



Special assistance programs

Balimed Special Assistance Scheme

Balimed

In recognition of the extreme difficulties faced by those injured in the Bali bombings on 12 October 2002, the Australian Government has agreed to cover all out-of-pocket expenses for the treatment of injuries received.

Services covered

Balimed covers out-of-pocket expenses incurred by patients for services that are certified by a doctor as necessary and related to the injury 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.

Note: these rebates are paid after claiming from private health insurance.

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

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 deceased or injured people, or assisting in the disaster response by providing counselling etc
- family and friends of Australian residents who died, were physically injured, or were seriously psychologically injured as a result of the bombings.

Eligibility

Balimed Special Assistance Scheme covers people in the following categories:

- Australian survivors
- family and friends 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.

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How to lodge a claim

To lodge a claim under the Balimed Special Assistance Scheme, claimants must:

- complete a *Balimed Special Assistance Scheme claim form*
- attach all Medicare and/or private insurance benefit statements to the claim form. Where services do not attract a Medicare benefit and are not covered by any other insurance, attach all accounts and/or 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

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)

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 TIS에 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 yardıma 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.