



AMBULANCE FEES & CONCESSIONS

DON'T GET CAUGHT WITH THE COST

Some ambulance services are provided free of charge to people who fall into the following categories listed below, provided they were in receipt of a benefit entitlement, at the time they used the ambulance services.

Concession card holders:

- ⊕ Health Care Concession Card holder (HCCC)
- ⊕ Pensioner Concession Card holder (PCC)
- ⊕ Department of Veterans Affairs Card holder (DVA)
- ⊕ Commonwealth Seniors Health Card holder (CSHC)

Cover for concession card holders is PROVIDED for;

- ⊕ Ambulance services in New South Wales
- ⊕ Emergency ambulance services for all other States/Territories

Cover for concession card holders is NOT PROVIDED for;

- ⊕ Repatriation back to home state for non-clinical reasons.
- ⊕ Non-emergency ambulance services.

Medicare does not cover the cost of the provision of ambulance services.

Interstate ambulance charges are a complex issue, and the Ambulance Service provides the following information for concession card holders:

The person treated by ambulance officers (ie the patient) is responsible for paying any fees associated with their treatment and/or transport, regardless of whether or not they were the individual who requested an ambulance.

There appears to be some confusion among pensioners and other concession card holders regarding interstate ambulance charges and under what circumstances they may become liable for payment when travelling interstate.

Provision of Interstate Ambulance Services

NSW resident concession card holders are entitled to receive free **emergency** ambulance services in all Australian States and Territories however the following restrictions apply;

- Western Australia do not recognise Health Care Concession cards, and
- Victoria do not recognise Commonwealth Seniors Health Cards.

South Australia and Queensland:

NSW resident concession card holders receiving **emergency** ambulance services in South Australia or Queensland will have their accounts paid by the NSW government. NSW resident concession card holders receiving **non-emergency** ambulance services in these states are liable for the cost of these services.

In the event that an account is received for the provision of **emergency** ambulance services, NSW resident concession card holders, are advised that they can have their invoice paid by returning the "tear off" section on the back of the account to the Revenue Accountant, Ambulance Service of NSW, Locked Bag 14, Rozelle, NSW, 2039.

Or by telephoning: **1300 655 200** (toll free) – **Customer Service Centre** www.ambulance.nsw.gov.au

NSW resident concession card holders receiving **non emergency** ambulance services in other states and territories are liable for the cost of these services.

Interstate Transport from NSW

If a NSW resident concession card holder is transferred to another Australian state or territory health facility at their **own** request the cost of this transport is the responsibility of the concession card holder. If the transport is from a public hospital in NSW to another Australian state or territory public hospital the cost of the transport is the responsibility of the referring NSW public hospital. All other types of transports to an interstate location are the responsibility of the concession card holder.

Repatriation to NSW

If a NSW resident concession card holder is receiving treatment in a public hospital, in another Australian state or territory, and requests to be returned to a location within NSW (other than a public hospital) to be closer to family and friends, then the cost of this transport is the responsibility of the concession card holder.

If the transport is from a public hospital in another Australian state or territory to a NSW public hospital then the cost of the transport is the responsibility of the receiving NSW public hospital.

All other types of transports to a NSW location are the responsibility of the concession card holder.

Department of Veterans Affairs (DVA) Card Holders

DVA gold card holders are covered under an agreement with the Commonwealth for the provision of ambulance services. White card holders are only covered for treatment recognised by DVA as being the result of war service. Dept of Veterans Affairs PCC and HCCC card holders, are entitled to receive the same ambulance service concessions as other PCC and HCCC card holders.

All other DVA issued cards do not entitle the holder to free ambulance services.

Repatriation to home state is the responsibility of the DVA concession card holder.

Please Note: In a medical emergency dial Triple Zero (000) and ask for Ambulance

For general enquiries phone: (02) 9320 7777 - head office www.ambulance.nsw.gov.au

Reference List

Ambulance Service NSW head office – (02) 9320 777 www.ambulance.nsw.gov.au

Centrelink - 13 23 00 www.humanservices.gov.au

Department Veterans Affairs - 13 32 54 www.dva.gov.au