OPERATIONAL DIRECTIVE

Enquiries to: Manager, DVA Management Unit.  
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Subject: ARRANGEMENTS FOR THE PROVISION AND CHARGING OF AIDS OR EQUIPMENT, HOME ASSESSMENT AND HOME MODIFICATION FOR THE DEPARTMENT OF VETERANS’ AFFAIRS (DVA) ENTITLED PERSONS

This Operational Directive outlines the arrangements for the provision and charging of aids or equipment, home assessment and home modification for the Department of Veterans’ Affairs (DVA) Entitled Persons.

This operational directive applies to all hospitals and health services in Western Australia.

Professor Bryant Stokes  
A/DIRECTOR GENERAL  
DEPARTMENT OF HEALTH WA

This information is available in alternative formats on request from a person with disability.
Arrangements for the Provision and Charging of Aids or Equipment, Home Assessment and Home Modification for the Department of Veterans' Affairs (DVA) Entitled Persons
1. BACKGROUND

This operational directive outlines the arrangement for the provision of aids or equipment, home assessment and home modification for DVA Entitled Persons. This arrangement covers admitted patients on discharge and non-admitted patients.

2. POLICY

The Hospital Services Arrangement (HSA) between the DVA and Western Australia (WA) ensures that Entitled Persons receive a range of admitted and non-admitted hospital services in WA Funded Hospitals. Hospital staff can access the relevant details of the HSA here.

This arrangement covers the requirements for aids or equipment on discharge for admitted patients and non-admitted patients, including any required home assessment and home modification.

If an Entitled Person requires aids or equipment during their hospital stay, the items are part of the inpatient service and DVA should NOT be invoiced for the costs.

Where an Entitled Person is already in receipt of aids or equipment from the DVA prior to admission, the DVA will continue to provide the items upon discharge. Aids or equipment may be loaned to an Entitled Person on either a short-term or long-term arrangement.

Items issued under RAP are generally designed specifically for people with an illness or disability.

3. DEFINITIONS

‘Entitled person’ means a person who has elected to be treated under DVA arrangements and:

a) has been issued with:

- a Gold Card, or
- a White Card, or
- an Orange Card (pharmaceuticals only), or
- a written authorisation on behalf of the Repatriation Commission, or
b) is a Vietnam Veteran or his/her dependant who is not otherwise eligible for treatment and who is certified by a medical practitioner as requiring urgent hospital treatment for an injury or disease.

The process of identifying Entitled Persons is detailed in the Operational Directive “Identification of DVA Entitled Persons”.

4. ROLES AND RESPONSIBILITIES

PROCESS

What is the Rehabilitation Appliances Program (RAP)?

RAP is an Australian Government Program administered by the Department of Veterans’ Affairs (DVA). It provides aids and appliances to eligible veterans in their homes to enable them to maintain their functional independence.

Products and services are supplied under six categories:

- Continence
- Mobility and Functional Support
- Home Medical Oxygen
- Diabetes
- Personal Response Systems
- Continuous Positive Airway Pressure.

Further more detailed DVA Rehabilitation Appliance Program information can be found here - Rehabilitation Appliances Program (RAP)

Is my patient eligible?

Gold Card holders are eligible to receive aids and appliances subject to assessed clinical need.

White Card holders are eligible to receive aids and appliances subject to assessed clinical need in relation either to a disability accepted by DVA as service-related, and/or cancer, tuberculosis, anxiety, depression and post-traumatic stress disorder, whether or not these conditions are accepted by DVA as service-related”. Further DVA information can be found here - DVA Factsheet HIP72

How do I arrange an assessment for RAP aids or appliances?

The RAP Schedule contains details on the most appropriate allied health professional to assess/prescribe specific items or services. However, in cases where an allied health professional is not available, a GP is able to assess the veteran.

Home Assessment

Where a home assessment is required prior to undertaking the home modification, hospitals should record the service as a community service in TOPAS, webPAS, HCARe and the Allied Health System. The DVA Management Unit, Department of Health will manage the cost recovery on behalf of all WA Funded Hospitals for this
item. This **excludes** assessments undertaken by the Aged Care Assessment Team.

**What aids/equipment are available for my patient?**

The [RAP National Schedule](#) lists items available through RAP.

The RAP Schedule is arranged by aid/appliance type (beds, wheelchairs etc) and provides detailed information on eligibility, clinical assessment, functional criteria, contraindications, and Residential Aged Care Facility (RACF) and Community Aged Care Package (CACP) recipients. The entitled person’s responsibilities with regard to safe usage, care, maintenance and transport (if applicable) are also detailed.

**Is prior approval from DVA required?**

There are items on the RAP Schedule that require prior approval by DVA. The RAP Schedule lists these items and any criteria that might need to be met in order for the item to be provided.

**Is there a choice of provider?**

DVA has implemented national supply models for products in the Continence, Mobility and Functional Support, Home Medical Oxygen Therapy, and Personal Response System categories. This ensures that prices, service provision and reporting arrangements are consistent from State to State.

Several different suppliers are available within each group/class of equipment. For example, within the Mobility and Functional Support (MFS) category the suppliers contracted to provide products and services are Aidacare, Allianz Global Assistance, Country Care Group, and ParaQuad.

Diabetes products are listed in the RAP Schedule.

