

Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)

Information for Patients



The Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS) provides financial assistance for eligible people who are required to travel long distances for specialist medical appointments.

Eligibility

To be eligible, you must:

- Be a resident of NSW or Lord Howe Island and also be eligible for Medicare
- Live more than 100km from the nearest treating specialist*
- Require specialist treatment that is not available locally
- Claim all benefits available through a private health fund prior to applying to IPTAAS (if applicable)
- Not be eligible for any other government travel assistance schemes.

* You may also be eligible if cumulative journeys to your treating specialist exceed 200km within a week.

How to apply

1. Visit the EnableNSW website at www.enable.health.nsw.gov.au and download an *IPTAAS Application Form* or click on the link to 'Apply online'.
2. When you visit your specialist, take the form with you and ask that they complete Form C (and Form B if applicable to be completed by your referring doctor*).
3. Collect any tickets or receipts for travel and accommodation and keep a record of your trips.
4. Attach your travel information, receipts and tickets (copies or originals) to your completed application form and submit to EnableNSW or the IPTAAS office for your area.

* Form B is only required if it is medically necessary for you to travel by air and/or have an escort/carer, or if advanced payment is needed. Patients under 17 years of age are automatically entitled to an escort/carer.

Claims will be processed within 30 days of receipt, provided all paperwork is complete. Incomplete forms will be returned to applicants for more information.

Benefits under IPTAAS

Assistance provided through IPTAAS will depend on your medical needs. IPTAAS will only subsidise travel and accommodation required for medical reasons and claims must be certified by a medical specialist.

In some cases, payments can be made before you travel. To apply for advanced payment, contact EnableNSW or an IPTAAS office and request a declaration form. IPTAAS will reimburse receipts received within 12 months of the appointment or completion of a block of treatment.

For more information:

Phone: 1800 IPTAAS (1800 478 227), Mon-Fri 9am-5pm
 Email: IPTAAS@hss.health.nsw.gov.au,
 Website: www.enable.health.nsw.gov.au



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Entitlements may include:

- Fuel subsidy at a rate of 19 cents/km
- Commercial accommodation – single room \$43/night or double room \$60/night
- Private accommodation (staying with friends or family) – \$20/night
- Reimbursement for economy-class tickets on public transport, less GST
- Assistance with the cost of taxi fares and/or airfares
- Subsidies for an escort/carer to travel with patients.

All entries must be verified by your treating specialist (or their authorised representative) and sent together with receipts to your local IPTAAS office or EnableNSW.

More information

For more detailed information about making a claim through IPTAAS, please refer to the *More information about claims* factsheet on the EnableNSW website, or call EnableNSW or an IPTAAS office to speak to one of our customer service officers.

Patient contributions

Some patients may be required to make a contribution towards the cost of their travel.

Patients who hold a current pension or healthcare card are not required to make a financial contribution. Other patients are required to make a contribution of \$40 per return journey or a weekly \$40 contribution for patients travelling under the 200km per week cumulative distance rule.

Contributions will be capped once subsidies reach \$1000 within a 12 month period. If you anticipate that this contribution would result in financial hardship, please contact EnableNSW or an IPTAAS office to discuss your individual circumstances.

Making additional claims

Claims for multiple visits to the same specialist within a year of referral can be made by completing the IPTAAS Travel Diary Supplement available on the EnableNSW website.

The Travel Diary Supplement is a one page form which helps you to record and claim your trips without needing to complete the full IPTAAS application every time you travel.

Feedback

We are committed to providing a simple and efficient service. Please contact us if you have any concerns or suggestions for how we could improve.

If you are not satisfied with the assistance you receive on the phone, please ask to speak with a senior staff member who will assist you further.

CONTACT US:

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