

Veteran's Care in General Practice

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The Coordinated Veteran's Care Program has been in effect since 2011.

There have been some recent changes to the way DVA operates, which form the topic for discussion this evening.

The General Practice Improvement Team can help your practice identify patients eligible for the program and provide education for nurses and practice managers.

The Flinders University CVC program online education package is no longer available.

DVA Pensioners and Treatment Card Holders by Local Government Area as at 5 July 2019

Australian Capital Territory

| LGA | Net Total DVA Clients | Total Veterans | Total Dependants | Disability Pensioners | War Widows | Service Pensioners | SS Age Pensioners | Gold Card Holders | White Card Holders |
|--------------------|-----------------------|----------------|------------------|-----------------------|------------|--------------------|-------------------|-------------------|--------------------|
| Unincorporated ACT | 8,997 | 7,258 | 1,758 | 2,578 | 868 | 1,242 | 43 | 2,527 | 4,524 |

Notes:

- (1) 'Net Total DVA Clients' consists of any person in receipt of a pension/allowance from DVA or who is eligible for treatment or pharmaceuticals paid for by DVA
- (2) Some clients may be eligible as both a veteran and a dependant. For this reason total clients may not equal the sum of veterans and dependants.

<https://www.dva.gov.au/about-dva/statistics-about-veteran-population>

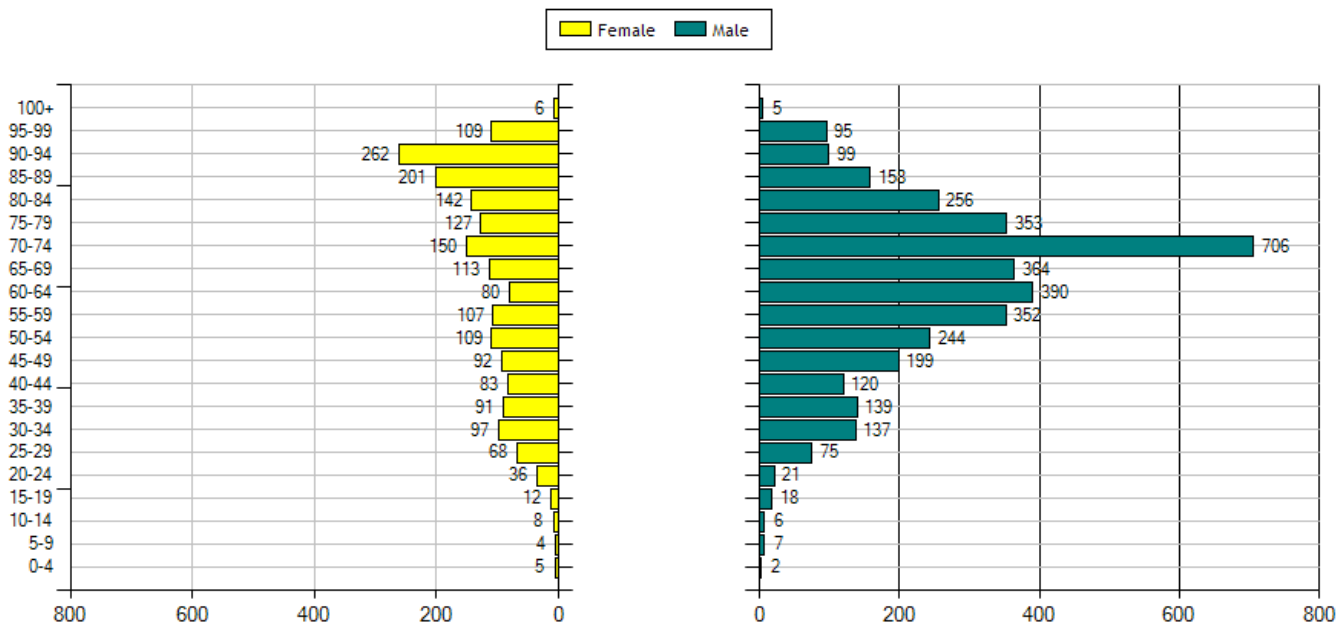
ACT's Veteran Population in General Practice

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Demographics

Filtering By: DVA, Active Patients for September 2019 audit month. Generated on 7 November 2019 02:02 PM (0h 0m 16s 207ms)



Recent changes to DVA and what they mean for General Practice

The Australian Defence Veterans' Covenant was announced by the Prime Minister, the Hon Scott Morrison MP, and the Minister for Veterans' Affairs, the Hon Darren Chester MP, on 27 October 2018.

