

Provider FAQs

1. Why is the Coordinated Veterans' Care (CVC) Program expanding to include eligible White Card holders with an accepted mental health condition?

DVA is committed to supporting effective, early interventions for veterans* with chronic mental health conditions. The CVC Program has proven effective for Gold Card holders in reducing unplanned hospitalisations and improving participants' wellbeing and quality of life.

2. What is an accepted condition?

For CVC Program eligibility, an accepted mental health condition is that which DVA accepts as being related to a veteran's* military service, and funds clinically required treatment for in Australia. Veterans with an accepted condition will have a [Veteran White Card](#).

For more information visit [Understanding the DVA Veteran Card – White](#).

3. Is Non-liability health care (NLHC) for mental health an accepted condition?

No - NLHC is not an accepted condition. All veterans* who have a Veteran White Card will be eligible to access [NLHC for mental health](#). NLHC allows these veterans to access treatment for mental health conditions without having to have these conditions accepted as being related to their military service.

If one of your patients has a White Card for NLHC, and you think they would benefit from the CVC Program, you may wish to advise them they will need to apply to have their condition/s accepted by DVA before they can participate in the CVC Program.

4. Why are White Card holders without a mental health condition excluded?

The expansion targets some of DVA's most vulnerable clients – those with a chronic mental health condition and complex care needs. This aligns with the priorities identified in the [Veteran Mental Health and Wellbeing Strategy and National Action Plan](#), which were co-designed with the veteran community.

It is estimated that almost three in four transitioned Australian Defence Force (ADF) members will have a mental health disorder during their lifetime. Investment from the Government to support the mental health and wellbeing of veterans and their families is warranted to ensure we continue towards a zero-suicide culture.

5. How can a patient seek acceptance for their mental health condition/s by DVA?

A Veteran* can seek acceptance of their mental health condition/s or any other health condition by:

- Applying through [MyService](#)
- Completing a claim form, available from the nearest DVA Office
- Downloading a claim form from the DVA website

Veterans can ring 1800 VETERAN (1800 838 372) to get help.

6. How do I find out if a patient's Veteran White Card is for an accepted mental health condition?

- Veterans* may have a letter from DVA confirming their accepted condition/s, including any accepted mental health conditions.
- If the veteran is registered with DVA's online portal, [MyService](#), you can ask your patient to show you their accepted conditions on the app under the 'Cards' tab.
- After gaining consent from the veteran, you can call DVA's Provider Enquiries team on 1800 550 457, and confirm their accepted conditions.

- If you are uncertain whether the accepted condition is a mental health condition, ask the DVA Provider Enquiries team on 1800 550 457 or check the [DSM5](#) list.

To help your patient understand which of their treatments, in their CVC Comprehensive Care Plan, will be funded by DVA you will need to know all of their accepted conditions. For White Card holders DVA funds treatment for accepted conditions. Non-liability health care (NLHC) and Provisional Access to Medical Treatment (PAMT) may be available for non-accepted conditions.

7. *My patient has a mental health condition and would benefit from participating in the CVC Program but their condition is not accepted by DVA. Why are they excluded from the Program?*

If you have a patient with a mental health condition which has not been accepted by DVA you can still support them to get treatment for their condition through [Non-liability health care \(NLHC\) for mental health](#). You can also support your patient through the process to have their condition accepted (see FAQ 5).

If you believe your patient requires further treatment than that funded under NLHC or the CVC Program you can apply for care to be funded using the [prior approvals](#) process.

8. *My patient is a White Card holder and is eligible for the CVC Program, does DVA fund all the treatment included in their Care Plan?*

No. While each patient's CVC Comprehensive Care Plan should include all their health care needs, DVA only funds treatment for their accepted conditions, [non-liability health care \(NLHC\)](#) and [provisional access to medical treatment \(PAMT\)](#). Any other treatment required will need to be funded through other avenues which may include Medicare's fee schedule, private insurance, self-funded and/or community health options etc.

9. *When does the Coordinated Veterans' Care (CVC) Program expansion start?*

Eligible Veteran White Card holders with an accepted mental health condition can be enrolled in the CVC Program from 1 July 2021. Medicare will only be able to process claims with a date-of-service on or after this date.

10. *Will the process for claiming for Coordinated Veterans' Care (CVC) Program items be different for White Card holders with an accepted mental health condition?*

There are no changes to the claiming process, item codes or payment amounts for the CVC Program. Claiming information is available on the DVA website www.dva.gov.au/cvc and on the CVC Toolbox www.cvctoolbox.dva.gov.au.

11. *Do the changes to the (CVC) Program, for White Card holders, affect any other eligibility requirements?*

No. The only change to the existing eligibility is to allow Veteran White Card holders, with an accepted mental health condition, to access the CVC Program. White Card, and Gold Card, holders will still need to meet all the other eligibility requirements for the CVC Program.

For current eligibility information visit the [DVA website](#) or the [CVC Toolbox eligibility tool](#) where you can check the eligibility of current Veteran Gold Card holders. Eligibility information for Veteran White Card holders will be available on the [DVA website](#).

12. *Are there any changes for Gold Card holders accessing or currently on the CVC Program?*

No. The change to the program is Veteran White Card holders with an accepted mental health condition now being able to access the CVC Program. There are no changes for Veteran Gold Card holders.

13. Where can I find information about the CVC Program and the expansion to include White Card holders?

Information is available on the [CVC Program web pages](#) on the DVA website. You can also find more information and useful tools on the [CVC Toolbox](#). You can direct any veteran* patients to the [CVC Program veteran information page](#). If you would like to speak to someone about the CVC Program you can call DVA's Provider Enquiries team on 1800 550 457.

Veterans can also call the DVA Providers Enquiries team or call 1800 VETERAN (1800 838 372) to get help and information.

*In this case 'veteran' refers to anyone [eligible to hold a Veteran White Card](#), including:

- current or former Australian Defence Force (ADF) member, including reservists and cadets, with a service-related injury or condition accepted by us; or
- Commonwealth or Allied veteran with a service-related injury or condition accepted by your country of service