



## Coordinated Veterans' Care (CVC) Program FAQs for GPs Veteran White Card Holders

### What is a DVA-accepted condition?

A DVA-accepted mental health condition is one that DVA has formally accepted as being related to a veteran's military service. Further information is available at [Understanding the Veteran White Card](#).

### Is Non-Liability Health Care a DVA-accepted condition?

No, Non-Liability Health Care (NLHC) is not a DVA-accepted condition.

Through NLHC, DVA may fund the treatment of any mental health condition for eligible Veteran White Card holders. This allows them to access treatment without the condition needing to be accepted as related to their military service.

Further information is available at [Non-Liability Mental Health Care](#).

### How can I confirm if my patient has a DVA-accepted mental health condition?

You can confirm if a Veteran White Card holder has a DVA-accepted mental health condition by:

- asking them for a printed list
- asking them to log in to their [MyService](#) account and check under the 'Cards' tab
- asking them for consent and calling the Health Provider Enquiry line on [1800 550 457](#) to confirm the DVA-accepted mental health condition/s.

### How can my patient apply to have their mental health condition/s accepted by DVA?

A Veteran Card holder can apply to have their mental health condition/s, or any other health condition, accepted by DVA by:

- applying through [MyService](#)
- visiting a [DVA Office](#)

Further information is available at [Making a Claim for a Service-Related Condition](#).

### My patient has a mental health condition and would benefit from the CVC Program but their condition is not accepted by DVA. How can I support them?

If you have a patient with a mental health condition that has not been accepted by DVA, they may still be able to access treatment through NLHC.

If you believe your patient requires further treatment than that funded under NLHC, you may be able to apply for care to be funded using the prior approvals process.

Further information on this process is available at [Approvals for Providers](#).

### My patient is a Veteran White Card holder and is eligible for the CVC Program. Will DVA fund all the treatment included in their comprehensive care plan?

No, while all their health care and treatment needs should be considered and included in the comprehensive care plan, DVA will only fund treatment that they are eligible for under DVA legislation. Treatment for conditions that are not covered by DVA must be funded through other avenues such as Medicare, private health insurance or self-funded.

### Is there a different process to claim CVC items for Veteran White Card holders?

No, there is no difference in the claiming process, item numbers or payment amounts for the CVC Program. However, you must use their specific DVA-accepted mental health condition when submitting a claim for a Veteran White Card holder.

Further information on how to claim is available at [CVC Program](#).

**Why are only some Veteran White Card holders eligible to access the CVC Program?**

From 1 July 2021, eligibility for the CVC Program was extended to include Veteran White Card holders with a DVA-accepted mental health condition. This change reflects DVA's commitment to early intervention and supporting vulnerable Veteran Card holders with a chronic mental health condition/s and complex care needs.

This aligns with the priorities identified in the [Veteran Mental Health and Wellbeing Strategy and National Action Plan](#), which were co-designed with the veteran community. The CVC Program has proven effective in improving health outcomes and reducing hospitalisations for Veteran Gold Card holders and expanding access to Veteran White Card holders with chronic mental health conditions ensures targeted support where it is most needed.

**Who can I contact if I have questions or need more information?**

If you have questions or need more information about the CVC Program, you can call 1800 550 457 or email [cvcprogram@dva.gov.au](mailto:cvcprogram@dva.gov.au).

Additional information on the CVC Program is available on the DVA Website at [Coordinated Veterans' Care \(CVC\) Program | Department of Veterans' Affairs](#).