



Special assistance programs

Bali 2005 Special Assistance Scheme

Bali 2005

In response to the bombings in Bali on 1 October 2005, the Australian Government has announced that assistance will be provided for injuries sustained directly as a result of the bombing.

Services covered

The Bali 2005 Special Assistance Scheme covers all reasonable out-of-pocket expenses incurred by survivors to treat conditions arising directly from the bombings in Bali on 1 October 2005 including:

- **medical**—gap payments between normal Medicare benefits and the fee charged by the doctor, to the extent that the amount is not covered by private health insurance
- **hospital**—costs not otherwise covered by public patient arrangements or private insurance
- **pharmaceutical**—the full cost of pharmaceuticals covered by the Pharmaceutical Benefits Scheme (PBS)
- **allied health**—costs of services such as physiotherapy, speech therapy and occupational therapy, counselling and/or psychological treatment and other various out-of-pocket expenses, less any amounts covered by private health insurance.

Note: these rebates are only paid after any rebate claimable from private health insurance cover has been deducted.

The costs of counselling, psychological services and psychiatric services are also covered for:

- Australians who were not physically injured but were in Bali and were directly exposed to the aftermath of the bombings, for example seeing injured or deceased people, or assisting in the disaster response by providing counselling etc
- immediate family members of Australian residents who died, were physically injured, or who were seriously psychologically injured as a result of the bombings.

Eligibility

Bali 2005 Special Assistance Scheme covers persons in the following categories:

- Australian survivors
- immediate family members of Australian survivors and deceased Australians
- eligible foreign nationals.

How to register

Eligible people must register with Medicare Australia. To register, applicants must ring the Medicare Australia Special Assistance Line on **1800 660 026**** (Monday to Friday between 7.30 am and 5.00 pm Australian Western Standard Time). Medicare Australia will then send a kit with information and claiming materials to each newly registered person.

How to lodge a claim

To lodge a claim under the Bali 2005 Special Assistance Scheme, claimants must complete a *Bali 2005 Special Assistance Scheme claim* form.

Claims can be lodged in one of the following ways.

Fax **08 9214 8129**

Post **Medicare Australia Special Assistance
Reply Paid 9822
Perth WA 6848**

Visit your local Medicare office

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How will Medicare pay my benefit?

Electronic Funds Transfer (EFT)

If you have paid in full for your medical service, your Medicare Benefit can be deposited directly into your bank account. Payment by EFT is faster than payment by cheque through the mail. To receive your payment by EFT you will need to provide your bank account details, including the BSB (branch identification number). Medicare claiming is strictly confidential. Your bank details will only be used to deposit your Medicare benefit.

Cash

If you have paid in full for your medical service and you claim at a Medicare Office, you can request payment by cash (up to the branch cash limit) and you don't have to fill in a claim form.

Cheque

If you have not fully paid the account for your medical service, or you do not wish to receive your Medicare benefit by EFT or cash, a cheque will be sent to you by mail. For accounts that have not been paid, a cheque will be sent to you made payable to the doctor. You should give the cheque to your doctor along with any outstanding balance.

Additional claim forms

Online www.medicareaustralia.gov.au

Call **1800 660 026**** (Monday to Friday between 7.30 am and 5.00 pm Australian Western Standard Time)

Visit your local Medicare office

For more information

Online www.medicareaustralia.gov.au

Email medicare@medicareaustralia.gov.au

Call **132 127***

TTY **1800 552 152**** (Hearing and speech impaired)

TIS **131 450*** (Translating and Interpreting Service)

Arabic - إذا احتجت لمساعدة في ترجمة هذه المعلومات، يمكنك الإتصال بخدمة الترجمة التحريرية والشفهية على الرقم 131 450*

Korean - 본 정보의 이해를 위해 번역사의 도움이 필요하시면, 131 450*번으로 TIS 에 전화하십시오

Serbian - Ако вам је потребна помоћ да преведете информације, назовите TIS на 131 450*

Spanish - Si necesita ayuda para traducir esta información, llame al TIS al 131 450*

Turkish - Bu bilgiyi tercüme etmek için yardima ihtiyacınız varsa 131 450* numaradan TIS'i arayınız

Vietnamese - Nếu quý vị cần nhờ dịch thông tin này xin gọi cho TIS số 131 450*

* Call charges apply.

** Call charges apply from mobile or pay phones only.