



FAQs - Program Forms

FAQs - Program Forms	1
Forms	2
Does the transition period apply to the use of forms?	2
Are the new forms mandatory?	2
Where can I get more information about program forms?	2
Are the software vendors aware of the new forms?	2
Can the forms be completed digitally?	2
What if I have an issue with a form?	2
Are there going to be further changes to the forms?	2
Claim Form	3
Do we need to get the client to sign the Claim Form?	3
How do we get the client's confirmation they received a service, if the client no longer signs the Claim Form?	3
How do we manage fitting claims where the fitting and follow-up dates are split across different vouchers?	3
Do we need to obtain the client signature if the fitting date was prior to 1 October 2019 and the follow-up date was on or after 1 October 2019?	3
What do we do with Claim Forms once they are completed?	3
The e-Claim system still requires us to confirm we have the client's signature on the Claim Form, what do we do now that it is not required?	4
Maintenance Agreement Template	4
What are the changes with the Maintenance Agreement?	4
What do I need to do if the client signed the old Claim Form prior to 1 October 2019, but their maintenance does not start until after 1 October 2019?	4
How often does the Maintenance Agreement have to be signed?	4
Do we need to have the client sign the Maintenance Agreement if we don't charge a fee?	4
Do I have to use this specific form as the Maintenance Agreement?	4
What information should a provider complete on the Maintenance Agreement?	4
Does the transition period still apply for the Maintenance Agreement?	5
Do I still need to complete a Claim Form for maintenance if the client signs the Maintenance Agreement?	5
When do I submit the maintenance claim?	5
Do I need a client to sign a new Maintenance Agreement for relocated maintenance?	5
Device Quote Template	5
What changes have occurred with device quote requirements?	5
What information should I include in the sections labelled "Providers to insert details"?	5
Where can I get more information about the Device Quote requirements?	5
Private Services and Devices Acknowledgement Template	5
Where can I get more information about private services for program clients?	5
What is the Private Services and Devices Acknowledgement Form used for?	6
Is the Private Services and Devices Acknowledgement Form part of the client record?	6
Do invoices, client receipts etc for private services form part of the client record?	6
Client Application Form	6
What has happened to the medical certificate requirements for the issuing of a voucher?	6
Has the process for NDIS and DES client applications changed?	6

Forms

Does the transition period apply to the use of forms?

Yes, providers have until 1 April 2020 to implement the new forms. You can continue using previous forms until 31 March 2020. While you can still use the previous Claim for Payment Form, you do not need to obtain the client's signature unless you are continuing to use the old Claim for Payment Form for maintenance agreements during the transition period.

We will be seeking feedback on the forms during the transition period. You can give your feedback via the [Forms Feedback Survey](#).

Are the new forms mandatory?

Four new forms have been released by the program. While the Claim for Payment Form is mandatory, the other templates can be adapted provided the information from the template is retained. These templates provide guidance on what is expected to meet program requirements.

Claim for Payment Form – From 1 April 2020, the new Claim for Payment Form in the format supplied by the department will be mandatory.

Maintenance Agreement – From 1 April 2020, the Maintenance Agreement will be mandatory for all program clients who wish to enter into a maintenance arrangement through the program. You can amend this form, as long as the information from the template is retained.

The new **Private Services and Devices Acknowledgement** and **Device Quote** are templates and can be used as is or can be amended for use as long as the content is incorporated.

Please see the specific FAQs on each form below for further information.

Where can I get more information about program forms?

The program [Forms and Publications](#) webpage has been updated to give additional information and also links to provider factsheets. Examples of completed forms will also be made available.

Are the software vendors aware of the new forms?

Yes, the department has been liaising with the software vendors regarding the new forms. Vendors are encouraged to have the new forms in place before 1 April 2020.

Can the forms be completed digitally?

Yes, the forms can be completed and stored digitally or in paper form. Provider and client signatures can also be completed digitally.

What if I have an issue with a form?

The program is seeking feedback on the forms during the transition period. An online survey will be released shortly to obtain feedback. If there is a critical issue please email the program via hearing@health.gov.au.

Are there going to be further changes to the forms?

Yes, some changes may be required to the forms depending on feedback received. The department will review feedback received during the transition period and will amend the forms prior to the end of the transition period if required. Information will be shared regarding any changes to the forms.

