

# Claim for External Breast Prostheses Reimbursement Program (NH005)

## When to use this form

Use this form if you have paid for a new or replacement external breast prosthesis **since 1 July 2008**.

## External Breast Prostheses Reimbursement Program

The Australian Government provides a reimbursement of up to \$400 for a prosthesis or up to \$800 if you need a prosthesis for both breasts following a double mastectomy. The reimbursement amount may cover an external breast prosthesis or an external swimming prosthesis for people who have had breast surgery as a result of cancer.

The breast surgery may be recent or in the past (no time limit). This includes:

- double mastectomies
- prophylactic mastectomies - preventative surgery
- partial mastectomies
- lumpectomies.

## Who can claim

All people who have had breast surgery as a result of cancer, are permanent residents or holders of an eligible visa and are eligible for Medicare, can claim the reimbursement. No timeframes apply on when the breast surgery was performed.

If you get financial help from the Department of Veterans' Affairs (DVA), claim your entitlement through DVA.

Executors or administrators of deceased estates may claim reimbursement for purchases not yet claimed. Documents identifying the person as the executor or administrator must be provided to us with this claim (if not previously provided).

## How often you can claim

You can claim the reimbursement for prostheses bought **every 2 years** from the date of your last purchase. This timeframe applies regardless of the amount of your last reimbursement.

If it has been less than 2 years since you bought a prosthesis, you can only claim for a replacement if it is for a medical reason. The claim must include a letter from your doctor or other health professional explaining the medical reason why you need a new prosthesis.

You cannot claim a replacement prosthesis, bought less than 2 years after your last purchase, for:

- wrong choice or change of mind
- incorrect fitting
- faulty or damaged prostheses.

If any of these apply, contact your prosthesis supplier.

## How much you can get back

A reimbursement of up to \$400 for each new or replacement external breast prosthesis can be claimed, depending on the cost of the prosthesis. This limit applies for each prosthesis for each breast.

## Refunds from another source

If you have private health insurance, you will need to claim any refunds from them before you claim from us.

If you get a refund for your prosthesis from your private health insurer or another source and the refund is less than the full price paid, we may pay the difference. This is up to the \$400 limit for each prosthesis.

For example, if you have bought a single prosthesis for \$130, your reimbursement is \$130\*.

If you have had a double mastectomy and have bought 2 prostheses, your reimbursement may be up to \$800\*.

If you have bought a prosthesis for \$350 and received a refund of \$200, your reimbursement will be \$150.

\* Subject to other refunds or financial help paid to you.

## What you cannot claim

Bras or other products such as breast prostheses covers, nipple inserts, post surgery swimwear and internal breast forms or reconstructive surgery.

## How we will pay you

All reimbursements are made by electronic funds transfer (EFT) to your nominated bank account. We will send a statement to your nominated postal address showing the amount paid into your bank account.

We process most claims within 10 business days.

## For more information

Go to [servicesaustralia.gov.au/ebprp](https://servicesaustralia.gov.au/ebprp) or call us on 132 011.

## Information in your language

We can translate documents you need for your claim for free.

To speak to us in your language, call **131 202**.

## Hearing and speech assistance

If you have a hearing or speech impairment, you can use:

- the National Relay Service **1800 555 660**, or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more information about help with communication, go to [servicesaustralia.gov.au](https://servicesaustralia.gov.au) and search 'other support and advice'.

## Claim for External Breast Prostheses Reimbursement Program (NH005)

**2 of 3**

## Executor or administrator details

Only complete question 10 and 11 if you are the executor or administrator of an estate where the claimant is deceased.

### 10 Full name of executor or administrator

### 11 Contact phone number (including area code)

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## Privacy notice

- 12** The privacy and security of your personal information is important to us, and is protected by law. We collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to [servicesaustralia.gov.au/privacypolicy](https://servicesaustralia.gov.au/privacypolicy)

## Declaration

### 13 I declare that:

- I have read the information on page 1 of this form
- I have had breast surgery as a result of cancer
- the amount claimed has been paid
- I have claimed through my private health insurance (if applicable)
- I am not eligible to claim financial help from the Department of Veterans' Affairs for the purchase
- I am the executor or administrator acting on behalf of the deceased claimant's estate (if applicable). I have provided Services Australia (previously or with this claim) with the appropriate documentation identifying me as such
- the information I have provided in this form is complete and correct.

### I understand that:

- I am claiming a reimbursement for the purchase of external breast prostheses
- giving false or misleading information is a serious offence.

Claimant's signature



Date (DD MM YYYY)

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## Returning this form

Check that all required questions are answered and the form is signed and dated. Provide a copy of your receipt(s) with your claim, including a description of each purchase.

Return this form and any supporting documents by:

- **post to**  
Services Australia  
External Breast Prostheses Reimbursement Program  
GPO Box 9822  
In your capital city
- email to **[ebpr@servicesaustralia.gov.au](mailto:ebpr@servicesaustralia.gov.au)**  
There may be risks with sending personal information through unsecured networks or email channels.
- in person at one of our service centres.