

## Treating our clients

Information for healthcare professionals providing treatment to our clients.

### Treatment we'll cover

If you're treating one of our clients for an accepted condition, we'll cover the cost of treatment.

Find out how we decide to accept a condition (<https://www.veteransaffairs.mil.nz/for-clients/how-we-make-decisions/>)

If you're a healthcare provider outside of New Zealand, we'll fund the same type of treatment available in NZ. Please get in contact with us—how we work with you may be different.

### Without pre-approval

Prior approval is not required for treatment for an accepted condition that is:

- a doctors visit
- subsidised pharmaceuticals on the PHARMAC list, or
- diagnostic x-rays and scans up to \$1,000.

### With pre-approval

We need to pre-approve:

- specialist treatment
- pharmaceuticals not on the PHARMAC list, and
- diagnostic x-rays and scans over \$1,000.

Without pre-approval, we'll not pay or contribute towards these costs.

### Treatment we'll not cover

We're not responsible for covering the cost of treatment if it is being covered by:

- the NZ Defence Force
- the public health system
- ACC.

We're also unable to cover treatment for a condition that we have not accepted as service-related.