



## Health Entitlement

### Using the Repatriation Health Card — For All Conditions (Gold)

#### Purpose

This Factsheet provides information about the health care you can access and payments you may receive with your Repatriation Health Card — For All Conditions (Gold Card). It also provides information on:

- How and when to use your Gold Card; and
- using the Gold Card when travelling overseas.



#### Am I eligible for the Gold Card?

For information on eligibility for the Gold Card, see DVA Factsheet [HSV59 Eligibility for the Repatriation Health Card – For All Conditions \(Gold\)](#).

#### When do I use my Gold Card?

Your Gold Card identifies you as being eligible for treatment and care for all your health care conditions at the Department of Veterans' Affairs (DVA) expense.

You should present your Gold Card whenever you visit:

- a doctor, medical specialist, dentist, pharmacist, dental prosthetist, optometrist or other health care professional who provides services under DVA arrangements; or
- a hospital or day procedure facility.

# Using the Repatriation Health Card - For All Conditions (Gold), *continued*

## What health care services can I access?

For a full list of services you can access using your Gold Card please refer to [HSV01 – Overview of Health Services available to the Veteran Community](#) available from your local Veterans' Access Network (VAN) Office, any DVA office in your State or at: <http://factsheets.dva.gov.au/factsheets/>.

## Are there other services I can access?

### **HomeFront**

You can have a free home assessment under the HomeFront falls and accident prevention program. DVA makes a financial contribution in the form of a subsidy towards the cost of recommended aids and minor home modifications. For more information please refer to DVA Factsheet [HAC04 HomeFront](#).

### **Veterans' Home Maintenance Line**

The Veterans' Home Maintenance Line (VHML) is a toll-free telephone service that provides advice on general property maintenance matters and referral to local reliable and efficient tradespeople. VHML can also arrange home inspections to identify current or possible future maintenance problems. Advice is free but you will need to pay for work carried out by tradespeople, including callout fees. You can receive an unlimited number of services from the VHML. Please refer to DVA Factsheet [HAC 03 Veterans' Home Maintenance](#) for more information.

**Note:** *This is a home maintenance and emergency service only. It cannot give financial or legal advice, or answer questions about pensions or other DVA matters. If you have questions about pensions or other matters, ring DVA on the telephone numbers listed at the end of this Factsheet.*

## Can I use my Gold Card anywhere in Australia and overseas?

You can use your Gold Card anywhere in Australia, but *not* overseas.

You must contact DVA *before* you travel overseas for information about arrangements for treatment overseas.

If you need treatment while travelling within Australia, you may check with the local health provider if they accept the DVA Gold Card

# Using the Repatriation Health Card - For All Conditions (Gold), *continued*

## Are there any limits or restrictions?

Yes, there are limits that apply to some services. For example, medical services are subject to the requirements of the Medicare Benefits Schedule (MBS). Some treatments require prior approval from DVA. Your doctor or health care provider will arrange this for you.

DVA will not pay for treatment of a disease or injury if you are entitled to compensation or damages, from another party, for that disease or injury.

## Do I need to pay for treatment?

Generally no, you should not pay for any treatment received under DVA arrangements, but there are a few exceptions, such as for Veterans' Home Care. If you are billed by your health care provider *do not pay the account* and advise DVA immediately. DVA may not be able to reimburse the cost of the treatment in some instances.

## Do I need to pay for my prescriptions?

Yes. You have to pay a patient contribution charge (co-payment) for each prescription. For detailed information on the amounts payable, please refer to DVA Factsheet [HSV92 Repatriation Pharmaceutical Benefits Scheme \(RPBS\)](#).

## Can I choose to be treated as a Medicare or private patient?

Yes, you can choose to be treated as a Medicare or private patient. However if you take this option, DVA will not pay for any services that have been paid in part or full by Medicare, private health insurance or a third party compensation benefit.

If you do choose to be treated under Medicare, you may still receive, at DVA's expense, additional health care services that are not covered by Medicare.

## When does my Gold Card expire?

The expiry date is shown on the front of your Gold Card. You will receive a replacement card about one month before the expiry date. If you don't receive your replacement card, please contact DVA.

If you are no longer eligible for a Gold card, DVA will notify you and ask you to return the card.

If you change your address, please contact DVA to ensure your replacement card is sent to the correct address.

# Using the Repatriation Health Card - For All Conditions (Gold), *continued*

## What do I do if my Gold Card is lost, stolen or damaged?

If your Gold Card is lost, stolen or damaged, you must contact DVA immediately so your card can be cancelled and a new Gold Card issued.

You should receive your replacement card within two weeks. DVA will provide a letter of authority for this period if you need one, or your health provider may phone DVA for information about your eligibility and entitlements.

## Other Factsheets

There are specific DVA Factsheets on a wide range of information. They are available from any DVA office or the DVA website at <http://factsheets.dva.gov.au/factsheets/>.

Examples include:

- *Dental Services: HSV17*
- *Eligibility for the Repatriation Health Card – For All Conditions (Gold): HSV59*
- *Hearing Services: HSV22*
- *Optical Services and Supplies: HSV18*
- *Physiotherapy: HSV19*
- *Specialist Services: HSV81*

## 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.

## More information

DVA General Enquiries telephone number: 133 254 (metro)  
or FreeCall 1800 555 254 (regional callers).

Use a normal landline phone if you can. Mobile phone calls may cost you more.

You can visit the DVA website at [www.dva.gov.au](http://www.dva.gov.au) or send an email to DVA at: [generalenquiries@dva.gov.au](mailto:generalenquiries@dva.gov.au).

You can also get more help from any DVA office.