Australian Government

Department of Veterans' Affairs

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Initial orders

AF02 – Continuous Glucose Monitors – The order form needs to only be completed once (1) and the client will be put on a subscription to provide three (3) months' supply of products delivered to their door on an ongoing basis.

AF03 - Insulin Pumps MUST be made by an Endocrinologist/Specialist. See subsequent orders below.

Other Diabetes Products – Orders on this form are valid for two (2) years. During that period the prescriber, the client or their nominated representative will need to contact the supplier to order. Orders are limited to three (3) months' supply only.

Subsequent / Re-orders

AF02 – Continuous Glucose Monitors – The initial order continues to be valid for ongoing supply (see above). The client will need to contact the contracted supplier if their residential address changes or they no longer require the sensors.

AF03 Insulin Pumps* – After initial supply by an Endocrinologist, subsequent supply can be prescribed by a General Practitioner, Diabetes Educator, Diabetes Clinic or a Registered Nurse. This order form is valid for two (2) years only. During that period the prescriber, the client or their nominated representative will need to contact the supplier to order.

For all other diabetes products* – This order form is valid for two (2) years only. During that period the prescriber, the client or their nominated representative will need to contact the supplier to order. Orders are limited to three (3) months' supply only.

* After two (2) years, and before the order expires, the DVA client will need to be reassessed by the appropriate health provider, and a new form completed.

Supplier choice Aidacare (select one only)	Allianz G	lobal Assistance	BrightSky	Country Care Group
Provider details				
Endocrinologist (E) / Specialist (S)	Diabetes Clinic (DC)			rse / Educator (DNE)
General Practitioner (GP)	Registered Nurse (RN)			
Provider Stamp (if applicable)	Name			
	(Registered Nu	Provider nu rse use AHPRA nur		
	Employer			
	Phone number	[]	Mobile	
	Email address			
	Signature	<i>L</i>		Date

Once completed, please provide the client with a copy of this form for re-ordering.

DVA client	details / Delivery o	details		
	Surname			
	Given name(s)			
	Date of birth			
	DVA File number			
	Card type	Gol	d White – Client must have diabetes as an accepted DVA will check eligibility.	DVA condition.
Client's c	ontact phone number	[]	Alternate contact number []	
	s address for delivery g State and postcode)			Postcode
	Delivery instructions (warning re dogs etc.)			
Order deta	ils (Health Provider to c	complete)		
Type of order		lniti	al Re-order	
DVA Item No.	Supplier's Produc	t	Description of diabetes product (e.g. brand, model)	Quantity (3 months

DVA Item No.	Supplier's Product Catalogue No.	Description of diabetes product (e.g. brand, model)	Quantity (3 months supply)

Gold Card - Send the form directly to the DVA contracted supplier of your choice (see table below).

White Card (with diabetes as a DVA accepted condition) – Send the completed form to <u>rapgeneralenquiries@dva.gov.au</u>. DVA will check to ensure the client has an accepted condition of diabetes. If approved DVA will forward the order directly to the nominated DVA contracted supplier.

Supplier	Phone	FAX - General	Email				
Aidacare	1300 888 052	1300 787 052	dva@aidacare.com.au				
Allianz Global Assistance	1800 857 715	1800 653 556	mfs@allianz-assistance.com.au				
BrightSky	1300 799 243	1300 799 253	mfs.orders@brightsky.com.au				
The Country Care Group	1800 727 382	1800 329 382	dva@country-care.com.au				

DVA Contracted Suppliers

Prescribers are reminded that the choice of supplier is theirs. The alphabetical listing above is for administrative ease only. Once completed, please provide the client with a copy of this form for re-ordering.