



## Applying for a New Client Voucher

### What access do I need?

Access to the Hearing Services Online Portal.

### What else do I need?

New Client Application Form and medical certificate that is fully completed, and signed by the client and Medical Practitioner.

## Applying for a new client

### How do we contact the applicant?

Address 1\*

Address 2

Suburb\*

State\*

Postcode\*

### Tell us a little more about the applicant

Is applicant a resident of an aged care facility?  Yes

Is applicant of Aboriginal origin?  Yes

Is applicant of Torres Strait Islander origin?  Yes

Does applicant speak a language other than English at home?  Yes

Does the applicant have an alternate contact?  Yes

### What are the applicant's contact preference?

Send correspondence to the applicant\*  via Email  via Post

Email Address\*

Confirm Email Address\*

Send information pack to client  Yes

### Medical Practitioner Details

The applicant must have a medical certificate from a doctor for this application voucher to be issued.

The medical certificate must state the doctor's Medicare Provider Number or contraindications for the fitting of a hearing device.

If the applicant does not have a medical certificate, this application will be saved as a draft application if a medical certificate has not been provided. The draft application is only valid if the applicant has a medical certificate.

Provider Number

Are there any contraindications for the fitting of a hearing device?  Yes  No

I certify I have entered the information as provided by the client.

I confirm that I have sighted the client's medical certificate and placed it on the client's file.

**Step 1** – Log into the HSO portal and select the **Apply for program** button under the client accordion.

**Step 2** - Click the **Check your eligibility** button and enter the client eligibility number, first name, last name, date of birth and sex before clicking the **Check eligibility** button.

At this point you will be told if the client is eligible for the program.

**Step 3** – Enter the client's postal address, contact number, tick the relevant boxes to the questions asked if applicable.

**Step 4** – tick the appropriate box for correspondence, ensuring you obtain the client's email address (if applicable).

Ensure you tick 'Yes' next to send information pack to client.

**Step 5** - Answer the question 'Are there any contraindications for the fitting of a hearing device?' by ticking the applicable box.

If the client does not have a completed medical certificate, the application will go into Draft status.

**Step 6** - Enter the medical practitioner number. Before you submit the application please review the details provided. If you need to amend anything, please click the 'Back' button on the page below, amend the details.

**Step 7** - Click the certification box

**Step 8** - click **confirm details**

**Step 9** - Review the client's information. If all the details are correct click the **Process Application** button. If you need to amend anything, click the 'Back' button on the page below, amend the details.

**Step 10** – Ensure the [client is linked to your site](#).

A message will appear at the top of the page advising you of the following -

- **The Application has been successful. A voucher will be generated**
- **Draft Application Saved** - A letter of confirmation and further information including a pre-filled Medical Certificate will be sent to the client. Please see the user guide on finalising a draft application
- **Pending Application Saved** - The system is unable to process it at this time. When the system becomes available we will process the application on your behalf.

**Please note** a voucher must be issued prior to any services being provided to the client.