The Covenant encourages the Australian community to acknowledge the unique nature of military service, and support veterans and their families. Underpinning the Covenant is the Veteran Card, the Lapel Pin and the Oath.

These provide the opportunity for Australians to identify veterans when they are not in uniform or wearing their medals, and offer respect to them and their family. Employers, businesses, local community groups and the broader Australian public are able to commit their support for the Covenant. The Covenant provides the framework that enables veterans and their families to better connect with their community.

Australian Defence Veterans' Covenant Oath

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AUSTRALIAN DEFENCE VETERANS' COVENANT

*We, the people of Australia, respect and give thanks
to all who have served in our defence force and their families.*

*We acknowledge the unique nature of military service and the sacrifice
demanded of all who commit to defend our nation.*

*We undertake to preserve the memory and deeds of all who have served
and promise to welcome, embrace, and support
all military veterans as respected and valued members of our community.*

For what they have done, this we will do.

Lapel Pin

The Lapel Pin provides the opportunity for veterans to be easily identified when not wearing their medals or uniforms.

There is a Veteran Lapel Pin and Reservist Lapel Pin that eligible applicants can apply for using [MyService](#).



Changes to DVA cards



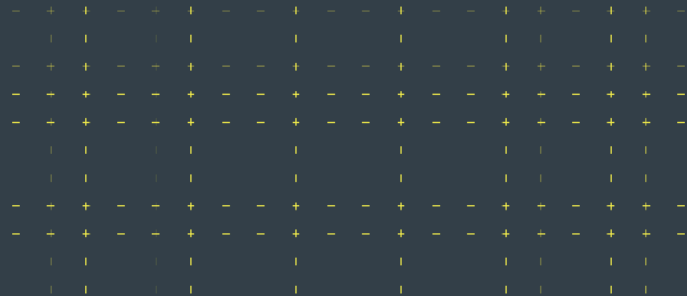
The Veteran Card is a re-design of the existing DVA Health Cards (Gold, White and Orange).

There is no change to DVA services and benefits – card holders can continue to use their existing DVA Health Card to gain access to health services and benefits.

All existing DVA Health Cards will gradually be replaced with the new look Veteran Card, either when their current card expires or as part of the card replacement program, whichever occurs first.

The Coordinated Veteran's Care (CVC) Program

How to navigate the program



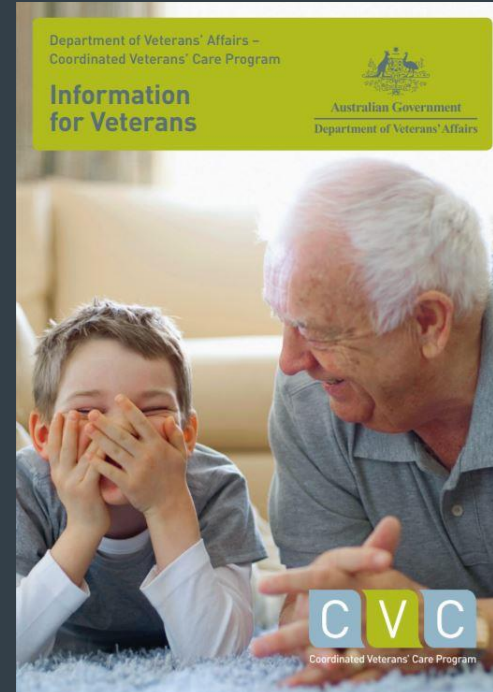
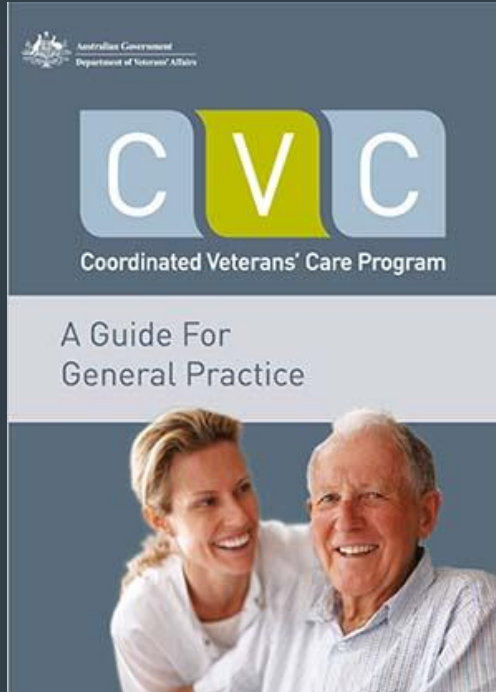
What is the CVC Program?

