Factsheet HSV120 - Ambulance Services

Purpose

This Factsheet covers DVA’s policy about ambulance services. It includes who is eligible, when DVA pays and how to arrange this service.

Am I eligible?

If you hold a DVA Health Card — For All Conditions (Gold) you are eligible for ambulance services for the treatment of all health conditions, subject to your clinical need.

If you hold a DVA Health Card — For Specific Conditions (White) you are eligible for ambulance services, subject to your clinical need, for ambulance services relating to:

- the treatment of your DVA accepted injury or disease
- malignant cancer (neoplasia)
- pulmonary tuberculosis
- post traumatic stress disorder (PTSD); and
- anxiety and/or depression.

DVA Health Card—For Specific Conditions, Overseas/allied veterans (White) are also issued to ex-service personnel who are eligible for treatment under agreements between the Australian Government and New Zealand, Canadian, South African and the United Kingdom governments for disabilities accepted as war-caused by their country of origin.

Will DVA pay for my emergency ambulance transport?

DVA will pay for emergency ambulance transport for eligible persons to the nearest medical facility that can treat the clinical needs.

How do I arrange emergency ambulance transport?

In a medical emergency, a Local Medical Officer (LMO), you or someone acting on your behalf may request an emergency ambulance by dialling 000.

Will DVA pay for my non–emergency ambulance transport?

DVA will pay for non–emergency ambulance transport if you:

- require transport on a stretcher
- require treatment while in the ambulance
- are severely disfigured; or
- are incontinent to a degree that rules out the use of other forms of transport.

The transport must also be to or from the nearest clinical facility to your current residence, whether temporary or permanent, that can treat your medical needs.
How do I arrange non–emergency ambulance transport?

Your LMO, General Practitioner, hospital physician or hospital discharge planner will be able to arrange non–emergency ambulance transport for you.

What happens if I require an ambulance when travelling within Australia?

If you require and ambulance while travelling within Australia, DVA will pay for an ambulance to transport you to the nearest clinical facility that can treat your medical needs. On discharge DVA will pay for the most appropriate form of transport from the hospital or clinical facility to your temporary residence.

DVA will not pay for an ambulance from the clinical facility to your permanent home. DVA will also not pay for an ambulance to transfer you to a clinical facility closer to your permanent residence.

You may like to consider taking out travel insurance to ensure you have adequate cover for transport costs in such circumstances.

Will DVA pay for ambulance services for non–medical purposes?

No, DVA will not pay for ambulance services for non medical purposes. An example would be if you use an ambulance to transport you from one residential aged care facility to another but your assessed care levels have not changed. In this situation the transport is to facilitate a residential move, not to receive a higher level of care.

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 relating to complex or important matters.

Related Factsheets

- HIP80 Health Providers - Veterans’ Transport Information
- HSV02 Claiming Travelling Expenses Under the Repatriation Transport Scheme
- HSV03 DVA Arranged Transport Under The Repatriation Transport Scheme
- HSV59 Eligibility for the DVA Health Card — For All Conditions (Gold)
- HSV60 Using the DVA Health Card — For All Conditions (Gold)
- HSV61 DVA Health Card — For Specific Conditions (White)
- FIP02 Privacy

More Information

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