

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 and appropriate referrals when you need it, and to establish a relationship with your GP in order to manage your health and enjoy better health outcomes during and after your transition to civilian life.

Even if you are feeling healthy, it is good to develop a relationship with a GP so they can get to know you and work with you to manage your health over the years.

How much do Veteran Health Checks cost?

Annual Veteran Health Check	One-off Veteran Health Check <i>(formerly ADF Post-Discharge GP Health Assessment)</i>
<p>If you transition from either the permanent or reserve forces of the Australian Defence Force (ADF) from 1 July 2019, with one day of continuous full time service, you can gain access to Annual Veteran Health Checks every year for the first five years after transition.</p> <p>Annual Veteran Health Checks are fully-funded through your DVA Veteran Card and are available from GPs who accept DVA Veteran Cards.</p>	<p>If you served one day in either the permanent or reserve forces of the Australian Defence Force (ADF), you can gain access to a One-off Veteran Health Check any time after transitioning out of the ADF. There is a Medicare rebate available for this.</p> <p>You may be required to make a gap payment if your GP does not bulk bill.</p>
<p>Ongoing health checks</p> <p>While you can gain access to a Veteran Health Check, either fully funded by DVA or subsidised by Medicare as outlined above, you can 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>	

More information about Medicare, what Medicare covers, and how to claim a rebate is available at <http://www.humanservices.gov.au/individuals/medicare>.

How do I make an appointment?

1. **Find a GP.** Every GP across Australia is able to conduct the Veteran Health Check. If you do not already have a GP you regularly visit, you can find a GP near you online by searching through '[Health Direct](#)' or by calling 1800 022 222. You can also search specifically for bulk-billing GPs.
2. **Call the GP practice and ask whether the GP accepts the Veteran Card and/or bulk bills.** Payment for Annual 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. Payment for the One-off Veteran Health Check is through a Medicare rebate. Ask about the GPs 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 that this is for a Veteran Health Check. If they do not know about the Veteran Health Check, tell them you can provide details when you arrive. 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 additional questions, they can access at-ease.dva.gov.au/professionals/assessment-treatment/veteran-health-check for further information.

What do I need to access the Veteran Health Check?

- To gain access to DVA-funded Annual Veteran Health Checks you will need to have your DVA Veteran Card or your DVA Client Number. Your GP will also need to accept DVA Veteran Cards.
- To gain access to a One-off Veteran Health Check, you will need to have your Medicare card for a Medicare rebate. You may need to pay an out-of-pocket gap payment if your GP does not bulk bill.
- You can also pay for your own Veteran Health Check if you wish (not claim through your DVA Veteran Card or a Medicare rebate).
- You can also book in to see your GP for a check-up at any time, other than for a Veteran Health Check. You can access a Medicare rebate for the consultation (the rebate amount will be different to the rebate for the One-off Veteran Health Check).

I haven't received my DVA Veteran Card, how can I access an Annual Veteran Health Check?

- To claim for payment from DVA, 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.
- 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? What can I expect?

- 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 be found at at-ease.dva.gov.au/professionals/assessment-treatment/veteran-health-check
- 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?

- For the Annual Veteran Health Check, you will need to bring your DVA Veteran Card or your DVA Client Number.
- If you would like to take advantage of the One-off Veteran Health Check, you will need to bring your Medicare card.
- You can bring along a copy of the information page for your GP from at-ease.dva.gov.au/professionals/assessment-treatment/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 along 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, including Reservists) from 1 July 2019, you can gain access to the Annual Veteran Health Check for the first five years after transition. This is a total of five health checks funded through DVA. You can also 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 after that time as part of the usual consultations your GP offers and access Medicare rebates for these consultations.
- 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. A specific Medicare rebate is available for this. You can continue to see your GP for regular health checks after that time as part of the usual consultations your GP offers and access Medicare rebates for these consultations (the rebate amount will be different to the rebate available for the One-off Veteran Health Check).

Where can I find more information?

- You can find out more about Veteran Health Checks on at-ease.dva.gov.au/veteran-health-check
- If you have further questions about Veteran Health Checks you may email generalenquiries@dva.gov.au