Medibank’s Disability Medical Assessment Services coordinates necessary medical assessments for Disability Support Pension applicants. Medibank manages the national network of Government-contracted Doctors who provide this service, and coordinates access to Doctors and Clinical Psychologists who can perform Disability Medical Assessments.

The application process for the Disability Support Pension

In order to qualify for the Disability Support Pension (DSP), applicants must meet non-medical and medical eligibility criteria during the application process and may be required to attend a Disability Medical Assessment (DMA).

When required, the DMA is a crucial part of the eligibility check adding integrity and objectivity to the application process. An applicant will be asked to see a Government-contracted Doctor (GCD) to deliver this assessment.

The role of Government-contracted Doctors

A GCD can either be a Medical Practitioner or Clinical Psychologist who is registered with the Australian Health Practitioner Regulation Agency (AHPRA).

The GCD conducts a DMA. The DMA is an independent assessment of medical evidence for the applicant. Importantly, the GCDs are not required to diagnose or manage medical conditions, or to provide any medical advice or treatment.

The DMA is a single appointment, which averages 45 minutes. The GCD has no interaction with the applicant prior to the appointment.

During the appointment the GCD:

- Reviews the applicant’s existing medical evidence including a Job Capacity Assessment Report and impairment rating applied by the Job Capacity Assessor in order to form an independent opinion on the applicant’s medical eligibility.
- Completes and submits a pre-populated electronic DMA template.

The DMA is one part of the DSP application process. Other considerations include a number of non-medical criteria. Your medical recommendation during the DMA is part of the medical criteria that will be considered in the DMA. Your medical recommendation is taken into consideration along with the other requirements. At all times, however, it is a Department of Human Services (DHS) employee that makes the final decision.

Benefits of becoming a GCD

Providing access to vital services for your local community

Having a GCD who is local minimises travel time for those who are ill, injured or disabled.

Access to the Disability Medical Assessment Service (DMAS) team who will support you and keep things simple

You will benefit from end-to-end support from the DMAS team for every assessment you complete. The DMAS team will:

- manage interactions between you, your clinic and the applicant;
- provide a centralised appointment booking and invoicing service;
- enable direct phone access to a clinical support team for queries; and
- will ensure you have access to an applicant’s complete medical history via a secure online referral portal.

Minimal applicant interaction

You will only need to interact with the applicant at the appointment. All other interactions are managed by the DMAS team.

Additional revenue and attractive fees

You can generate an additional revenue stream that provides attractive fees per assessment to compensate for applicants that fail to attend appointments. You will also be assured of payment within 14 days of your invoice being received.

Join the DMAS Provider Network

For further information or to join the DMAS Provider Network please contact us:

Call: 1300 732 519
Fax: 1300 787 026
Email: dmasenquiries@medibank.com.au

Registering as a DMAS provider is simple and quick and the DMAS team is available to help with any queries.
Frequently Asked Questions

What is the Disability Support Pension (DSP)?

The DSP is an income support payment for people who are unable to work due to permanent physical, intellectual or psychiatric impairment. The DSP is administered by the Department of Human Services (DHS).

What is a Disability Medical Assessment (DMA)?

A DMA is a key part of the application process for some DSP claims. It is an independent medical assessment of an applicant’s medical history and medical evidence.

Can you provide more detail on what is involved in a DMA?

To complete a DMA, you will hold a single appointment, averaging 45 minutes in length. As part of this, you will:

- Review the medical evidence including an applicant’s medical history, current status and their Job Capacity Assessment Report which has been filled out by a Job Capacity Assessor who has also met with the applicant.
- Form a view on whether the diagnosis appears reasonable; whether the condition is fully diagnosed, treated and stabilised; and whether the condition is permanent for the purposes of DSP eligibility.
- Review the impairment rating applied by the Job Capacity Assessor.
- Complete and submit a pre-populated electronic DMA template for consideration by DHS.

What is a Job Capacity Assessment?

The Job Capacity Assessment (JCA) is a comprehensive assessment of the applicant’s capacity to work and their medical conditions against the legislative Impairment Tables. The purpose of the JCA is to assess the functional impact of the claimant’s medical conditions on their ability to work. Assessors are health and Allied Health professionals employed by the DHS.

What if my clinic does not have the capacity to accommodate DSP applicants?

The DMAS team will be guided by clinic staff on your capacity to accommodate applicants. The DMAS team books appointments approximately 10 business days in advance and there is always flexibility to increase or decrease the number of applicants you see.

What is the expected volume of DMAs?

DMA volumes vary depending on your regional area. There is no expectation that you or your clinic must see all the applicants in your area. It is completely up to you how many applicants you see.

What preparation is required before I conduct a DMA?

You are required to review the JCA Report and any supporting medical evidence provided to you by DHS via the online referral portal prior to the appointment.

Is there a training requirement?

Yes. You must undertake a one hour online training course before you conduct a DMA. You will also be provided with comprehensive reference materials covering all aspects of completing a DMA.

Does my medical opinion directly impact a DSP application?

The DMA is one part of the DSP application process. Other considerations include a number of non-medical and medical eligibility criteria that may be required for an applicant to attend a DMA. Your medical recommendation is taken into consideration along with the other requirements. At all times, however, it is a DHS employee that makes the final decision.

What medical reports are required?

The only medical report is the DMA which you fill out and submit using a pre-populated template in the online referral portal. There is no additional reporting required.

Can I see an applicant if they have previously presented to my clinic?

Yes. However, you cannot be the applicant’s current treating health Practitioner; you will also have the ability to decline an assessment if you perceive a conflict of interest with an applicant.

How do I join the DMAS Provider Network?

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