

## Information for patients

# Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)

### IPTAAS PROVIDES SUBSIDIES FOR:



- Private vehicle travel
- Public transport (trains, buses and taxis)
- Air travel (in special circumstances)
- Accommodation
- The cost of having someone to support you during your travel.

### IPTAAS DOES NOT COVER:



- Clinical trials
- Health screening programs
- General dentistry

## What is 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.

## Who is eligible to apply for assistance from IPTAAS?

To be eligible for IPTAAS, a patient 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 their nearest health service
- Receive treatment at an approved health service
- Travel from their residence for treatment at least 100km (one way), or at least 200kms in a week by making multiple trips to and from treatment.

## How do I apply for assistance?

You can apply:

- Online at [www.iptaas.health.nsw.gov.au](http://www.iptaas.health.nsw.gov.au)
- Complete a paper application

IPTAAS forms are available by:

- Visiting our website at [www.iptaas.health.nsw.gov.au](http://www.iptaas.health.nsw.gov.au)
- Calling your local IPTAAS office on **1800-IPTAAS (1800 478 227)**.

## CONTACT US

1800 478 227 (1800 IPTAAS) 9am–5pm weekdays.

ABN: 65 6975 63521 | [www.iptaas.health.nsw.gov.au](http://www.iptaas.health.nsw.gov.au)

## ONLINE APPLICATIONS



Applying online will allow you to scan or photograph your travel and accommodation invoices to submit with your online application.

## REPEAT TRAVEL



The easiest way to claim for subsequent or multiple visits, to the same practitioner or health service, is by using our online system. The system will populate your details making it quicker to claim.

You can also apply for multiple trips by paper application. Complete **Form 2. Travel and accommodation supplement.**

## Applying for the first time - online

Register your details at [www.iptaas.health.nsw.gov.au](http://www.iptaas.health.nsw.gov.au)

- An IPTAAS patient ID will be allocated to you. Use this ID to lodge your application online
- Have your referring practitioner complete **Form 5. Referral details** for online users, and attach this to your online application
- Have your appointment information ready. Complete your personal details including bank account information. Provide treatment, travel and accommodation details
- Scan or photograph your travel and accommodation invoices and attach this to your online application
- Submit your application.

## Applying for the first time - paper based

- Have your doctor complete the referral details part of the IPTAAS form
- Complete **Form 1. Application for travel and accommodation assistance**, including:
  - Eligibility and patient details
  - Treatment details
  - Payment details
  - Travel and accommodation details
- If you need to stay more than two nights before or after your appointment have your practitioner or health service complete the practitioner or health service declaration
- Sign the patient declaration and submit your application form, and any applicable travel or accommodation invoices, to your local IPTAAS office.

## FORM SUBMISSION

You can submit your IPTAAS application online at [www.iptaas.health.nsw.gov.au](http://www.iptaas.health.nsw.gov.au) Alternatively, you can submit a paper application by mail, fax, email or in person.



If you need to fly for medical reasons, your referring doctor or treating practitioner will need to get an air approval code.

This will ensure that you receive the full cost (excluding GST) back for your flights.



The cost of booking fees when travelling by public transport or air, will now be subsidised.

You may receive the full reimbursement (excluding GST) when you apply for assistance from IPTAAS towards travel costs.

## What travel costs can I claim?

IPTAAS will reimburse you for travel costs associated with your treatment, including air travel if you need to fly for medical reasons.

Before you fly, you must ask your referring doctor or treating practitioner to get an air approval code. This code is recorded on your application and will ensure that you receive the full cost (excluding GST) back for your flights.

If you choose to fly and do not have an air approval code, IPTAAS will either reimburse you at the same rate as private car travel (for the distance between your home and the treatment address) or the cost of the flight (excluding GST) – whichever is the lesser amount.

You may receive the following reimbursements:

- 22 cents per kilometre for private car travel
- Full reimbursement for public transport (minus GST)
- Full reimbursement for approved air travel (minus GST)
- Taxi reimbursement at the following maximum rate:
  - 1 day appointment: maximum \$20
  - 2 – 7 day appointment: maximum \$40
  - 8 – 14 day appointment: maximum \$80
  - 15 or more days appointment: maximum \$160.

## What are the accommodation subsidies?

**Private accommodation:**

If staying with a relative or friend, you and your escort carer may be eligible for a subsidy of:

- \$20 per night regardless of the number of nights you stay (or \$40 per night if you are staying with your escort).

## ACCOMMODATION TYPES

IPTAAS subsidises three types of accommodation: **private** (relatives and friends), **not-for-profit** (registered charities) and **for-profit** (hotels, etc).

## PRIVATE ACCOMMODATION



Private accommodation providers are relatives or friends of the patient, and do not have an ABN.

## NOT-FOR-PROFIT ACCOMMODATION



Not-for-profit providers are registered as charities or government entities on the Australian Business Register.

## FOR-PROFIT ACCOMMODATION



For-profit providers are commercial businesses with an ABN. These include hotels, motels, apartments and hostels.

### Not-for-profit accommodation:

If you are staying in a not-for-profit organisation, for the first seven nights in a financial year you will be reimbursed at:

- \$43 per night for single occupancy (or \$60 per night if you are staying with your escort)
- Additional nights during the same financial year will be reimbursed at \$65 per night for single occupancy (or \$85 per night if you are staying with your escort).

