



## NIPTAAS

# Travelling to mainland Australia for health services?

The Norfolk Island Patient Travel and Accommodation Assistance Scheme (NIPTAAS) is available to assist those patients and their escorts/carers residing on Norfolk Island who must travel to mainland Australia to access specialist medical or oral health surgical treatment items listed under the Commonwealth Medicare Benefits Schedule (MBS). Terms and Conditions apply.

### Who is eligible?

To claim, you must meet all of the following criteria:

- Patient is eligible for Medicare at the time of the service and permanently living on Norfolk Island
- Specialist medical treatment and/or oral health surgical treatment is not available locally
- Treatment required is an item listed in the MBS
- The specialist to whom you have been referred is registered on the Department of Human Services' Medicare Provider Directory as able to perform the required treatment service
- The GP on Norfolk Island has advised that a telehealth service (specialist video consultation) is not in the patient's best interest
- The claim must be submitted within 12 months of the date of treatment in Australia

### Claim Forms

The NIPTAAS travel forms are available from the Accounts Department at NIHRACS.

### How do I fill out the claim form?

- The GP on Norfolk Island will provide you with a Specialist Referral Letter and NIPTAAS Doctor Patient Travel Form
- Have your specialist or their authorized representative complete Part 3 of the claim form - Specialist and Treatment Details
- When you return to Norfolk Island, complete Part 1, Part 2 and Part 4.
- Submit with all supporting documentation and original receipts including boarding passes to NIHRACS.

## What travel costs can I claim?

NIPTAAS will reimburse you for travel costs associated with your specialist treatment, including air travel up to a Seat and Bag fare.

You may receive the following reimbursements:

- A standard subsidy rate of 22 cents per kilometer is available to assist patients travelling to specialist treatment Centre by private vehicle or hire car.
- Fares for relevant journeys using public transport (less GST and all fees).
- Reimbursement for approved air travel up to a Seat and Bag Fare (less GST and all fees) for the patient and the pre-approved escort, as long as the escort accompanies the patient on both flights
- Reimbursement for approved air travel for a Newborn infant ticket, that is required to be born in Australia
- Taxi reimbursement (less GST) at the following maximum rate:
  - One visit: maximum \$20
  - Two visits: maximum \$40
  - Three visits: maximum \$60
  - Four visits: maximum \$80
  - More than four visits (15 days or more): maximum \$160

## What are the accommodation subsidies?

### Private Accommodation

\$20.00 per night for single occupancy

\$40.00 per night if staying with approved escort

### Hotel Accommodation

\$43.00 per night for single occupancy

\$60.00 per night if staying with approved escort

## NIPTAAS Claim Example

Mr Smith is required to travel to Sydney for a specialist appointment for medical treatment not available on Norfolk Island. Mr Smith has obtained a valid GP referral, made his specialist appointment and has booked his flights from Norfolk Island to Sydney.

Return air travel from Norfolk Island to Sydney, Seat and bag is \$660.00 (excluding booking fees and credit card fees). He departs Monday and returns Friday.

Mr Smith is picked up from the airport by his family, and stays with his family for the first 3 nights. He can claim private car mileage (30kms return at 0.22c/km = \$6.60) from the airport to his family's house, then 3 nights private accommodation (3 x \$20/night = \$60.00).

Mr Smith's appointment is on the Wednesday. He takes the train from his family's house to the city. Cost of a ticket is \$5.20 each way (\$10.40 less GST = \$9.36).

Mr Smith decides to stay at an airport hotel the night before his departure back to Norfolk. He is able to claim 1 nights hotel accommodation (1 x \$43.00/night = \$43.00). He catches a taxi from his family's house to the airport hotel, which costs \$32.00. As he has only had one specialist visit, the maximum amount reimbursable is \$20.00.

This is Mr Smith's first visit to a specialist in this financial year, and as he works full time and does not have a pension card or health care card, he will be required to pay the \$40.00 co-payment fee.

**NIPTAAS Claim - \$798.96 less \$40.00 co-pay**

**Total Reimbursement = \$758.96**

**Co-Payments**

Pensioners and Health Care Card Holders are not required to make a co-payment.

Patients who are not pensioners or Health Care Card Holders must make a co-payment (currently set at \$40.00) for each claim. The number of co-payments per financial year is capped at four; the maximum cost for co-payment is \$160.00 per financial year.

### **Emergency Medical Evacuation**

In the event of a medical emergency which cannot be addressed at NIHRACS, the manager will secure the soonest available flight from an air medical retrieval operator.

All medevac patients are transported to Sydney for medical treatment unless weather or other such factors require an alternate destination. Medical evacuations (Medevacs) will be organised and paid for by NIHRACS for holders of a current Medicare card.

Once discharged, the patient's flight back to Norfolk Island will be booked and paid for by the patient and claimed on return through NIPTAAS.

### **Non-urgent transfer to a mainland hospital**

In the event a patient requires non-urgent medical attention at a mainland hospital based on the advice of a Norfolk Island GP, they may travel to the mainland on an available commercial flight.

Eligible out of hospital accommodation on the mainland and return airfare to Norfolk Island is to be booked and paid for by the patient, and will be reimbursable on return through NIPTAAS.

### **Prior to claiming through the subsidy scheme refer to this checklist:**

- Have you met the eligibility criteria?
- Is your claim within 12 months of the appointment date?
- Do you have a Norfolk Island GP issued NIPTAAS Doctor Patient Travel Form?
- Has your Norfolk Island GP pre-approved your travel escort?
- Do you and your travel escort permanently reside on Norfolk Island?
- Has your pre-approved travel escort travelled together on both flights?
- Have you completed Part 1, and Part 2 of the claim form?
- Has your specialist completed Part 3 of the claim form?
- Have you signed the patient declaration in Part 4 of the claim form?
- Have you provided original travel receipts including your airline itinerary, airline receipts and boarding passes; supporting documentation of specialist appointments, treatment dates or hospital admission and discharge dates; hotel invoices showing check in and check out dates; taxi invoices, rail tickets or bus tickets
- Have you provided your Medicare number; and your Pensioner Health care card if applicable?

### **Contact us:**

Norfolk Island Health and Residential Aged Care Service (NIHRACS)  
PO Box 94  
Norfolk Island 2899  
Telephone: +6723 22091