



Health Entitlement

Repatriation Health Card - For Specific Conditions (White)

Overview

This Factsheet provides you with information on how to use your Repatriation Health Card – For Specific Conditions (*White Card*).



Am I eligible for the White Card?

A White Card is issued to Australian veterans or mariners under the *Veterans' Entitlements Act 1986* (VEA) with:

- an accepted war or service-caused injury or disease;
- malignant cancer (neoplasia), whether war-caused or not;
- pulmonary tuberculosis, whether war-caused or not;
- posttraumatic stress disorder (PTSD), whether war-caused or not;
- anxiety and/or depression, whether war-caused or not; or
- symptoms of unidentifiable conditions that arise within 15 years of service (other than peacetime service).

A White Card is also issued to ex-service personnel who are eligible for treatment under agreements between the Australian Government and New Zealand, Canada, South Africa and the United Kingdom for disabilities accepted as war-caused by their country of origin.

Note: Services available to these veterans may be different from those available to Australian veterans. Please refer to [HSV62](#) and other DVA Factsheets for specific information on the services available.

A White Card may be issued to former members of the Australian Defence Force, current part-time Reservists, cadets and, in limited circumstances, to full-time members under the *Military Rehabilitation and Compensation Act 2004* (MRCA) who have a medical condition accepted as service related under the MRCA.

In certain circumstances, members and former members with warlike or non-warlike service after 1 July 2004 may also be provided with a White Card under the VEA for the treatment of malignant neoplasia, pulmonary tuberculosis, post-traumatic stress disorder or anxiety and/or depression, irrespective of whether those conditions are war-caused or not. See DVA Factsheet *MRC46 Medical Treatment*.

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When do I use my White Card?

If the treatment you are seeking is related to your accepted war or service-caused injury or disease, or the treatment is for a specific condition as described above, you should present your White Card whenever you visit:

- a doctor, medical specialist, dentist, pharmacist, dental prosthetist, optometrist or other health care professional who provides services under DVA arrangements and to whom you are referred for treatment; or
- a hospital or day procedure facility.

What health care services can I access?

Holders of a White Card (the Repatriation Health Card – For Specific Conditions) are only entitled to be treated at DVAs expense including subsidised pharmaceuticals for their accepted service related disabilities or illnesses.

DVA factsheet *HSV01* provides a list of services available to DVA clients. For your *specific conditions only*, your White Card may allow you access to some of these services.

For more detailed information about these services other DVA Factsheets are available from any DVA office or the DVA website at:

<http://www.dva.gov.au/benefitsAndServices/health/Pages/index.aspx>

Are there other services I can access?

VVCS - Veterans and Veterans Families Counselling Service

A range of counselling services are available to veterans and their families from VVCS. For more information please refer to *Factsheet VCS01*.

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. Please refer to DVA Factsheet *HAC04* for more information.

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* 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*

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questions about pensions or other matters, ring DVA on the telephone numbers listed at the end of this Factsheet.

Can I use my White Card anywhere in Australia and overseas?

You can use your White 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, your local health provider or any DVA office may be able to assist you with details of health providers who accept the White Card.

Are there restrictions?

There are limits that apply to some types of services available. For example, medical services are subject to the requirements of the Medicare Benefits Schedule. Some treatment requires prior approval from DVA. Your doctor or health care provider will arrange this for you.

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.

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)*.

Do I have to get prior approval before receiving treatment?

Under DVA arrangements for White Card holders, there are a range of services requiring prior approval including **all** dental treatment. Your dentist is required to contact DVA prior to commencing any treatment.

Where prior approval is required for other services, your doctor or health care provider will arrange this for you. .

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

Yes, you can choose to be treated for your *specific conditions* as a Medicare or private patient. However, if you take this option, DVA will not pay for any services that have been

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paid in part or full by Medicare, private health insurance or a third party compensation benefit.

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

Note: DVA will pay for health care services arranged in accordance with DVA requirements. DVA will not pay the difference between the Medicare refund and the cost of the treatment.

When does my White Card expire?

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

DVA will notify you and ask you to return the card if you are no longer eligible for it.

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

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

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

It may take up to two weeks for a new card to be issued. DVA will provide a letter of authority for this period if you need one, or your health provider may phone DVA for information of 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:

- *HSV 17: Dental Services*
- *HSV 22: Hearing Services*
- *HSV 19: Physiotherapy*
- *HSV 20: Podiatry and Footwear*
- *VCS 01: Veterans and Veterans Families Counselling Service*

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

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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

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 visit the DVA website at www.dva.gov.au or send an email to DVA at: generalenquiries@dva.gov.au.

You can also get more help from any DVA office.