

Key Messages

Message One

New e-Claim processes available in Training environment on **Mon 4 November 2019**.

Message Two

e-Claims goes live from **Sat 23 November 2019**.

Message Three

Interruption to program payments to allow for systems transition, between 15/11 and 23/11. All other Claim related processes will continue without interruption.

For further information visit our website at www.hearingservices.gov.au or email us at hearing@health.gov.au Phone **1800 500 726**



Australian Government
Department of Health

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Hearing Services Program

Contracted Service Provider Notice

Hearing Services Online Payment Project (HSOP) – Update 5

CSPN – 2019/13

e-Claims – testing environment go live date

As we near delivery for the full HSOP project, we are aiming to make the new e-Claim Batch Upload component available for testing in the [Training Environment](#) on 04/11/2019, prior to release in the live portal – schedule for 23/11.

Please re-familiarise yourselves with the Training environment, and ensure user accounts are established/active prior to Monday 4 November.

Transition Interruption to Claim Payments

The Department of Human Services (DHS) have advised Health of the date of cessation for the (current) e-Claim platform – scheduled for **Friday 15/11/2019**.

From this date, providers will be able to load e-Claim batches via HSO, using the (new) e-Claim HSOP component. All batch files will then proceed to assessment and approval/rejection, however, **payments will have a short period of interruption to allow for transition to the new platform** – with payments re-commencing from Friday 23/11/2019.

To minimise interruption, we recommend Providers complete a batch upload for outstanding claims on Friday 15/11/19, to finalise processes associated with the (old) DHS system.

Once payments re-commence as of 23 November, any claims lodged (electronically) during the transition period will be included.

If these interruptions to normal operation present any critical business issues for you, please contact us urgently, to identify if a solution is available- please note this option is only available where critical business or financial risk is incurred by the transition period.

Our website is regularly updated with [information on Claiming](#) and 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

22 October 2019