

## Key Messages

### Message One

**Qualified Practitioners** - new QP Number processes available in Training Environment for testing.

### Message Two

**e-Claims Batching** – new e-Claim batch processes available in Training Environment for testing.

### Message Three

Please ensure you have **Training Environment** user accounts for yourself and employees.

For further information:

visit our website at

[www.hearingservices.gov.au](http://www.hearingservices.gov.au)

or email us at

[hearing@health.gov.au](mailto:hearing@health.gov.au)

Phone: 1800 500 726



Australian Government  
Department of Health

Australian Government  
Hearing Services Program

## Contracted Service Provider Notice

### Hearing Services Online Payment Project (HSOP) – Update 6

**CSPN – 2019/14**

The [HSO Training Environment](#) is now available to service providers for testing and familiarisation with the new HSO Payments platform and processes.

#### HSOP Component Testing: Qualified Practitioners

Processes for creating new QP Numbers are now available in the training environment. New & revised [Quick Reference Guides](#) are available online to assist you to test the new Practitioner processes.

#### HSOP Component Testing: e-Claims Batch Upload/Download

New e-Claims Batching processes are now available in the training environment. New [Quick Reference Guides](#) are available online to assist you to test Upload/Download processes.

Please be aware that the data in this environment is de-identified and was last refreshed on 9 October.

*Reminder: The Training Environment will not send correspondence externally – please use Reference Numbers from success messages displayed on-screen.*

#### HSO Training Environment reminder & HSOP Testing

Information on the [Training Environment](#) has recently been refreshed. We encourage you to test early and let us know of any issues as soon as possible to ensure the best chance of us getting them resolved in time for production.

Reminder: while you can use the same AUSkey to access either portal environment, separate Training Portal user accounts must be established to access this environment. Please ensure your HSO Administrator has created the necessary accounts for your business to test new HSO components.

Our website is regularly updated with [information on Claiming](#), inclusive of recent legislative and contractual changes; please ensure all [claims are compliant with new requirements](#).

We will continue to communicate project updates via CSPN, if you have questions or concerns on any of the above, please contact us directly on **1800 500 726** or at [hearing@health.gov.au](mailto:hearing@health.gov.au)

**1 November 2019**