Further information is available under the “[Schedule and Guidelines](#)” link on the RAP website.

**How do I order products?**

The “[Provider Factsheets and Forms](#)” link on the RAP website contains order forms as well as contact details for contracted suppliers.

You may need to complete an assessment / application form in addition to an order form- please see the above link for details.

**Mobility and Functional Support (MFS) products**

[D0992](#) - Mobility and Functional Support (MFS) Direct Order Form
Home Medical Oxygen Therapy (HMOT)

**D9140** - Application for CPAP/Bi-Level Therapy Equipment Form

**D0988** - Continence Direct Order Form

Continence

**D0988** - Continence Direct Order Form

Personal Response System (PRS)

**D9199** - Personal Response System (PRS) Assessment Form

Are there any guidelines for prescribing health providers?

Guidelines for specific categories, if available, can be accessed by clicking on the category name on the left-hand menu of the RAP websites.

What is the timeline for delivery of products/services?

**CPAP/Bi-Level Therapy**

<table>
<thead>
<tr>
<th></th>
<th>For urgent orders</th>
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<tbody>
<tr>
<td>24 hours</td>
<td>For metropolitan, regional and rural areas</td>
</tr>
<tr>
<td>48 hours</td>
<td></td>
</tr>
<tr>
<td>72 hours</td>
<td>For remote areas</td>
</tr>
</tbody>
</table>

**Home Medical Oxygen Therapy**

<table>
<thead>
<tr>
<th></th>
<th>for ‘emergency’ orders</th>
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<tbody>
<tr>
<td>4 hours</td>
<td></td>
</tr>
<tr>
<td>24 hours</td>
<td>for metropolitan, regional and rural areas</td>
</tr>
<tr>
<td>48 hours</td>
<td>for remote areas</td>
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**Continence**

<table>
<thead>
<tr>
<th></th>
<th>Metropolitan areas</th>
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<tbody>
<tr>
<td>2 working days</td>
<td></td>
</tr>
<tr>
<td>3-5 working days</td>
<td>Regional to remote areas</td>
</tr>
</tbody>
</table>

Veterans should be advised to order new supplies two weeks before their existing supplies run out to avoid having to place an urgent order.

What if my patient needs home modifications?

**Major Home Modifications**

The [Major Home Modifications](#) section of the website contains an OT Assessment form, Information for Prescribers and veterans on major modifications, a direct order form, and an Authority to Install form.
Minor Home Modifications

Minor Home Modifications can be provided by all MFS suppliers.

Please also refer to the DVA Factsheet HIP70 “Information for Providers about Home Modifications and Household Adaptive Appliances”.

Timeline for provision of minor home modifications

<table>
<thead>
<tr>
<th>Days</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2 days</td>
<td>For urgent or emergency orders</td>
</tr>
<tr>
<td>5 days</td>
<td>For metropolitan areas (off the shelf)</td>
</tr>
<tr>
<td>7 days</td>
<td>For regional, rural and remote areas (off the shelf)</td>
</tr>
<tr>
<td>12 days</td>
<td>Custom built</td>
</tr>
</tbody>
</table>

RAP and Residential Aged Care

Entitled persons receiving high level care in an Australian Government funded residential aged care facility (RACF) are not generally provided with RAP aids and appliances. DVA does, however, routinely provide a range of items to entitled persons in low-level care. These may include custom made wheelchairs, continence products, low vision aids, compression stockings and medical grade footwear.

When an entitled person moves from low-level care to high-level care, RAP items previously issued may be taken with them subject to the approval of the RACF. DVA will maintain responsibility for the repair, maintenance and replacement of such items. Entitled persons receiving Extended Aged Care at Home (EACH) services or Community Aged Care Packages (CACP) are able to access RAP items where the service provider is not legally required to supply them.

Further information is available by calling the Aged Care Hotline on 1800 500 853.

What if my hospital/health service does not have a RAP contract in place?

If your hospital does not have a contract with a RAP provider, please follow these steps.

The list of available items and equipment is derived from Schedule 3 of the GST Act. To access the Schedule, please click on the link below.

Schedule of Aids and Equipment

If the item’s cost is $500 or less, the hospital should supply the item and then invoice DVA. If the item’s cost is greater than $500 the hospital should then contact DVA for prior approval (contact details below). DVA will then advise whether they approve, or arrange alternative provision of the item directly through their suppliers.

The list is not exhaustive therefore, if the patient requires an item that is not in the list, hospitals should provide the item and the approval process applies if the cost is more than $500.
Who can I contact for further information?

Should you have any additional queries or would like more information, please contact the **DVA Provider Hotline:**

1300 550 457 (metropolitan areas), or
1800 550 457 (regional areas) and,
Select **Option 1** for RAP.

Veterans may contact general enquiries on **133 254**.

5) **COMPLIANCE**

Compliance with Operational Directives is mandatory. All hospitals are required to implement this directive immediately.

6) **EVALUATION**

Individual health services are responsible for ensuring compliance with this directive. This directive will be reviewed every five years.

7) **REFERENCES**

[DVA Management Unit](#) website

8) **RELATED DOCUMENTS**

- Identification of DVA Entitled Persons
- DVA Patient Election Form
- Inter-hospital transport arrangements for DVA entitled persons