The Coordinated Veterans' Care (CVC) Program is targeted for Gold Card holders with health problems that increase their risk of unplanned hospitalisations when they have one or more of the following chronic conditions:

- congestive heart failure
- coronary artery disease
- chronic obstructive pulmonary disease
- diabetes
- pneumonia.

The program is voluntary and offered in addition to any existing DVA services and entitlements.

Information Brochures



Process

1. Use your clinical audit tool to identify eligible patients
2. Recall and discuss the program with the patients
3. Proceed with GPMP/TCA if GP ok's and you have discussed the ongoing requirements with the patient (frequency of contact)
4. Record consent
5. Review and record outcomes

Process to identify patients

Use your PEN tool to identify patients eligible for the CVC program.

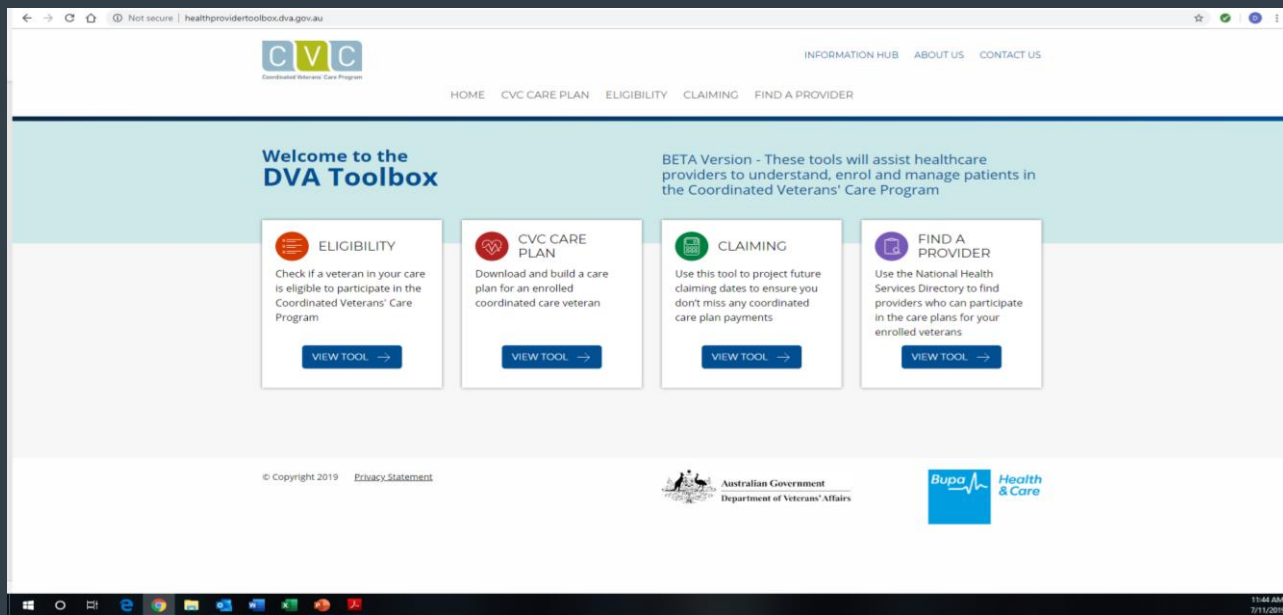
The screenshot shows a patient search interface with various filters. The 'DVA' filter is highlighted with a red box and set to 'DVA Gold/Full'. Other filters include 'Age' (Start Age, End Age, No Age), 'Last Visit' (Any, None, < 6 mths, < 15 mths, < 24 mths, < 30 mths, Date Range), 'Activity' (Active (in 3m), Not Active, Walks in last 6 mths, Has Not Walked in last 6 mths), and 'Postcode' (Include, Exclude, City/Suburb). The 'Gender' filter is set to 'Male'.

