

What to expect after you have made a claim

After you have sent us your claim, here are the steps we take to process the claim.

1 We receive and acknowledge your claim

We will send you a letter acknowledging that we have received your claim. We will let you know if we need any more information.

2 We check your claim for all the required information

If any information is missing from your claim, we will contact you, your GP, or other health provider to get the information we need.

3 We make a decision on your claim

- Once we have all the necessary information, we will assess and decide about your claim.
- When your claim has been decided, we will let you know the outcome. We will also let you know what support you're entitled to receive.

While you are waiting for your claim to be processed

Once you have sent us your claim, you should continue to get any treatment you need through your medical practitioners.

Keep receipts for any treatment you pay for during this time. We may be able to reimburse you for some treatment costs if your claim is accepted.

Priority for handling all claims

Claims are given the highest priority when:

- a veteran has a terminal illness
- a veteran has mental health issues
- a client is experiencing financial hardship.

Please tell us if your health or financial circumstances change significantly while waiting for a decision on your claim.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)