

Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)

Fact sheet for health professionals and
healthcare workers

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



What is IPTAAS?

The Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS), provides financial assistance towards travel and accommodation costs when a patient needs to travel more than 100km one way or 200km within a week for specialised medical treatment that is not available locally.

Who is eligible for IPTAAS?

To be eligible for IPTAAS, a patient 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
- be referred for specialised medical treatment at their nearest health service
- receive specialised treatment at an approved health service
- travel from their residence for an appointment or treatment at least 100km (one way), or at least 200kms in a week by making multiple trips to and from the same treatment or service.

Patient eligibility is assessed with each claim.

What financial assistance is available?

IPTAAS provides financial support towards travel and accommodation. Patients can claim financial assistance towards the following:

- private vehicle travel
- public transport (trains, buses and ferries)
- taxis (includes ride sharing like Uber)
- air travel (in special circumstances)
- accommodation (private, not for profit or commercial).

Travel subsidies

- Private vehicle travel subsidy is 40c per kilometre.
- The full cost of public transport minus GST is reimbursed.
- For approved air the full economy cost minus GST is reimbursed.
- Taxi and other ride-sharing services (variable rates).

Accommodation subsidies

- \$40 per person per night if you are staying with family or friends (Airbnb will also be paid at this rate)
- \$75 per night if you are staying in not-for-profit or commercial accommodation for the first seven nights and \$120 per night from day eight onwards.

Escorts

Patients are also able to apply for additional financial support for an adult (escort) who travels and/or stays with them and provides them with support during treatment. Patients are entitled to one escort.

A patient is eligible for two escorts if they are:

- An Aboriginal or Torres Strait Islander person; or,
- If they are a child and their health service provides written confirmation that their condition is life threatening

IPTAAS subsidies for travel and accommodation for appointments/treatment prior to 1 August 2022 will be paid at the previous rates. Our frequently asked questions provide more information about these rates (<https://www.iptaas.health.nsw.gov.au/faq>).

Specialised medical treatment approved by IPTAAS

For specialised medical treatment to be approved by IPTAAS, your service must be recognised by the Medical Board of Australia as a **specialty service** or in a **field of specialty practice**.

Our assessment guidelines provide detailed information about patient and health service eligibility (www.iptaas.health.nsw.gov.au/_data/assets/pdf_file/0015/353130/IPTAAS-Assessment-Guidelines.pdf). General practice is not considered eligible, even if the practitioner is registered as a general practice specialist.

Patients attending high-risk foot services, non-commercial clinical trials, highly specialised publicly funded oral health clinics in NSW and ophthalmologists are also eligible to claim for appointments and treatment from 1 August 2022.

Lists of approved health services are available on the IPTAAS website (www.iptaas.health.nsw.gov.au).

- Highly specialised allied health clinics (www.iptaas.health.nsw.gov.au/for-medical-professionals/approved-allied-health-clinics).
- High-risk foot services are eligible if the service provides a level of care that extends beyond a podiatry only outpatient clinic and involves a coordinated multidisciplinary approach (<https://www.iptaas.health.nsw.gov.au/for-medical-professionals/high-risk-foot-services>).
- Clinical trials are considered non-commercial if their sponsor is not a commercial company.
- Specific oral health services:
 - dental or orthodontic treatment associated with treatment of cleft lip and palate
 - oral surgery performed by an eligible dental practitioner in operating theatre and the patient is under general anaesthesia
 - provided by an eligible medical or dental practitioner whose registered speciality type is oral and maxillofacial surgery.

NSW Health

- Specialist services provided by publicly funded oral health services (also referred to as dental clinics) (<https://www.iptaas.health.nsw.gov.au/for-medical-professionals/oral-health-clinics>). Further details about eligible specialist services can be found in the guidelines.
- A prosthetist or orthotist is eligible if:
 - they provided the patient a service in a public hospital or outpatient clinic
 - they are a full member of the Australian Orthotic Prosthetic Association (AOPA)
 - they are an accredited service provider with EnableNSW.
- An ocularist is eligible if they are members of the Ocularists Association of Australia

Who can make a referral?

To be eligible for IPTAAS a patient must be referred for treatment at their nearest health service.

A general practitioner is usually the source of a referral. A patient can also be referred by a dental practitioner, medical practitioner, midwife, optometrist or a visiting medical officer.

Air Travel

If a patient is required to travel by air, an air approval code is required before the patient flies. To get an air approval code the patients referring health professional, medical practitioner, health service or authorised representative must contact IPTAAS. If the patient did not get an air approval code the patients travel will be reimbursed at the private vehicle rate.

How can we support our patients to claim?

Applying online is the easiest and fastest way to make a claim. Our [step-by-step instructional video](#) will guide your patients through our online claiming system where they can apply for a reimbursement.

Patients can also apply by completing the application forms and emailing them to IPTAAS, or printing and sending via post or handed in at an [IPTAAS office](#).

IPTAAS offices are located at Dubbo, Broken Hill, Tamworth and Port Macquarie.

Applications forms are available on the IPTAAS website at www.iptaas.health.nsw.gov.au/For-patients/application-forms.

Where can I get more information or help?

Call the IPTAAS team on 1800 478 227 or visit iptaas.health.nsw.gov.au