



Invoices for services funded by Medicare or the Department of Veterans' Affairs

Service providers may be asked to provide services outside of the program for Medicare or the Department of Veterans' Affairs (DVA). Invoices for these services should be sent to the appropriate department for processing.

Medicare Diagnostic Audiology items

Assessments relating to the Diagnostic Audiology items on the Medicare Benefits Schedule (MBS) are claimed through Medicare, rather than the Department of Health or DVA. The medical specialist requesting the diagnostic test will be aware of the MBS claiming code/s for the services provided. You can find more information online at the [Department of Human Services](#).

Services requested by DVA

When a client is undergoing an entitlements review with the DVA, the client may attend an appointment with a letter requesting the following

- pure-tone audiometry assessment
- speech audiometry
- a description of any tinnitus experienced
- an audiological report.

Service providers should return the report and invoice to DVA as directed in the letter. Please ensure you address the report and invoice to the requestor, for example Claims Assessor John Citizen C142, to avoid delays in processing and payment.

DVA Rehabilitation Appliances Program (RAP)

DVA clients may be eligible for additional assistive listening devices through the DVA Rehabilitation Appliance Program (RAP). When a DVA client is fitted with a device funded by RAP, service providers should email the invoice to GeneralEnquiries@dva.gov.au, or post to

Payments and Reimbursements
Department of Veterans' Affairs
GPO Box 9998
Melbourne VIC 3001

For further information or assistance please contact the DVA RAP team on 1300 550 457 (Metro) or 1800 550 457 (regional).