Reidentifiy Report [patient count = 19]
Filtering By: DVA, DVA Color Gold/Full, Conditions (Cardiovascular - Yes), Selected: Assigned Provider & Last Seen (Assigned Provider & Last Seen)

| ID | Surname | First Name | Known As | Sex | D.O.B | Address | City | Postcode | Phone (NW) | Phone (M) | III | Medicare | Assigned Provider & Last Seen |
|------|---------|----------------|----------------|-----|------------|--------------|-------------|----------|-----------------------------|------------|-----|---------------|-------------------------------|
| 912 | Surname | Firstname_106 | Firstname_106 | F | 13/10/1928 | 12 John St | Suburb Town | 4575 | H:07 50505050 W:07 50509999 | 1234999999 | | 1234123412 34 | Surname 27/09/2015 |
| 1687 | Surname | Firstname_158 | Firstname_158 | M | 13/10/1947 | 12 Jagger St | Suburb Town | 4050 | H:07 50505050 W:07 50509999 | 1234999999 | | 1234123412 34 | Surname 14/09/2015 |
| 672 | Surname | Firstname_161 | Firstname_161 | M | 13/10/1947 | 12 Jagger St | Suburb Town | 2449 | H:07 50505050 W:07 50509999 | 1234999999 | | 1234123412 34 | Surname 27/09/2015 |
| 69 | Surname | Firstname_434 | Firstname_434 | F | 13/10/1928 | 12 John St | Suburb Town | 3135 | H:07 50505050 W:07 50509999 | 1234999999 | | 1234123412 34 | Surname 06/10/2015 |
| 1586 | Surname | Firstname_1205 | Firstname_1205 | F | 13/10/1925 | 12 John St | Suburb Town | 4950 | H:07 50505050 W:07 50509999 | 1234999999 | | 1234123412 34 | Surname 08/10/2015 |
| 1295 | Surname | Firstname_1382 | Firstname_1382 | M | 13/10/1950 | 12 Jagger St | Suburb Town | 3762 | H:07 50505050 W:07 50509999 | 1234999999 | | 1234123412 34 | Surname 28/09/2015 |
| 1018 | Surname | Firstname_1600 | Firstname_1600 | F | 13/10/1926 | 12 John St | Suburb Town | 3779 | H:07 50505050 W:07 50509999 | 1234999999 | | 1234123412 34 | Surname |

DVA Toolbox

DVA has developed an online toolbox for practices:



Determining eligibility:

The screenshot shows a web browser window displaying the 'Eligibility' page of the DVA Coordinated Veterans Care Program. The page has a white header with the CVC logo and navigation links. The main content area has a light orange background for the title and a white background for the assessment questions. Three questions are presented in separate boxes, each with 'Yes' and 'No' radio button options. A 'NEXT STEP' button is located below the questions. The footer contains copyright information, a privacy statement link, and logos for the Australian Government and Bupa Health & Care. The browser's address bar shows the URL 'healthprovidertoolbox.dva.gov.au/Eligibility'.

healthprovidertoolbox.dva.gov.au/Eligibility

CVC
Coordinated Veterans Care Program

INFORMATION HUB ABOUT US CONTACT US

HOME CVC CARE PLAN ELIGIBILITY CLAIMING FIND A PROVIDER

Eligibility

BETA - This tool will guide you through an assessment for the key eligibility criteria to participate in the DVA Coordinated Veterans Care Program

Is the patient a current holder of a DVA Gold Card?

☐ Yes ☐ No

Is the patient currently a resident of a residential aged care facility?

☐ Yes ☐ No

Is the patient currently a participant in any Department of Health coordinated care program?

