

Frequently Asked Questions

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Am I eligible to apply for assistance from IPTAAS?

To be eligible, you must:

- Be a resident of NSW or Lord Howe Island
- Be enrolled with Medicare
- Not be receiving, or eligible for, financial assistance for travel and accommodation from third party insurance or other Australian government services
- Be referred for treatment at your nearest health service
- Receive treatment at an approved health service
- Travel from your residence for treatment at least 100km (one way), or at least 200kms in a week by making multiple trips to and from treatment.

What assistance can I get from IPTAAS?

You can claim a subsidy towards the following if you are eligible:

- Private vehicle travel
- Public transport (trains, buses, ferries and taxis)
- Air travel (in special circumstances)
- Accommodation
- The cost of having an escort / carer support you during your treatment.

Can I get a subsidy towards air travel for treatment?

You can get a subsidy if your air travel is approved. Before you fly, you must ask your referring doctor or treating practitioner to get an air approval code. Your referring doctor, treating practitioner or their authorised representative can get this code by contacting the local IPTAAS office and confirming the reason you are not able to travel by other modes.

Failure to get an air approval code may result in reimbursements at a lower rate.

What is a co-payment?

Patients and their escorts (if applicable) who are not pensioners or health care card holders may be required to make a contribution towards the cost of their travel and/or accommodation. This contribution is known as co-payment. Co-payments are \$30 per return journey and are capped at 4 co-payments for appointment dates within a financial year period. A co-payment will only be deducted from claims with appointment dates before 1 October 2018.

Are booking fees subsidised through IPTAAS?

From Monday 1 October 2018, the cost of booking fees received when travelling by public transport or air will now be subsidised. This is in addition to the subsidised travel cost less the GST. GST will remain unable to be subsidised under the new policy change.

What are the IPTAAS subsidies?

- Travel for private vehicle is 22 cents per kilometre
- Public transport full cost (including booking fees) reimbursed less the GST
- Private stay \$20 per night per person. Airbnb bookings are also reimbursed at this rate.

Not-For-Profit Accommodation

- Accommodation for patient is \$43 per night for the first 7 nights per financial year
- Accommodation for patient and escort is \$60 per night shared for the first 7 nights per financial year
- Accommodation for patient is \$65 per night for 8 nights plus per financial year
- Accommodation for patient and escort is \$85 per night shared for 8 nights plus per financial year

For-Profit Accommodation

- Accommodation for patient is \$43 per night for the first 7 nights per financial year
- Accommodation for patient and escort \$60 per night for the first 7 nights per financial year

- Accommodation for patient is \$80 for 8 to 14 nights per financial year
- Accommodation for patient and escort \$105 for 8 to 14 nights per financial year
- Accommodation for patient is \$105 for 15 nights plus per financial year
- Accommodation for patient and escort is \$120 for 15 nights plus per financial year

What's the difference between profit/not for profit accommodation?

For-profit accommodation providers do not have charitable status.

Not-for-profit accommodation is provided by organisations that are registered as a charity or government entity in the [Australian Business Register](#), which can be searched using either the accommodation provider's name or ABN.

How do I apply for bulk billing?

Upon arrival at the accommodation facility, ask them to help you complete Form 3 Application to bulk bill accommodation including their declaration on page 3 and send this to your local IPTAAS office for approval.

At the end of your stay, you will need to complete and submit Form 2. Travel and accommodation assistance supplement.

How do I apply?

There are several ways to apply:

1. [Apply online](#)
2. Complete the [application forms](#) manually and email, post or fax your forms to your local IPTAAS office.

What forms do I need?

Information about how to apply online is available from the [Online Application Support](#) page.

To submit a paper application you will need to download the [IPTAAS application form](#). For easy use our claim forms have separate sections know as parts.

The IPTAAS forms Include:

- [Form 1: Application for travel and accommodation assistance](#)
- [Form 2: Travel and accommodation supplement](#)
- [Form 3: Application to bulk bill accommodation](#)
- [Form 4: Application for advance travel assistance](#)
- [Form 5: Referral details for online users](#)
- [Form 6: Application for travel and accommodation assistance for donors](#)

For your initial or first visit to your practitioner or health service complete [Form 1. Application for travel and accommodation assistance](#) including Part C. Referral details.

For multiple trips to the same practitioner or health service complete [Form 2. Travel and accommodation assistance supplement](#).

For Advanced Payments:

- Before you travel complete and submit [Form 4. Application for advanced travel assistance](#) to your local IPTAAS office

When you return home complete and submit [Form 2. Travel and accommodation assistance supplement](#).

How long will it take to assess my application?

The time it takes to assess an application varies but payment should be made within 30 days from the date we receive your application, subject to the correct information and necessary documentation being received by IPTAAS.

However, if we need to follow up information your payment may be delayed.

When does my referring doctor need to complete a form?

Referral details are required if it is the first visit to a practitioner or health service. The referral is valid for 24 months.

This isn't the first visit to my specialist, does my referring doctor need to complete a form?

No, as long as it is within the 24 month period from your initial appointment date.

You will be required to submit updated referral details with the first claim you lodge 24 months after your first appointment with that practitioner or health service.

What is a supplement form and when can I use one?

A [travel and accommodation assistance supplement \(Form 2\)](#) is used to record multiple return trips to the same practitioner or health service specialist on a single form. A supplement form will help you keep track of your travel and accommodation records for each trip.

You can use a supplement form once you have submitted your first application.

How do I contact my local office?

If you call the toll free 1800-IPTAAS number you will be given an option of calling your local office.

- **Select Option 1** for the Hunter New England office
- **Select Option 2** for the Port Macquarie office

- **Select Option 3** for the Broken Hill office
- **Select Option 4** for all other areas
- **Select Option 5 for online claim support**

Alternatively you can contact your local office in writing on:

Hunter New England – Tamworth

Fax: (02) 6766 4576

Email: HNELHD-IPTAAS@hnehealth.nsw.gov.au

Post: IPTAAS Coordinator

Locked Bag 9783, Tamworth NEMSC NSW 2348

Northern NSW, Mid North Coast – Port Macquarie

Fax: (02) 5524 2996

Email: MNCLHD-TFH-IPTAAS@health.nsw.gov.au

Post: IPTAAS Coordinator - PO Box 126, Port Macquarie NSW 2444

Far West – Broken Hill

Fax: (08) 8080 1695

Email: FWLHD-IPTAAS@health.nsw.gov.au

Post: IPTAAS Coordinator - Broken Hill Health Service - PO Box 457, Broken Hill NSW 2880

For all other areas

Fax: (02) 8797 6543

Email: IPTAAS@health.nsw.gov.au

Post: IPTAAS Coordinator - Locked Bag 5270 Parramatta NSW 2124

If I want to provide feedback, how do I do this?

Send feedback using our [feedback form](#) or alternatively, you can call our office to provide feedback.

About IPTAAS

IPTAAS is the Isolated Patients Travel and Accommodation Assistance Scheme. This is a NSW Government scheme providing financial assistance towards travel and accommodation costs when a patient needs to travel long distances for treatment that is not available locally.

Contact

Phone: 1800 IPTAAS (1800 478 227)

Email: iptaas@health.nsw.gov.au

