



Australian Government
Department of Veterans' Affairs

Factsheet HSV65 - Medical Treatment while Overseas

Purpose

This Factsheet provides information on how Department of Veterans' Affairs (DVA) clients can access medical treatment whilst travelling or residing overseas. It also provides information on:

- what arrangements you should make before going overseas,
- how to seek a refund for eligible treatment received overseas, and
- what to do if you cannot pay for your treatment whilst overseas.

Will DVA pay for medical treatment while I am overseas?

While you are overseas you will be eligible for treatment at DVA expense for your accepted disabilities only*.

The treatment needs to be the same as, or similar to, treatment and cost considered appropriate in Australia. If you are unsure of your accepted disabilities, please contact DVA on the phone numbers listed under More Information at the end of this Factsheet.

* **Please note:** This relates only to conditions for which DVA has accepted liability. This does not include conditions accepted under Non-Liability Health Care arrangements.

Can I still use my Gold or White Card when I am overseas?

No, your Gold or White Card can only be used within Australia. These cards are not accepted by health providers outside Australia.

Will DVA pay for my overseas vaccinations before I travel overseas?

DVA will pay for overseas travel vaccinations *provided within Australia* for Gold Card holders. It is important that you discuss your overseas travel plans with your treating medical practitioner to find out if any vaccinations are required prior to travelling overseas.

Do I need overseas travel insurance?

While you are overseas DVA can only fund medical treatment for accepted disabilities.

It is important that you consider taking out travel insurance for treatment of any non-service related conditions should the need arise whilst you are overseas.

Do I need to notify DVA before I go overseas?

Yes, you need to notify DVA of your intention to travel overseas before you leave so the Department can advise you of the arrangements for receiving medical treatment at DVA expense. If you do not notify DVA, you may not be aware of the treatment expenses that can be refunded. Payment for any treatment received while you are overseas cannot be guaranteed. To notify DVA of your intention to travel overseas, complete form D0578 - Notification of Overseas Travel.

For information about how travelling overseas will affect your income support pension and supplements, please see Factsheet IS77 - Travelling or Living Overseas.

What information will I receive from DVA?

Once you notify DVA of your intention to travel overseas you will be provided with information relating to:

- your entitlement to treatment while overseas,
- DVA's prior financial authorisation requirements and limits that apply to some services,
- DVA's treatment agreements with overseas governments,
- procedures for claiming a refund of treatment expenses, and
- direct contact details for the DVA officers who will be your point of contact whilst overseas.

What treatment expenses can be refunded by DVA?

Veterans are entitled to treatment of accepted disabilities, the same as, or similar to, treatment and cost that would be considered appropriate in Australia.

What type of treatment expenses are not refunded by DVA?

DVA does not refund expenses incurred for:

- health care services that are not generally funded for eligible veterans in Australia (e.g. cosmetic surgery, acupuncturist services, herbal treatments, iridology, etc.),
- treatment where a significant reason for overseas travel was/is to obtain treatment, or
- travelling expenses while outside Australia in order to receive treatment, or to return to Australia to obtain treatment.

What happens if I cannot pay for my treatment while overseas?

If you cannot pay for treatment of an accepted disability whilst overseas contact the Australian High Commission, Embassy or Consulate in that country. Australian officials can contact DVA to arrange payment.

Who else should I contact before going overseas?

Contact the Department of Human Services (DHS) to find out about the health care arrangements that are available to all Australians in other countries. The website is: <http://www.humanservices.gov.au/>

What information must I provide to DVA to be refunded for treatment overseas?

Once you have received and paid for your treatment, submit the original account(s) and receipt(s) to DVA as well as a signed:

- D1181 - Application for Refund or Payment of Medical Expenses Privately Incurred form, or
- letter requesting a refund of your treatment expenses.

For more information please see Factsheet HSV64 - Medical Expenses Privately Incurred.

All accounts should:

- clearly state the patient name and medical condition(s) that were treated and be signed by the health provider,
- be itemised and include details of the treatment provided including the number of visits, dates of treatment, and, if an in-patient, the period spent in hospital,
- include the name, dosage and cost of any pharmaceutical item dispensed,
- be accompanied by the health provider's certification that the treatment was provided in an emergency, if relevant,
- be accompanied by original receipts,
- be accompanied by a translation into English where documents are in a foreign language, and
- be lodged within six months of the date the treatment was provided.

*** Please note:** It is essential that you provide all the information requested above to ensure that DVA is able to process your claim promptly.

Related Factsheets

- [IS77 - Travelling or Living Overseas](#)
- [HSV64 - Medical Expenses Privately Incurred](#)

Related Forms

- [D0578 - Notification of Overseas Travel](#)
- [D1181 - Application for Refund or Payment of Medical Expenses Privately Incurred](#)

More Information

DVA General Enquiries

Phone: 1800 555 254 *
Email: GeneralEnquiries@dva.gov.au
DVA Website: www.dva.gov.au
Factsheet Website: www.dva.gov.au/factsheets

Overseas Treatment Enquiries

If you need more information about this topic or need to contact DVA while overseas:
E-mail: MEDTREAT@dva.gov.au
Outside Australia phone: +61 3 6221 6752

Additional Information

DVA Service Provider Enquiries

Phone: 1800 550 457 *
Email: GeneralEnquiries@dva.gov.au
DVA Website: www.dva.gov.au
Service Provider Website: www.dva.gov.au/providers

Veterans' Affairs Pharmaceutical Advisory Centre (VAPAC)

Phone: 1800 552 580 *

Open Arms - Veterans & Families Counselling

Phone: 1800 011 046 *
Email: openarms.coord@dva.gov.au
Open Arms - Veterans & Families Counselling website: www.openarms.gov.au
At Ease Website: www.at-ease.dva.gov.au

* Calls from mobile phones and pay phones may incur additional charges.

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 estate 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 or advice of any legal advice you receive from DVA.

Last updated 26 April 2018