☐ Yes ☐ No

NEXT STEP →

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Australian Government
Department of Veterans' Affairs

Bupa Health & Care

1:40 PM
7/11/2019

CVC Care Plan

CVC Program Comprehensive Care Plan

Personal Details

| | | | | |
|-------------------|---|-------------|--|-----|
| Title | Family name | First Names | Date of Birth | Age |
| Address | | | Phone | |
| DVA Gold Card No. | Resuscitation Order Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> If yes, provide details | | Aboriginal Torres Strait Islander <input type="checkbox"/> | HRN |
| | Advanced Health Directive Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> If yes, provide details | | | |
| Medicare No. | Power of Attorney / Enduring / Authority / Administration appointed? [please specify] Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> If yes, provide details | | | |

| | Phone | Address |
|--------------------------------|-------|---------|
| Carer | | |
| Emergency Contact | | |
| Doctor | | |
| DVA Community Nursing Provider | | |
| Pharmacist | | |

| | Diagnosis | Management | Target | Red flags | Review date |
|----|-----------|------------|--------|-----------|-------------|
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |
| 5. | | | | | |
| 6. | | | | | |
| 7. | | | | | |
| 8. | | | | | |

| 1 | Allergies (or Nil Known) | Reaction | 4 | Allergies (or Nil Known) | Reaction |
|---|--------------------------|----------|---|--------------------------|----------|
| 2 | | | 5 | | |
| 3 | | | 6 | | |

| Hospital Admissions / A&E Department Visits | Admitted | Discharged | Reason for Presentation | Complications |
|---|----------|------------|-------------------------|---------------|
| | | | | |
| | | | | |
| | | | | |

| Devices | Commenced | Devices | Commenced |
|---------|-----------|---------|-----------|
| | | | |
| | | | |
| | | | |

Adapted from Flinders Program TM Care Plan 2010. CVC Program 2012 Comprehensive Care Plan Page 1 of 4

**IMAGINE
BETTER**

[illegible]

| Recent results and investigations | | | | | |
|-----------------------------------|---------|----|--------------|------|----------|
| Bloods | Results | BP | Urinalysis | Date | Next Due |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | Vaccinations | Date | Next Due |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

[illegible]

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**IMAGINE
BETTER**

(Veteran) agree that the information contained within this Care Plan is correct and currently reflects my needs for the coming year. I consent to this information being released to my care team. Signature: _____ Date: _____

(GP) agree that the services prescribed within this Care Plan are correct at the time of development but are subject to review based on the veteran's needs and / or my opinion as the responsible Medical Practitioner. Signature: _____ Date: _____

Care Plan Review Date: _____

Patient friendly version supplied to veteran ☐

Care coordinator _____

MBS ITEMS: GP Management Plan - 721 ☐
Team Care Arrangements - 723 ☐
CVC UP01 ☐
CVC UP02 ☐

