

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 NIHRACS Manager will arrange a medivac.

All medivac patients are transported to Sydney or Brisbane for medical treatment unless weather or other such factors require an alternate destination. Medical evacuations (Medivac's) 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 NIHRACS Medical Practitioner, 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 the applicable amount 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 NIHRACS Medical Practitioner issued NIPTAAS Doctor Authority Form from within the last 12 months?
- If you require an escort has your Norfolk Island Medical Practitioner pre-approved an escort on your NIPTAAS Doctor Authority Form?
- Do you and your travel escort permanently reside on Norfolk Island?
- Has your pre-approved travel escort travelled with you on both flights?
- Have you completed Parts 1,2 and 4 of the claim form?
- Has your specialist completed Part 3 of the claim form? Do you have a signature for every appointment attended?
- Have you signed the Claim Form (and Travel Diary if applicable)?
- Have you included original travel receipts including your airline receipts and boarding passes; supporting documentation and proof 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:

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



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:

- You must be eligible for Medicare at the time of the service and permanently living on Norfolk Island, and;
- Specialist medical treatment and/or oral health surgical treatment is not available locally, and;
- Treatment required is an item listed in the Commonwealth Medicare Benefits Schedule (MBS) or a Department of Veterans' Affairs schedule, and;
- 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, and;
- The NIHRACS Medical Practitioner on Norfolk Island has advised that a telehealth service (specialist video consultation) is not your best interest, and;
- You must have a NIPTAAS Doctors Authority Form that is no more than 12 months old at the time of the appointment;
- Your claim must also be submitted within 12 months of the date of treatment in Australia.

If the above criteria is not met then you are NOT eligible for assistance.

Claim Forms

The NIPTAAS Claim Form and Travel Diary are available from the Accounts Department Reception area or the Social Worker at NIHRACS.

How do I fill out the claim form?

- The NIHRACS Medical Practitioner on Norfolk Island will provide you with a Specialist Referral Letter and NIPTAAS Doctor Authority Form (this must be used within 12 months or you will need a new referral before departing);
- At your first appointment you will need to have your specialist or an authorised representative complete Part 3 (Specialist and Treatment Details) of the claim form;

- Any subsequent appointments must also have the specialist or an authorised representatives signature on either Section 3.2 of the Claim Form or Section 3 and/or 4 of the Travel Diary. Please ensure there is a signature for EVERY appointment including blood tests, scans and follow up appointments.
- You can then complete the rest of the NIPTAAS Claim Form any time before submitting;
- Complete the checklist provided and submit claim to NIHRACS Accounts Department Reception with all supporting documentation and original receipts including boarding passes.

What travel costs can I claim?

- NIPTAAS will reimburse you for the following travel costs: 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 the flight;
- A standard subsidy rate of 22 cents per kilometer is available to assist patients travelling to and from the airport and specialist treatment centre by private vehicle or hire car (hire car rental fees are not eligible for reimbursement);
- Fares for relevant journeys to and from the airport and specialist treatment using public transport (less GST and all fees);
- Reimbursement for approved air travel for a Newborn infant required to be born in mainland Australia;
- Taxi reimbursement (less GST) at the following maximum rate:
 - One appointment: maximum \$20
 - Two appointments: maximum \$40
 - Three appointments: maximum \$60
 - Four appointments: maximum \$80
 - More than four appointments: 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

Not for Profit / For Profit (Hotel/Paid Accommodation)

\$60.00 per night for single occupancy

\$75.00 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 NIPTAAS Doctor Authority Form and Specialist Referral Letter, 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 = **\$9.45**).

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 \$60/night = **\$60.00**). 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 does not have a pension card or health care card, he will be required to pay the **\$40.00** co-payment fee.

NIPTAAS Claim: \$816.05 less \$40.00 co-pay

Total Reimbursement = \$776.05