

## Veteran Health Check Frequently Asked Questions

### What is the Veteran Health Check?

The Veteran Health Check is a comprehensive health check designed specifically for veterans. It provides an opportunity to access early intervention care and appropriate referrals when you need it. It is an opportunity to establish a relationship with your GP in order to manage your health and enjoy better health outcomes both during and in the years after your transition to civilian life.

### Which Veteran Health Check is for me? How much do they cost?

<b>Annual Veteran Health Check</b>	<b>One-off Veteran Health Check</b> <i>(formerly ADF Post-Discharge GP Health Assessment)</i>
<p>If you served one day continuous full time service and left the ADF from 1 July 2019, you can gain access to Annual Veteran Health Checks every year for the first five years after you transition.</p> <p>Annual Veteran Health Checks are fully-funded through your <a href="#">DVA Veteran Card</a> and are available from GPs who accept DVA Veteran Cards.</p>	<p>If you served one day continuous full time service, you can gain access to a One-off Veteran Health Check any time after transitioning out of the ADF.</p> <p>The One-off Veteran Health Check is fully-funded through your <a href="#">DVA Veteran Card</a> and are available from GPs who accept DVA Veteran Cards.</p> <p>If you are not a DVA client, you can use your Medicare card, and claim a Medicare rebate. You may be required to make a gap payment if your GP does not bulk bill.</p>
<p><b>Ongoing health checks</b></p> <p>If you can no longer claim for the above Veteran Health Checks, you can still ask your GP to do a health check any time after you transition out of the ADF without using your DVA Veteran Card. However, you may have to pay some out-of-pocket costs for this service. Please discuss this with your GP.</p> <p>You can claim a rebate through Medicare for some or all of the costs for your GP visits depending on what your GP charges. Many GPs bulk bill. Bulk billing means you don't have to pay for your medical service from a GP. Your GP bills Medicare instead. They accept the Medicare benefit as full payment for the service. However, not all GPs bulk bill. You will need to pay for your appointment if your GP doesn't bulk bill and claim back a proportion of this cost from Medicare.</p> <p>More information about Medicare, what Medicare covers, and how to claim a rebate is available at <a href="http://www.humanservices.gov.au/individuals/medicare">http://www.humanservices.gov.au/individuals/medicare</a>.</p>	

## How do I make an appointment?

1. **Find a GP.** Every GP across Australia can conduct the Veteran Health Check. If you do not already have a GP you can visit, you can find a GP near you, by searching online through ['Health Direct'](#) or by calling 1800 022 222. You can also search specifically for bulk-billing GPs.
2. **Call the GP practice clinic and ask whether the GP accepts the Veteran Card and/or bulk bills.** Payment for Veteran Health Checks are done using your [DVA Veteran Card](#). You should ask whether your GP accepts the Veteran Card before booking your health check. If you do not have a DVA Veteran Card, payment for the One-off Veteran Health Check will be through a Medicare rebate. Ask about the GP's fees for Veteran Health Checks, and whether the GP bulk bills or if you are required to pay a gap fee.
3. **Book a 45-minute appointment.** When you book, you will need to ask for a longer appointment than usual. Let them know the appointment is for a Veteran Health Check funded by DVA. Information about Veteran Health Checks is available online. Ask if you can receive a reminder by SMS text message for the appointment.
4. **Make sure to bring along your DVA Veteran Card or Medicare card.** All you need to access Veteran Health Checks are the details on your Veteran Card or your Medicare card. If your GP has any questions, they can search *'Veteran Health Check'* online for more information.

## I haven't received my DVA Veteran Card, what do I need to do?

- For DVA to pay for your appointment, you will need your DVA Veteran Card or your DVA Client Number.
- You can apply for your DVA Veteran Card and access an electronic copy of your card through *MyService* at [www.dva.gov.au/myservice](http://www.dva.gov.au/myservice).
- You can also pay for a check-up with your GP privately if you wish, or if your GP does not accept DVA Veteran cards. You can access a Medicare rebate for this consultation.

## What happens in the Veteran Health Check?

- Each Veteran Health Check will differ depending on your doctor and your needs – if you are worried about any particular aspect of your health or your family history, you can discuss this with your GP.
- DVA has developed a comprehensive Veteran Health Check guide to assist GPs to support the Veteran community. You can ask your GP to use this guide. It is also contained in the software of most GP practices. It can also be found online by searching *'Veteran Health Check'* or at [www.dva.gov.au/veteranhealthcheck](http://www.dva.gov.au/veteranhealthcheck)
- During the health check, your GP may provide or prescribe treatment and refer you to relevant health professionals or for further tests, (DVA may fund treatment and tests if you

have an accepted condition) or to DVA services and programs.

### **What do I need to bring to my Veteran Health Check?**

- If you are a DVA client, you will need to bring your DVA Veteran Card or your DVA Client Number.
- If you are not a DVA client, you will need to bring your Medicare card to gain access to the One-off Veteran Health Check.
- If you are seeing this GP for the first time, it may be useful for them to see a copy of your current medical records and they will likely ask about any health problems in your family history.
- If you have any questions or concerns you would like addressed, write them down and bring them to your appointment.

### **Who will my Veteran Health Check results be shared with?**

- The Veteran Health Check is confidential between you and your GP. If you're worried about confidentiality you can ask your GP about the ethical, professional, and legal duty they have to their patient's rights to privacy and confidentiality.
- Your Veteran Health Check results will not be shared with DVA, unless you specifically ask your GP to do so (e.g. to support a claim).

### **How many Veteran Health Checks can I get?**

- If you have transitioned out of the ADF (with at least one day of continuous full time service) from 1 July 2019, you can gain access to the Annual Veteran Health Check for the first five years after transition. You can also gain access to a One-off Veteran Health Check at any point in time, after you transition from the ADF.
- If you transitioned out of the ADF before 1 July 2019, you can gain access to a One-off Veteran Health Check at any point in time after you transition from the ADF.
- You can continue to see your GP for regular health checks as part of the usual consultations your GP offers and access Medicare rebates for these consultations.

### **Where can I find more information?**

- You can find out more about Veteran Health Checks online by searching '*Veteran Health Check*'
- If you have further questions about Veteran Health Checks you may email [generalenquiries@dva.gov.au](mailto:generalenquiries@dva.gov.au)