Claim Form

Do we need to get the client to sign the Claim Form?

From 1 October 2019, you are no longer required to have the Claim Form signed by the client. You can still use the old Claim Forms until 31 March 2020, however the new Claim Form must be used from 1 April 2020. The Claim Form is used only for making claims for payment and for tax invoice purposes. Every claim must be supported by the appropriate documentation on the client record as has always been required.

If you continue to use the old form during the transition period, you can leave the client signature/date fields blank. However a client signature is required if you continue to use the claim form for maintenance agreements (see below for more information on Maintenance Agreements).

How do we get the client's confirmation they received a service, if the client no longer signs the Claim Form?

The previous Claim Form was used for a range of reasons including tax, claiming, maintenance agreements, and confirmation that the client received a service.

While the program no longer requires providers to have the client's written confirmation that a service was received, there is nothing preventing providers implementing their own systems to obtain a client's confirmation. This is a business decision for each provider.

Case notes, test results, appointment diaries and other client file documents will be used to confirm delivery of services during audit. Clients are still required to sign documents such as quotes, Maintenance Agreements, and consent forms.

How do we manage fitting claims where the fitting and follow-up dates are split across different vouchers?

For fitting services, if the fitting date and follow-up date are split over two vouchers, you need to ensure a return voucher has been issued prior to the follow up appointment. If a client's voucher has expired and they have lost eligibility for the program before they can attend a follow up appointment, you must claim a non-follow up item. Fitting services must be claimed against the voucher which was current at the date of fitting.

Do we need to obtain the client signature if the fitting date was prior to 1 October 2019 and the follow-up date was on or after 1 October 2019?

No you will not need to get the client's signature on the Claim Form for any claim where the date of service occurred on or after 1 October 2019.

What do we do with Claim Forms once they are completed?

You can store the forms in paper or digital format. A copy of the Claim Form is part of the client record. If the client relocates, you keep the original claim forms for your records and copies must be placed on the client file before sending to the new provider.

The e-Claim system still requires us to confirm we have the client's signature on the Claim Form, what do we do now that it is not required?

The e-Claim system will still require you to certify you have the client's signature on the Claim Form when submitting the claim. As the system still requires it, you are given permission to tick this box even though they do not have the client's signature. There will be no repercussions for this box being ticked even if you do not have the client's signature for a services with the Date of Service on or after 1 October 2019.

Once the Hearing Services Online Payments Project takes effect, you will no longer need to confirm you have the client's signature when claiming. This is anticipated to be before the end of 2019.

Further information about the [Hearing Services Online Payments Project](#) is available on the program website.

Maintenance Agreement Template

What are the changes with the Maintenance Agreement?

A client's agreement to enter into a Maintenance Agreement was previously registered on the old Claim Form. The Maintenance Agreement is now a separate agreement that better informs the client and records their understanding of the arrangement. It must be signed on, or up to 45 days before, the date the Maintenance Agreement commences.

What do I need to do if the client signed the old Claim Form prior to 1 October 2019, but their maintenance does not start until after 1 October 2019?

You do not need to obtain a new signature if the old Claim Form was used for the maintenance agreement. The old Claim Form is accepted with the client's signature during the transition period.

How often does the Maintenance Agreement have to be signed?

The Maintenance Agreement is an annual agreement and must be signed by a client if they choose to enter into a Maintenance Agreement. A new agreement must be obtained on or before the commencement of each annual maintenance period. A Maintenance Agreement can be signed up to 45 days before the commencement date of the agreement.

Do we need to have the client sign the Maintenance Agreement if we don't charge a fee?

Yes, a Maintenance Agreement must be signed for you to claim for the maintenance service item from the department, even if the client is not required to pay the maintenance co-contribution. A new signed agreement is required prior to the maintenance period commencing.

Do I have to use this specific form as the Maintenance Agreement?

The Maintenance Agreement is a template, you can adapt the form as long as the content is retained. Until 31 March 2020, you may continue to use the old Claim Form with the client's signature as the Maintenance Agreement.

What information should a provider complete on the Maintenance Agreement?

You must include the issue date (date of sending or providing to the client), the client's full name and voucher number, your entity or trading name, and the best contact number for the client to contact you.

You must also include the client contribution amount for the 12 months period. If it is \$0, for example for an eligible DVA client or you are waiving the client contribution, you should enter \$0 in the client contribution field.