### For-profit accommodation (per financial year):

- One to seven nights: \$43 per night for single occupancy (or \$60 per night if you are staying with your escort)
- Eight to fourteen nights: \$80 per night for single occupancy (or \$105 per night if you are staying with your escort)
- Fifteen nights plus: \$105 per night for single occupancy (or \$120 per night if you are staying with your escort).

## Accommodation example

Joe Smith attends radiotherapy treatment. Mr Smith chooses to stay at a for profit (commercial) facility during his treatment.

For the first seven nights of Mr Smith's stay, he is entitled to a subsidy of \$60 per night because he is travelling with his escort.

For the last two nights, Mr Smith is entitled to \$105 per night because he is travelling with an escort.

7 nights @ \$60/night = \$420

+

2 nights @ \$105/night = \$210

=

Total subsidy = \$630.

## FINANCIAL YEAR

Accommodation nights for single or multiple treatment periods accrue from the start of each financial year, and revert back to zero on 1 July.

## SPECIALIST ELIGIBILITY



For a patient to be eligible for assistance, they must be treated by an approved specialist medical practitioner.

For more information on specialist eligibility, please contact your Local Health District office.

## ALLIED HEALTH ELIGIBILITY



For a patient to be eligible for assistance, the Allied Health treatment must be provided in one of the clinics listed on our website.

## PROSTHETIST / ORTHOTIST ELIGIBILITY



For a patient to be eligible for assistance, the Prosthetist/Orthotist must meet the eligibility criteria as defined by IPTAAS.

Please contact your Local Health District office for more information on Prosthetist/Orthotist eligibility.

## What type of treatment can I claim travel and accommodation assistance for?

IPTAAS will provide travel and accommodation assistance for eligible patients who need to travel long distances for specialist medical treatment, to a highly specialised Allied Health Clinic, or to an approved Prosthetist/Orthotist.

To be eligible for assistance through IPTAAS, you must be receiving treatment:

- from an approved specialist medical practitioner
- at one of the approved Allied Health Clinics, or
- from an approved Prosthetist/Orthotist, as defined by IPTAAS.

For more information on eligibility, please contact your Local Health District office. A complete list of approved clinics and locations is available via our website at [www.iptaas.health.nsw.gov.au](http://www.iptaas.health.nsw.gov.au).

## Prior to applying through IPTAAS, refer to this checklist:

- Have you met the eligibility criteria?
- Is your appointment date within the past 12 months?
- If you are visiting a practitioner or health service for the first time, has your referring practitioner completed **Part C. Referral details** on the IPTAAS application form?
- Have you completed all mandatory questions in the application?
- Have you completed the patient declaration on the application?
- Have you provided invoices for travel and accommodation?
- Have you kept records to confirm you attended your appointment?

## CONTACT US

1800 IPTAAS (1800 478 227) 9am–5pm weekdays.

ABN: 65 697 563 521 | [www.iptaas.health.nsw.gov.au](http://www.iptaas.health.nsw.gov.au)

## OFFICE CONTACT DETAILS

For more information about IPTAAS, please contact your Local Health District office using the details below.

### Hunter New England - Tamworth

Phone: 1800 478 227 + select Option 1

Fax: (02) 6766 4576

Email: [HNELHD-IPTAAS@hnehealth.nsw.gov.au](mailto:HNELHD-IPTAAS@hnehealth.nsw.gov.au)

Post: IPTAAS Coordinator | Locked Bag 9783  
Tamworth NEMSC NSW 2348

### Northern NSW, Mid North Coast - Port Macquarie

Phone: 1800 478 227 + select Option 2

Fax: (02) 5524 2996

Email: [MNCLHD-TFH-IPTAAS@health.nsw.gov.au](mailto:MNCLHD-TFH-IPTAAS@health.nsw.gov.au)

Post: IPTAAS Coordinator | PO Box 126  
Port Macquarie NSW 2444

### Far West - Broken Hill

Phone: 1800 478 227 + select Option 3

Fax: (08) 8080 1695

Email: [FVLHD-IPTAAS@health.nsw.gov.au](mailto:FVLHD-IPTAAS@health.nsw.gov.au)

Post: IPTAAS Coordinator | PO Box 457  
Broken Hill NSW 2880

### Central Coast, Illawarra Shoalhaven, Murrumbidgee, Nepean Blue Mountains, Northern Sydney, Southern NSW, South Eastern Sydney, South Western Sydney, Sydney, Western NSW, Western Sydney

Phone: 1800 478 227 + select Option 4

Fax: (02) 8797 6543

Email: [IPTAAS@health.nsw.gov.au](mailto:IPTAAS@health.nsw.gov.au)

Post: IPTAAS Coordinator | Locked Bag  
5270 Parramatta NSW 2124

### Over the counter assistance is available in the following locations:

#### Tamworth Hospital

Dean Street, North Tamworth NSW 2340

#### Broken Hill Health Service

Thomas Street, Broken Hill NSW 2880

#### Port Macquarie Community Health

Morton Street, Port Macquarie NSW 2444

#### Dubbo Base Hospital

Myall Street, Dubbo NSW 2830

Alternatively, please phone **1800 IPTAAS (1800 478 227)** to speak to one of our friendly customer service representatives for your nearest office.

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