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CVC Care Plan

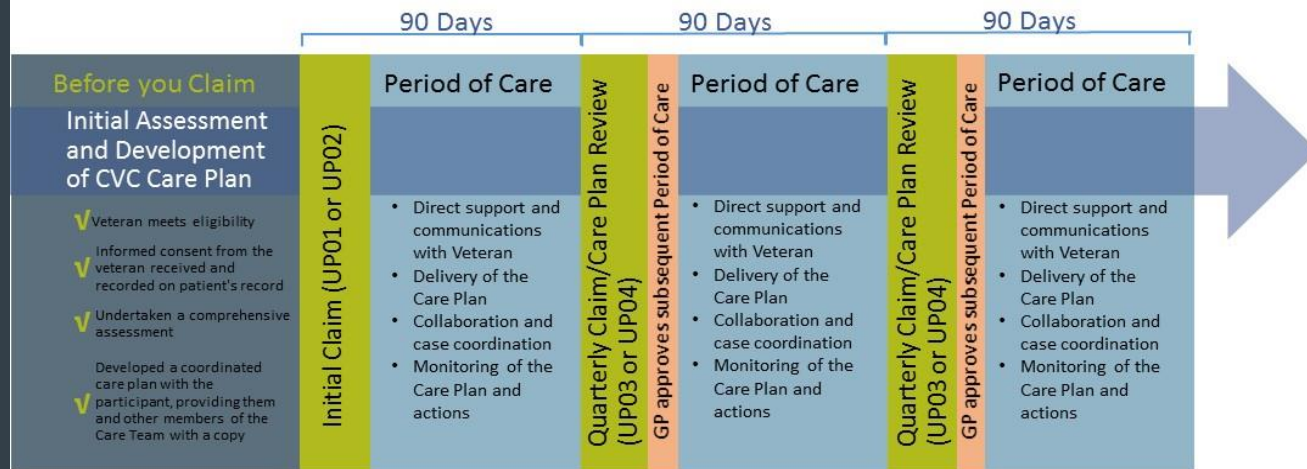
| SYMPTOM ACTION PLAN | | | |
|---|----------------------|--------------------------------------|---|
| <p>What is it? The Symptom Action Plan is designed to help you and your doctor and care coordinator to manage your illness. The Symptom Action Plan identifies the action you should take when these signs appear. If the state of your illness or course of treatment changes, you can use the Monitoring Diary to write down the details. This information can then be used to decide what modifications need to be made to your Symptom Action Plan.</p> <p>Who completes the forms? The Symptom Action Plan is to be completed by your doctor or care coordinator.</p> <p>How do I use it? Veterans can carry the Symptom Action Plan with them (i.e. wallet or handbag) or place it on their fridge, so that they can refer to it, at any time, as the need arises.</p> <p>If in doubt? If for any reason you are in doubt about what to do, then contact your doctor or care coordinator for advice. If they are unavailable, then contact the Emergency Department of your local hospital.</p> | | | |
| SYMPTOM ACTION PLAN | | Date completed: <input type="text"/> | Date to be reviewed: <input type="text"/> |
| <p>Veteran's name <input type="text"/> DOB <input type="text"/> Gold Card No <input type="text"/></p> <p>Admissions during past 2 year <input type="text"/></p> <p>Reason for admission: <input type="text"/></p> <p><input type="checkbox"/> Social - home environment e.g. falls</p> <p><input type="checkbox"/> Medication – not taking medication as prescribed e.g. cost, forgetfulness, side effects etc.</p> <p><input type="checkbox"/> Other <input type="text"/></p> <p>My primary condition is <input type="text"/></p> <p>I measure and manage my symptoms in the following way:</p> <p>When /If <input type="text"/> then I <input type="text"/></p> <p>When /If <input type="text"/> then I <input type="text"/></p> <p>When /If <input type="text"/> then I <input type="text"/></p> <p>When /If <input type="text"/> then I <input type="text"/></p> <p>When /If <input type="text"/> then I <input type="text"/></p> | | | |
| | Name | Phone | Address |
| Doctor | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| CVC Care Coordinator | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Hospital | Emergency Department | <input type="text"/> | <input type="text"/> |

Adapted from Flinders Program™ Care Plan 2010. CVC Program 2012 Comprehensive Care Plan Page 4 of 4

CVC Claiming Process



CVC Claiming Process



CVC Claiming Process

Before you claim:

Enrolment forms are not required to be completed and submitted to DVA. CVC Program claims are processed by Medicare.

Before you are eligible to start claiming please ensure:

- The veteran meets the eligibility requirements;
- You have informed consent from the veteran to participate, and this is recorded on the patient's record; there is a script for consent on page 32 of the Guide for General Practice
- You have undertaken a comprehensive assessment process; and
- You have developed a coordinated care plan with the participant, providing them and other members of the Care Team with a copy

The initial Period of Care commences once these requirements have been met, and a UP01 or UP02 claim can be made on this date.

Ongoing claiming:

The period of care is 90 days, and UP03 or UP04 quarterly care payments cannot be submitted to Medicare until after the payment period is complete, that is, after 90 days.

Referral options

- acupuncture performed by General Practitioners (GPs) who are registered with Medicare Australia to provide this treatment
- chiropractic services
- community nursing services
- convalescent care
- diabetes education
- dental services
- dietetic services
- exercise physiology services
- hearing services
- Veteran Health Checks including the *Annual Veteran Health Check* and the *One-off Veteran Health Check* (formerly known as the One-off ADF Post-Discharge GP Health Assessment)
- medical consultations and procedures available through Medicare and listed on the Medicare Benefits Schedule (MBS)
- medical specialist services listed on the MBS
- medication reviews
- occupational therapy services
- optometric services, including visual aids
- orthoptics
- orthotic services
- osteopathic services
- oxygen
- palliative care
- pathology services
- pharmaceutical items prescribed by your doctor
- physiotherapy services
- podiatry services and medical grade footwear
- psychology including hypnotherapy
- radiology
- rehabilitation aids and appliances

Referral options

- social work
- speech pathology services
- transport including ambulance and travel assistance to obtain health care
- Open Arms - Veterans & Families Counselling
- Veterans' Home Care (VHC) including domestic assistance, personal care, safety related home and garden maintenance and respite care
- X-rays, nuclear medicine imaging, ultrasound and computerised tomography.