Does the transition period still apply for the Maintenance Agreement?

Yes, through to 31 March 2020 you can still use the old Claim Form to obtain a client's agreement to enter into a Maintenance Agreement. However, you are encouraged to move to the new form, or develop their own version with the template information, as soon as possible. During the transition period, if you use the old Claim Form as evidence the client has entered a Maintenance Agreement you must continue to have the client sign the claim form.

Do I still need to complete a Claim Form for maintenance if the client signs the Maintenance Agreement?

Yes, you will still need to complete a Claim Form if you are seeking payment for the service from the department. However you no longer need to get the client to sign the Claim Form, if they have signed a separate Maintenance Agreement form.

When do I submit the maintenance claim?

The maintenance claim must only be submitted after the client has confirmed they want to enter into a maintenance agreement and have signed a Maintenance Agreement, and any previous agreement has expired (or during the transition period has entered into a maintenance agreement on the old Claim Form).

Do I need a client to sign a new Maintenance Agreement for relocated maintenance?

Yes, you do need to get the client to sign a Maintenance Agreement if you are claiming relocated maintenance for the client. First, you must confirm the client has a current maintenance agreement in place by sighting the agreement on the client record and/or checking the claim history in the portal.

Device Quote Template

What changes have occurred with Device Quote requirements?

While Device Quotes were previously only required for partially subsidised devices, quotes are now required for both partially and fully subsidised devices to ensure clients can make informed choices about their device choices. You will have until 31 March 2020 to amend processes and forms and you must ensure all clients receive a Device Quote for both fully and partially subsidised devices from 1 April 2020.

The requirement for providing quotes for partially subsidised devices is an ongoing requirement and you must continue to provide quotes for partially subsidised devices during the transition period.

What information should I include in the sections labelled "Providers to insert details"?

On the Device Quote template, you will need to include additional details about your returns policy, and the device warranty period. You are reminded that quotes must comply with Australian and relevant state/territory consumer laws.

You can also use the Device Quote to meet Device Supply Arrangements Disclosure requirements by adding information under the Disclosure Statement heading.

Where can I get more information about the Device Quote requirements?

A [Device Quote Factsheet](#) is available for download from the program website. The factsheet outlines the program requirements for device quotes.

Private Services and Devices Acknowledgement Template

Where can I get more information about private services for program clients?

Further information about the new requirements for private services, including devices, are included in the [Private Services and Devices Factsheet](#).

What is the Private Services and Devices Acknowledgement Form used for?

With the new legislation, you are now able to deliver and charge program clients for private services. However there are a number of program requirements which must be met before delivering private services to program clients. The form documents information about the services provided to the client, what impact the private services have on future program services and documents the client's acknowledgement of key issues related to the private service. Further information is available on the [Private Services and Devices Factsheet](#).

Is the Private Services and Devices Acknowledgement Form part of the client record?

Yes, the form is the client's acknowledgement that they understand the program requirements and implications of obtaining private services. It also provides general information about the services provided to the client and this information forms part of the client record. The form does not need to include cost information. You should also include file notes on the client record about the outcome of the private service, for example the client demonstrated being able to use their privately purchased remote control.

Do invoices, client receipts etc for private services form part of the client record?

No, documentation related to the private service, including client payment receipts, invoices, etc do not form part of the client record. You must retain this documentation and the program may inspect this information to confirm program requirements regarding private services were met. Further information is available on the [Private Services and Devices Factsheet](#).

Client Application Form

What has happened to the medical certificate requirements for the issuing of a voucher?

Previously clients had to have a medical certification outlining whether there were any contraindications to the fitting of a device before a new client voucher could be issued. With the new legislation taking effect on 1 October 2019, this is no longer a requirement for issuing new vouchers. You will not be required to enter any medical certification information when submitting a new voucher request. **You are reminded that all clients must continue to be medically referred whenever appropriate in accordance with professional standards.**

A new Client Application Form is now available on the program website. The fastest way to check eligibility and obtain a voucher for a client is by applying through the Hearing Services Online Portal. There is also a paper [Client Application Form](#) available on the program website.

Has the process for NDIS and DES client applications changed?

There are no changes to the way NDIS and DES applications are processed. NDIS planners and DES providers must apply directly to the program via the paper application form.

[Information on NDIS Participants](#)

[Information on DES Participants](#)

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