-services-our-clients/non-liability-health-care-nlhc)

## ORANGE CARD



Some patients may hold a **Veteran Orange Card** if they have served in the Second World War and meet DVA's specific eligibility criteria.\*

### What does an Orange Card cover?

Clinically required pharmaceutical items under the RPBS.

\* For more information on Veteran Card eligibility and what they cover visit: [dva.gov.au/providers/notes-fee-schedules-and-guidelines/what-dva-health-card-covers](http://dva.gov.au/providers/notes-fee-schedules-and-guidelines/what-dva-health-card-covers)

## How to check what's covered

Veteran Card holders may present digital versions of their plastic DVA White or Gold Cards, which clients can access through the online DVA portal MyService.

You can view your patient's health conditions, that are covered by DVA, below their digital card on their MyService account, on their device. You can also check what's covered by calling 1800 550 457.

## Who's a veteran?

To DVA a veteran is any person who has served more than one day or is serving in the defence forces.

Some serving or ex-serving personnel may not identify with the term 'veteran'.

**To find out if your patient may be eligible for DVA support and/or services ask them...**

Have you ever served in the defence forces?

If 'yes' ask

Do you have a Veteran Card?

If your patient has served but doesn't have a card ask them to

Contact DVA

to check if they're eligible for funded health care and support.

## What's DVA?

The **Department of Veterans' Affairs (DVA)** is an Australian Government department that provides support, funding, and services for:

- Veterans including:
  - serving and former serving Australian Defence Force (ADF) members
  - Commonwealth and Allied former serving Defence members
- veterans' eligible dependents
- war widow/ers
- Australian British Nuclear Tests Participants.

**DVA provides**

- financial support & compensation for injury
- health care funding
- rehabilitation
- mental health care funding
- counselling
- help transitioning to civilian life
- commemoration and recognition
- home care assistance
- help with housing.

**REFERRALS** GPs can use their own stationery to make referrals to other providers such as allied health providers and specialists. We also have DVA referral forms you can use. Referrals to Allied Health providers are valid for 12 sessions of treatment or one year, which ever ends first. To access our referral forms, or for more information go to [dva.gov.au/providers/notes-fee-schedules-and-guidelines/allied-health-treatment-cycle-and-referrals/gp-how](http://dva.gov.au/providers/notes-fee-schedules-and-guidelines/allied-health-treatment-cycle-and-referrals/gp-how).

## Key Services

Any patient who has served for at least one day in the ADF is eligible for a **Veteran Health Check**

Some veteran card holders with complex needs may be eligible for DVA's **Coordinated Veterans' Care Program**

Veterans and their families can get free mental health counselling and support through **Open Arms**

For more information on DVA services visit: [www.dva.gov.au/get-support/providers/gps-other-primary-care-providers](http://www.dva.gov.au/get-support/providers/gps-other-primary-care-providers)

## More information and contacts

### For veterans

**DVA**  
1800 VETERAN  
(1800 838 372)  
[dva.gov.au](http://dva.gov.au)

**Open Arms – Veterans & Families Counselling**  
24 hr 1800 011 046  
[openarms.gov.au](http://openarms.gov.au)

### For GPs

[dva.gov.au/providers](http://dva.gov.au/providers)  
**Health Provider Line**  
1800 550 457  
**Transport bookings**  
1800 550 455  
**Invoicing and billing enquiries**  
1800 550 017  
**24hr RPBS Advisory Line**  
1800 552 580