



Special assistance programs

London Assist Scheme

London

The London Assist Scheme is an initiative for Australians who incurred out-of-pocket health care costs as a direct result of the London bombings on 7 July 2005.

Services covered

Australians who were physically injured by the explosions are eligible for assistance for a wide range of health care, 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 health 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, less any amounts covered by private health insurance. As well as the cost of counselling and psychological care.

Assistance will **only** be provided for the costs of health care provided in Australia.

Eligibility

In addition to those Australians injured as a direct result of the bombings, the following people are eligible for assistance with the costs of counselling, psychological services and psychiatric services:

- Australians who were not physically injured but were in London 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

- immediate family members of Australian residents who died, were physically injured, or were seriously psychologically injured as a result of the bombings
- immediate family members of non-Australians who died as a result of the bombings.

Most Australians in the United Kingdom are eligible for immediate, necessary care from the United Kingdom National Health Service either as residents of the United Kingdom or under the reciprocal health care agreement between Australia and the United Kingdom.

Registration

To register for the London Assist Scheme, an eligible person must:

- complete and sign a *London Assist Scheme registration form*
- provide either:
 - a certified photocopy of their passport showing that they were present in London on 7 July 2005 or
 - a statutory declaration advising that they were in London on 7 July 2005.

How to lodge a claim

To lodge a claim under the London Assist Scheme, claimants must:

- complete a *London Assist Scheme claim form*
- attach all Medicare and private insurance benefit statements to the claim form.

Where services are not eligible for a Medicare benefit and are not covered by any other insurance, attach all accounts and receipts for a case-by-case assessment.

Claims can be lodged in one of the following ways.

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

Fax **08 9214 8129**

Visit your local Medicare office

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London Assist Scheme

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.