



Australian Government

Department of Veterans' Affairs

Factsheet HSV20 - Podiatry and Medical Grade Footwear Services

Purpose

This Factsheet is about how to access podiatry and medical grade footwear services and who is eligible.

What are podiatry and footwear services?

Podiatry services include diagnosis, routine maintenance, selected soft tissue surgery, and physical therapy on your feet. Treatment may also include the prescription of medical grade footwear, footwear modifications and orthoses.

Am I eligible?

If you have a DVA Health Card –All Conditions (Gold) or Totally & Permanently Incapacitated (Gold), DVA will pay for podiatry services that meet your clinical needs. For information about the Gold Card, please see Factsheets [HSV59 Eligibility for DVA Health Card - All Conditions \(Gold\) or DVA Health Card Totally & Permanently Incapacitated \(Gold\)](#) or [DVA Health Card Totally & Permanently Incapacitated \(Gold\)](#) and [HSV60 Using the DVA Health Card - All Conditions \(Gold\) or DVA Health Card Totally & Permanently Incapacitated \(Gold\)](#).

If you have a DVA Health Card – For Specific Conditions (White Card), DVA will fund podiatry services if they are required because of an accepted war or service caused injury or disease. For more information about the White Card, please see Factsheet [HSV61 DVA Health Card - Specific Conditions \(White\)](#).

If you are an allied veteran, you are eligible for treatment of war caused disabilities accepted by your home country. For more information about the services available, please see Factsheet [HSV62 Commonwealth and Other Allied Veterans](#).

How do I access this service?

You must be referred to a podiatrist who provides services under the Medicare Scheme. A referral can be issued by a:

- Local Medical Officer (LMO)/general practitioner
- medical specialist
- hospital discharge planner; or
- another podiatrist who has previously received a referral.

Factsheet HSV20 - Podiatry and Medical Grade Footwear Services, continued

What happens when I visit the podiatrist?

When you visit the podiatrist, please present your Gold or White Card at the beginning of a consultation or before you receive treatment. The podiatrist will assess your podiatry needs, prepare a written care plan for the period of care required, discuss it with you and provide you with a copy of the treatment record for your reference.

Do I need to sign a treatment record?

Service providers can submit treatment records electronically. If this is not the case, you may be required to sign a record of treatment at the completion of each visit to ensure your treatment is covered by DVA. Before you sign, please check that the treatment record shows:

- your name
- your DVA file number
- the date of treatment
- the item number for the service provided, and
- your accepted disability or condition for which you required podiatry services and/or supplies (if you are a White Card holder).

If you are unable to sign, a member of your family, or someone else who attends the appointment with you, may sign on your behalf. Otherwise the podiatrist must note that you are unable to sign.

Are there limits to the number of services I can receive?

Yes, your podiatrist determines the type, number and frequency of services you require according to your assessed clinical need. If medical grade footwear is prescribed you may have two pairs of the prescribed shoes in serviceable condition at any one time at DVA's expense. If you live in a rural or remote area that is 100 kilometres from the nearest footwear prescribing podiatrist you may be prescribed three pairs of shoes at any one time at DVA's expense.

Do I need to pay for treatment?

No, your podiatrist will bill DVA directly for any care provided to you. This represents the full fee for the service provided. The footwear supplier will also bill DVA for any footwear that has been prescribed and supplied to you. If you are billed, do not pay the account and contact DVA immediately.

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

Yes, you can choose to be treated as a Medicare or private patient. However if you take this option, DVA will not pay for any services that have been paid in part or full by Medicare, private health insurance or third party compensation benefit.

Factsheet HSV20 - Podiatry and Medical Grade Footwear Services, continued

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.

Related Factsheets

- [HSV59 Eligibility for DVA Health Card - All Conditions \(Gold\) or DVA Health Card Totally & Permanently Incapacitated \(Gold\)](#)
- [HSV60 Using the DVA Health Card - All Conditions \(Gold\) or DVA Health Card Totally & Permanently Incapacitated \(Gold\)](#)
- [HSV61 DVA Health Card - Specific Conditions \(White\)](#)
- [HSV62 Commonwealth and Other Allied Veterans](#)

More Information

DVA General Enquiries

Metro Phone: 133 254 *

Regional Phone: 1800 555 254 *

[Email](mailto:GeneralEnquiries@dva.gov.au): GeneralEnquiries@dva.gov.au

[DVA Website](http://www.dva.gov.au): www.dva.gov.au

[Factsheet Website](http://factsheets.dva.gov.au): factsheets.dva.gov.au

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