



## Health Care

# Dental Services – information for the veteran community

### Overview

This Factsheet describes how you can access dental services.

### What are dental services?

Dental services involve the prevention and treatment of oral disease and include general dental services, the filling and crowning of teeth and the construction of dentures.

### Who is eligible?

If you have a Repatriation Health Card – For All Conditions (Gold Card) the Department of Veterans' Affairs (DVA) will pay for most dental services necessary to meet a clinical need, if they are provided under DVA arrangements.

If you have a Repatriation Health Card – For Specific Conditions (White Card) DVA will pay for most dental services necessary to meet a clinical need that is associated with an accepted disability or malignant cancer (neoplasia), if DVA has accepted responsibility for treatment of these conditions.

If you have a White Card and do not have a war-caused disability that relates to teeth, gums or jaw you may be still eligible for dental treatment if the dental treatment is required to treat a condition which is a consequence of your war-caused disability or malignant cancer (neoplasia). This treatment will require prior approval before it is commenced.

**Note:** Allied veterans are eligible for treatment of war caused disabilities accepted by the entitled person's home country. Please refer to Factsheet *HSV62 Commonwealth and Other Allied Veterans* for specific information on the services available.

### How do I access dental services?

Before commencing treatment, please check with your dental provider that they accept the DVA Gold Card or White Card, otherwise you may have to pay for treatment.

You can make an appointment with your dentist or dental prosthetist to receive dental services without a referral from your doctor.

# Dental Services – information for the veteran community, *continued*

## What happens when I visit the dentist?

The following table shows what happens when you visit your dental provider:

Stage	Description
1	The dental provider: <ul style="list-style-type: none"><li>• assesses your clinical need; and</li><li>• provides treatment.</li></ul>
2	You will be required to sign a service voucher at the completion of each visit. Before you sign, please check that the service voucher shows your name, file number, date of treatment and item number for the treatment received.  <b>Note:</b> If you are unable to sign, a member of your family, or someone else who attends your appointment with you, may sign on your behalf. Otherwise the dental provider must note that you are unable to sign.
3	The dental provider will give you a copy of the treatment service voucher for your records.

## How many services can I have?

The number of services you receive depends on your clinical need. Some services are subject to a time limit. For example, periodic oral examinations are limited to one every six months. These limits can be exceeded if your dental provider advises DVA the service is clinically necessary and seeks DVA prior approval.

Further information about time limits can be obtained by contacting DVA. Contact details are included at the end of this factsheet.

## How often can I receive new dentures?

Replacement dentures are subject to a time limit. Replacement dentures can only be provided every six years unless your dental provider advises DVA that replacement dentures are required within this time period. Also, replacement dentures cannot be provided if your existing dentures have been relined in the previous twelve months.

If you lose or break your denture DVA will pay for a replacement. To arrange a replacement denture please contact your dental provider. However, you will be required to complete a signed written declaration stating the reason for replacement. Further information about denture time limits can be obtained by contacting DVA.

# Dental Services – information for the veteran community, *continued*

## Do I need to pay for treatment?

No, your dental provider will bill DVA direct for any services provided to you if the service is provided under DVA arrangements.

However, an annual monetary limit (AML) applies to certain high cost items, including crowns and bridges. This means DVA contributes a set amount per calendar year towards the cost of these items. The AML for the 2010 calendar year is \$2,311. The AML for the 2011 calendar year is \$2,353.

The AML does not apply if you are an ex-prisoner of war or if you are having treatment for an accepted dental disability or malignant cancer (neoplasia).

Should you require services to which a DVA AML applies, your dentist may ask for a co-payment from you. This is a matter for negotiation between you and your dentist.

## Other Factsheets

Other Factsheets related to this topic include:

- *Entitlements under the Repatriation Transport Scheme: HSV02*
- *Transport modes available under the Repatriation Transport Scheme: HSV03*
- *Repatriation Health Card - For All Conditions (Gold): HSV60*
- *Repatriation Health Card - For Specific Conditions (White): HSV61*
- *Commonwealth and Other Allied Veterans: HSV62.*

## More information

All DVA Factsheets are available from DVA offices, and on the DVA website at: [www.dva.gov.au](http://www.dva.gov.au).

You can phone DVA for the cost of a local call on 133 254 or 1800 555 254 for country callers. Use a normal landline phone if you can. Mobile phone calls may cost you more.

You can send an email to DVA at: [generalenquiries@dva.gov.au](mailto:generalenquiries@dva.gov.au).

You can get more help from any DVA office.