***Note:** - Massage will only be paid for by DVA if it is delivered during a consultation with a physiotherapist, chiropractor or osteopath

Changes to DVA referrals

General practitioner (GP) referrals to allied health providers will be valid for up to 12 sessions or a year, whichever ends first. Clients may have as many treatment cycles as the GP determines are needed. The treatment cycle does not limit the number of clinically required services that the client needs. These new arrangements aim to improve the quality of care for DVA clients.

There is no change to referral arrangements between GPs and medical specialists (including surgeons and psychiatrists). The new referral arrangements apply to Gold Card and White Card holders, excluding exercise physiology and physiotherapy services for Totally and Permanently Incapacitated (TPI) Gold Card holders.

Changes to DVA referrals

When the new treatment cycle began on 1 October 2019, the following arrangements commenced:

- All new referrals made on or after 1 October 2019 will be subject to treatment cycle arrangements, except for exercise physiology and physiotherapy for DVA clients with a TPI marked Gold Card.
- After 1 October 2019, clients with an existing indefinite allied health referral can receive up to 12 sessions or access for one year (whichever ends first) before they need a new GP referral.
- After 1 October 2019, clients with an existing annual allied health referral can receive up to 12 sessions or treatment until their annual referral expires (if that occurs first). DVA will send information to allied health providers, GPs and DVA clients currently receiving allied health services before the treatment cycle commences

Concessions and other services for Veterans in the ACT

Who is eligible for concessions?

The organisation that offers the product or service, e.g. your local council, decides what sort of concession is offered and to whom it is offered. DVA Pensioner Concession Card (PCC) and Gold Card holders are usually eligible for concessions, but it is important to contact the organisation offering the concession to confirm your eligibility.

DVA have a factsheet available on their website CON08 Concessions in the Australian Capital Territory.

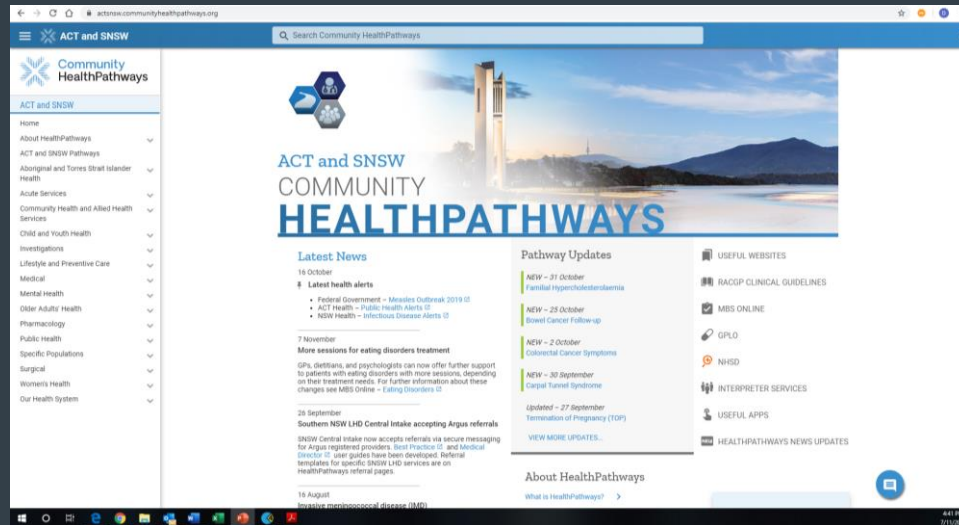
This covers the following:

- | | | |
|---------------------------------|----------------------------|--------------------------------------|
| • Treatment cards | * Pharmaceutical benefits | * NDSS |
| • Hearing services | * ACT Spectacles Subsidies | * Low vision aids |
| • Ambulance | * Public transport | * ACT Taxi Subsidies |
| • Australia Post | * Telstra | * Energy (Gas & Electricity) |
| • Life support (Energy & Water) | * Rates | * Driver's licence & MV registration |
| • Motor vehicle GST exemption | * ACT Senior's card | |

ACT&NSW Community Health Pathways

Health pathways has information for veteran's care.

<https://actsnsw.communityhealthpathways.org/>



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Thank you!

www.chnact.org.au

