

## Key Messages

### Message One

DHS are decommissioning current e-Claim system. Health and DHS are working toward a new solution for claims submissions.

### Message Two

Once complete, claims will be processed via the HSO portal.

### Message Three

Please notify your software vendors that change is coming, and refresh your understanding of program claims.

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 Payments Project (HSOP)

**CSPN – 2019/03**

The 2017-18 Budget measure “Guaranteeing Medicare modernising the health and aged care payments systems” will have a direct effect on electronic claiming in the Hearing Services Program (the program).

The Department of Human Services (DHS) has notified the Department of Health that the technology used for [e-Claims](#) in the program will be decommissioned by 31 Dec 2019.

Both Departments are heavily engaged in development of a new platform for fast and efficient processing of electronic claims.

Future claiming will be processed via the Hearing Services Online (HSO) portal, rather than DHS platforms, thereby eliminating the requirement for Service Providers to operate across multiple systems. Payments will still be provided via the Reserve Bank.

As this work is in a scoping stage, further detail is limited, but will be communicated as soon as it is available. The focus of work is ensuring that claims continue to be processed and paid quickly and efficiently.

We request that you notify the vendor of your practice management software of pending changes expected in this space, and encourage you to refresh your understanding of program claiming, with the [information available on our website](#). If you have any concerns, please email us directly at [hearing@health.gov.au](mailto:hearing@health.gov.au)

Friday 10 May 2019