



Bushfire Recovery Wellness Voucher Program

Information for treatment providers – February 2011

The Victorian Bushfire Appeal Fund Advisory Panel has allocated \$1 million to establish the Bushfire Recovery Wellness Voucher Program. The program aims to assist people directly affected by the 2009 Victorian bushfires to access complementary therapies or allied health services that they feel will increase their wellbeing.

What is the program?

The program provides for allied health and complementary therapy to each individual (including dependant children over five years of age) who has been directly affected by the 2009 Victorian bushfires. Successful applicants will be provided with four vouchers that can be used to see eligible treatment providers of their choice before 10 August 2011.

Each voucher is a \$50 contribution towards the cost of one session of therapy and there may be a gap or co-payment required depending on the cost of treatment. The voucher does not cover the cost of goods or products recommended by the treatment provider.

The treatment provider must have a **private health insurance provider number** to be eligible to accept wellness vouchers for treatment in their area of qualification.

The program will run from 14 February 2011 until 10 August 2011 and vouchers can be used anytime during this period. The program extends to all people directly affected by the Victorian bushfires including those people who may have relocated interstate.

Which service providers are eligible under this program?

Allied health practitioners and complementary therapists with a **private health insurance provider number** are eligible to accept wellness vouchers for treatment in their area of qualification.

How do the vouchers work?

Each voucher is redeemable for one session of treatment. The voucher will have the client's name and a unique identification number. Vouchers can be used anytime until 10 August 2011 and are not transferable.

The choice of treatment is up to the applicant in consultation with the treatment provider.

Applicants do not need to use all four vouchers or attend all four visits with the one treatment provider.

Please note that the **private health insurance provider number** is only used by the Victorian Bushfire Appeal Fund to verify that a treatment provider is eligible to participate in the voucher program. Clients do not have to be a member of the private health insurance fund in order to participate in the voucher program. The voucher cannot be used for treatment that is to be claimed from private health insurance or Medicare.

How to obtain the voucher rebate

At the completion of each session the treatment provider must sign and retain the voucher for financial reimbursement.

To receive financial reimbursement under this program you must provide:

- a completed and signed wellness voucher
- an invoice clearly stating:
 - your name, business name and address
 - ABN
 - name of private health insurance fund
 - private health insurance provider number
 - banking details for payment.

Please forward the above to:

Operations Bushfire Appeal

GPO Box 4032
Melbourne 3001

Terms and conditions

Allied health practitioners and complementary therapists with a **private health insurance provider number** are eligible to participate in the program. If you do not have a current **private health insurance provider number** you will **not** be eligible for payment.

The voucher is a contribution towards the cost of one session of treatment, valued at \$50. The client pays the gap between the cost of the session and the \$50 voucher. Please note that if treatment is less than \$50 the Victorian Bushfire Appeal Fund will not issue change.

It is expected that treatment providers will continue to apply the standard schedule of fees for treatment sessions where vouchers are presented for use. Fees for services charged by treatment providers will be reviewed and any increase in fees may be referred to the relevant professional bodies or registration boards.

Remittance advice will be forwarded to you on payment. It is expected that payment will be made within five days of receipt of invoice. It is acceptable for treatment providers to submit invoices in batches rather than after each consultation.

Please check vouchers carefully to ensure your provider name is correct and is valid for use.

Role and conduct of the treatment provider

It is expected that all treatment providers will provide care according to the code of conduct and clinical governance requirements of their profession, and adhere to all relevant professional standards including compliance with health privacy principles and client record management. Treatment providers are expected to refer clients to their general practitioner or other health provider if further care is required.

Any complaint against professional conduct will be forwarded to relevant professional bodies or registration boards.

Limitations

- The vouchers cannot be used in conjunction with private health insurance or Medicare rebates.
- The vouchers cannot be used for psychological counselling (including social work). Clients requiring psychological counselling should apply for vouchers from the Bushfire Psychological Counselling Voucher Program at www.dhs.vic.gov.au/bushfireappeal/Fund-Payments/support-payments/psychological-support-package
- Vouchers are not redeemable for cash.
- Only one voucher can be used per session of treatment.
- Vouchers cannot be used for group sessions.
- Vouchers are not transferable. Each voucher has the person's name and unique identification number printed on it.
- Vouchers cannot be used to purchase goods or products recommended by the treatment provider.

Where can I go for more information?

Further information on the program is available on our website at www.dhs.vic.gov.au/bushfireappeal/wellnessvouchers or by contacting our information line on 1800 180 213. Eligible treatment providers will be advised should any modifications be made to this program.

Disclaimer

The State of Victoria does not represent or warrant that the services are suitable for your needs. You should assess whether the services being obtained are appropriate and seek independent professional advice. To the extent permitted by law, the State of Victoria excludes liability for any loss any amount or kind of loss or damage that may result by use or reliance on services obtained by treatment providers using these vouchers. The State of Victoria does not endorse, or warrant that, any of the services obtained by treatment providers is accurate, authentic or complete.