



**Australian Government**  

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**Department of Veterans' Affairs**

**NOTES FOR  
ALLIED HEALTH PROVIDERS  
SECTION 2(d)  
DIABETES EDUCATORS**

This section of the Notes for Allied Health Providers must be read in conjunction with Section 1 – General

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**Providing diabetes education services**

These Notes should be read in conjunction with Notes for Allied Health Providers Section One: General.

1. Only a diabetes educator who is a member of the Australian Diabetes Educators Association (ADEA) and a Credentialed Diabetes Educator and has been issued with a provider number by the Department of Human Services (DHS) at the time of service is eligible to provide services to entitled persons.

**Entitled persons receiving DVA community nursing services**

2. Under the allied health arrangements, a credentialed diabetes educator must not claim payment for diabetes education services provided to entitled persons receiving community nursing services from a DVA-contracted community nursing provider. The provision of diabetes education services is included in the fee paid to DVA-contracted community nursing providers for the provision of community nursing services. You should check with the patient to see if they are receiving community nursing services or contact the Community Nursing section at DVA, refer to Notes for Allied Health Providers Section One: General [clause 154] for contact details.

**Prior financial authorisation**

3. There are specific item numbers requiring prior financial authorisation indicated by shading and an asterisk (\*) in the DVA Diabetes Educator Schedule of Fees. Please refer to this document to identify items requiring prior approval. Fee schedules are available at:  
[www.dva.gov.au/SERVICE\\_PROVIDERS/FEE\\_SCHEDULES/Pages/Dental\\_and\\_Allied\\_Health.aspx](http://www.dva.gov.au/SERVICE_PROVIDERS/FEE_SCHEDULES/Pages/Dental_and_Allied_Health.aspx)
4. For information on how to seek prior financial authorisation, refer to Section One: General [clauses 51-56].

**Treatment thresholds/limits**

5. For information on treatment thresholds and limits refer to Notes for Allied Health Providers Section One: General [clauses 20-23].

**Treatment Cycle**

6. For information on treatment cycle arrangements, which came into effect on 1 October 2019, refer to Notes for Allied Health Providers Section One: General.

**Extended consultations (Items CD03, CD06, CD13 and CD16)**

7. The extended consultation items should be used when treating an entitled person who presents with difficult or complex clinical needs. The circumstances under which you are able to claim an extended consultation are for treatment of:
  - a separate acute condition when a chronic condition needs ongoing treatment; or
  - a complex condition which takes in excess of 60 minutes for an initial consultation, or 30 minutes for a subsequent consultation.

8. A condition is defined as 'complex' when management of the condition is compounded by the presence of one or more of the following:
- unstable or deteriorating condition;
  - development of complications; or
  - co-morbidities are present.

### **Restrictions on services**

9. While all diabetes education services claimed must be in accordance with the patient's clinical need, the following specific restrictions exist:
- only one initial consultation can be claimed per treatment cycle. Should a patient require an additional treatment cycle their GP will issue a new referral which will result in another initial consultation;
  - a subsequent consultation cannot be provided on the same day as an initial consultation is claimed for the same patient;
  - only one subsequent consultation item per patient can be provided each day;
  - a group session item cannot be claimed on the same day as an initial or extended consultation;
  - a group session item can be claimed on the same day as a subsequent consultation; and
  - all group sessions should be limited to 12 participants.