

# Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)

Fact sheet for NSW Health Dental  
Services staff

<https://iptaas.health.nsw.gov.au>



## How can IPTAAS assist your patients?

IPTAAS provides financial assistance directly to patients who need to travel significant distances to access specialised health care.

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## Who is eligible for IPTAAS?

To be eligible for IPTAAS assistance, patients must:

- be a resident of NSW or Lord Howe Island
  - be enrolled with Medicare
  - not be receiving or eligible for financial assistance for travel and accommodation from third-party insurance or other Australian government services.
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## When is a patient eligible for IPTAAS?

A patient is eligible for IPTAAS assistance, when:

- referred for specialised health treatment at the nearest health service providing the necessary treatment,
  - the health service to which the patient is referred is an eligible health service and
  - travelling from their residence to appointments, for this medical or dental treatment, is at least 100km (one way), or at least 200kms in a week by making multiple trips to and from the same treatment location.
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## What dental services are considered specialised health treatment and eligible for IPTAAS?

Treatments that cannot be provided by a local general dentist are eligible, including:

- General anaesthesia
  - IV sedation
  - Relative analgesia
  - Specialised services provided by registered specialists, specialists in training, or appropriately trained general dentists in the areas of:
    - Endodontics
    - Oral & Maxillofacial Surgery
    - Oral Medicine & Pathology
    - Oral Surgery
    - Orthodontics
    - Paediatric Dentistry
    - Periodontics
    - Prosthodontics
    - Special Needs Dentistry.
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## IPTAAS

The above dental treatments must be provided at a publicly funded oral health clinic or by a private provider with an arrangement with a public dental clinic.

A list of approved oral health clinics can be found on the [IPTAAS website](#).

IPTAAS subsidies can also be accessed by patients requiring:

- Oral Surgery performed by an eligible dental practitioner under general anesthesia,
- Oral & Maxillofacial Surgery performed by an eligible medical or dental practitioner, and
- Specific dental services for patients with cleft lip and cleft palate.

These services are not restricted to treatment being provided by publicly funded highly specialised oral health services.

For more information about eligibility of these services, please refer to the [IPTAAS Assessment Guidelines](#).

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## How do my patients apply?

Patients can submit IPTAAS applications [online](#) or with a [paper form](#). Applying online is the easiest and fastest way to make a claim.

Patients can check their eligibility for the scheme using the [eligibility indicator tool](#).

If you or your patients have any questions about the process or require assistance, contact the IPTAAS team on 1800 478 227 or visit the [IPTAAS website](#).

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## How can you assist your patients who are receiving publicly funded care from a private provider?

Patients who are referred by an eligible oral health clinic to a private specialised dental practitioner with a voucher may also be eligible for IPTAAS subsidies.

These patients must meet the general IPTAAS eligibility criteria and will require the referring practitioner or authorised LHD representative to fill out Part C of the [IPTAAS Travel and Accommodation Claim](#) form before the patient can submit their completed IPTAAS application.

When filling out [Part C](#), the referring practitioner or authorised LHD representative should indicate 'private referral' at Question 13 followed by the name of the private practitioner, address of the private practitioner and the type of treatment referred.

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## Enquiries

If you have any questions about the eligibility of oral health treatments, contact the IPTAAS team at 1800 478 227 or email us at [MOH-OralHealthStrategy@health.nsw.gov.au](mailto:MOH-OralHealthStrategy@health.nsw.gov.au).

**Note:** IPTAAS also assists with other specialised healthcare services beyond oral and dental health. For more information on the approved and eligible services under IPTAAS, please refer to the [IPTAAS website](#) or our [Fact Sheet for health professionals and health care workers](#) or our [Fact Sheet for patients](#).