



**Australian Government**  
**Department of Veterans' Affairs**

**Factsheet HSV60 - Using the DVA Health Card — All Conditions (Gold) or DVA Health Card Totally & Permanently Incapacitated (Gold)**

**Purpose**

This Factsheet provides information about the health care you can access with your DVA Health Card — For All Conditions (Gold Card). It also provides information on how and when to use your Gold Card and using it when travelling overseas.



**Am I eligible for the Gold Card?**

For information on eligibility for the Gold Card please see DVA Factsheet [HSV59 Eligibility for the DVA Health Card – For All Conditions \(Gold\) or DVA Health Card Totally & Permanently Incapacitated](#)

**When do I use my Gold Card?**

Your Gold Card identifies you as being eligible for treatment and care for all your health care conditions at the Department of Veterans' Affairs (DVA) expense.

You should present your Gold Card whenever you visit:

- a doctor, medical specialist, dentist, pharmacist, dental prosthetist, optometrist or other health care professional who provides services under DVA arrangements; or
- a hospital or day procedure facility.

**What health care services can I access?**

For a full list of services you can access using your Gold Card please see Factsheet [HSV01 Health Services available to the Veteran Community](#) available from your local Veterans' Access Network (VAN) Office, any DVA office in your State or on the [DVA website](#) at [www.dva.gov.au](http://www.dva.gov.au)

# **Factsheet HSV60 - Using the DVA Health Card — All Conditions (Gold) or DVA Health Card Totally & Permanently Incapacitated (Gold), continued**

## **Can I use my Gold Card anywhere in Australia and overseas?**

Yes, you can use your Gold 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, you may check with the local health provider if they accept the DVA Gold Card.

## **Are there any limits or restrictions?**

Yes, there are limits that apply to some services. For example, medical services are subject to the requirements of the Medicare Benefits Schedule (MBS). Some treatments require prior approval from DVA. Your doctor or health care provider will arrange this for you.

DVA will not pay for treatment of a disease or injury if you are entitled to compensation or damages, from another party, for that disease or injury.

## **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 in some instances.

## **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 Factsheet [HSV92 Repatriation Pharmaceutical Benefits Scheme \(RPBS\)](#).

## **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 a third party compensation benefit.

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

## **When does my Gold Card expire?**

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

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If you are no longer eligible for a Gold card, DVA will notify you and ask you to return the card.

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

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

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

You should receive your replacement card within two weeks. DVA will provide a letter of authority for this period if you need one, or your health provider may phone DVA for information about your eligibility and entitlements.

## 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 the DVA Health Card – For All Conditions \(Gold\) or DVA Health Card Totally & Permanently Incapacitated \(Gold\)](#)
- [HSV01 Health Services available to the Veteran Community](#)
- [HSV92 Repatriation Pharmaceutical Benefits Scheme \(RPBS\)](#).

## 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.