



## Health Care

### How to Become a DVA Health Provider

#### Purpose

This Factsheet describes who can provide health care services to entitled persons under Department of Veterans' Affairs (DVA) arrangements. This Factsheet provides information on:

- who can become a DVA health provider;
- what you need to do to become a DVA provider; and
- how veterans can access your services.

#### Who can become a DVA health provider?

If you are one of the providers below, and you are registered by Department of Human Services (DHS), formerly Medicare Australia, to provide services through the Medicare Benefits Scheme, you are automatically registered with DVA to provide health services to entitled persons (DVA uses the same registration process and provider numbers).

- chiropractor
- clinical psychologist
- dentist
- dental specialist
- dental prosthetist
- diabetes educator
- dietitian
- exercise physiologist
- footwear prescriber
- general practitioner
- medical specialist
- occupational therapist (general or mental health)
- optometrist or orthoptist
- osteopath
- physiotherapist
- podiatrist
- psychologist
- social worker (mental health)
- speech pathologist

If you are one of the following providers, the registration process is different, and this Factsheet does not apply to you:

- Neuropsychologist – please see DVA Factsheet [HIP88](#);
- Social worker (general) – please see DVA Factsheet [HIP15](#); or
- Optical dispenser – please see DVA Factsheet [HIP08](#).

## How to Become a DVA Health Provider, *continued*

### What do I need to do to become a registered DVA provider?

To become a registered DVA provider you need to:

- register with DHS (if you are not already registered)
- complete a DVA Recipient Created Tax Invoice (RCTI) Agreement.

Application for Provider Number forms are available from the DHS website at:

<http://www.medicareaustralia.gov.au/provider/business/apply/index.jsp>

You may also contact DHS on 132 150.

### GST

If you are not registered for GST, you will need to advise DHS of this on 1800 653 629. Failure to supply your GST information will result in a rejection of your claims.

### RCTI Agreement

An RCTI Agreement allows DVA to issue GST compliant Tax Invoices on your behalf and is required for all GST-registered health providers to do business with DVA.

Even if you are already registered with DHS, you still need to complete the RCTI Agreement form for DVA. The form and instructions on how to complete it are available from the DVA website at:

[www.dva.gov.au/service\\_providers/business\\_with\\_dva/Pages/RCTI.aspx](http://www.dva.gov.au/service_providers/business_with_dva/Pages/RCTI.aspx)

### What if I work from more than one practice?

If you work from more than one practice you will need a provider number for each location, however only one RCTI Agreement is required per ABN.

### Can I link provider numbers?

If you are a member of a group practice, provider numbers can be linked to allow accounts to be paid to the practice's principal member or a company. You will need to contact DHS on 132 150 to arrange this.

### DVA Notes for Providers and Schedule of Fees

Health services provided under DVA arrangements must be provided in accordance with DVA's *Notes for Providers*, and will be paid in accordance with DVA's *Schedule of Fees*. These documents can be downloaded from the DVA website at:

[http://www.dva.gov.au/service\\_providers/Pages/index.aspx](http://www.dva.gov.au/service_providers/Pages/index.aspx)

## How to Become a DVA Health Provider, *continued*

### How do entitled persons get access my service?

If you are a Local Medical Officer (LMO) or General Practitioner (GP), dentist or optometrist, an entitled person can access your services by making an appointment with you.

For all other providers, an entitled person must be referred to you by a:

- Local Medical Officer (LMO)
- General Practitioner
- medical specialist
- hospital discharge planner
- another allied health provider of the same profession with a current referral.

A referral remains active for twelve months from the date of referral. Referral dates cannot overlap from one twelve month period to the next. An ongoing referral can be provided in certain circumstances for patients with a chronic condition.

### Can I use a locum?

You can use a locum but it is your responsibility to ensure that the locum is made aware of the procedures and conditions for treating veterans, and is provided with a copy of the *Notes for Providers*.

### 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.

### Other Factsheets

For more information refer to the specific DVA Factsheet for your provider type available from any DVA office or the DVA website at <http://factsheets.dva.gov.au/factsheets/>.

## How to Become a DVA Health Provider, *continued*

### More information

If you need more information about this topic, visit the DVA website at [www.dva.gov.au](http://www.dva.gov.au) or contact DVA:

#### Health Providers

- Metro 1300 550 457
- Non-metro 1800 550 457

**General Enquiries (entitled persons) 133 254**

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

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