



Special assistance programs

Mumbai Disaster Health Care Assistance Scheme

The Mumbai Disaster Health Care Assistance Scheme was introduced as a result of the terrorist attacks in Mumbai, India on 26 and 27 November 2008.

The Australian Government will provide assistance to Australians for out-of-pocket expenses incurred in Australia for health care treatment required as a direct result of the terrorist attacks in Mumbai, India on 26 and 27 November 2008.

Services covered

Mumbai Disaster Health Care Assistance Scheme covers out-of-pocket expenses incurred by patients for the following services that are certified by a doctor as necessary and related to the injury:

- **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.

Assistance for physical injuries will be available for six months from the initial date of the incident, and ceases on 28 May 2009.

Assistance for psychological care will be available for twelve months from the initial date of the incident, and ceases on 28 November 2009.

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

- Australians caught up in the violence or a witness to the violence of the terrorist attack; or
- held hostage or was an eye witness to hostage situations arising from the terrorist attack; or
- a person who was a witness to a person seriously injured in the terrorist attack; or
- a witness to the remains, body or bodies of a person or persons killed as a direct result of the terrorist attack during the time period of the incident
- an immediate family member of a deceased Australian killed in the terrorist attack.

Eligibility

Mumbai Disaster Health Care covers persons in the following categories:

- Australian survivors
- Immediate family member of a deceased Australian killed in the terrorist attack.

Category A—Victims of the terrorist attacks

Victims of the terrorist attacks in Mumbai on 26 and 27 November 2008.

Category B— Immediate family

An immediate family member of a deceased Australian killed in the terrorist attack.

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Registration

To register for the Mumbai Disaster Health Care Assistance Scheme, applicants must complete a Mumbai Scheme Registration Form.

Applicants can ring the Medicare Australia Special Assistance Line on **1800 660 026** (call charges may apply) (Monday to Friday between 7.30 am and 5.00 pm Australian Western Standard Time) to register. 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 Mumbai Disaster Health Care Assistance Scheme, please:

- complete a Mumbai *Disaster Health Care Assistance claim* form, which can be obtained from your local Medicare office or visit www.medicareaustralia.gov.au
- 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:

Visit your local Medicare office

Fax **08 9214 8129**

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

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 financial institute 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 account details, including the BSB (branch identification number). Medicare claiming is strictly confidential. Your bank details will only be used to deposit your Medicare and Mumbai Special Assistance benefits.

Cheque

If you have not paid any of the doctor's account and you enclose a completed Medicare claim form, along with the Mumbai claim form, the Medicare rebate, plus the balance of the doctor's charge, will be paid directly to your doctor.

If your account is not fully paid, a cheque for the difference between the Medicare benefit and the doctor's charge will be sent to your doctor.

If you have paid the doctor's account in full and don't want to receive your payment by EFT; enclose a completed Medicare claim form, along with the Mumbai claim form, and the Medicare rebate, plus the out of pocket amount for the doctor's visit will be paid directly to you by cheque.

Additional claim forms

Visit your local Medicare office

Online www.medicareaustralia.gov.au

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

For more information

Online www.medicareaustralia.gov.au

Email info@medicareaustralia.gov.au

Call **1800 660 026** (Monday to Friday between 7.30 am and 5:00 pm Australian Western Standard Time)

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

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