



Provider Factsheet - Claiming information when selling or buying a hearing service business

This factsheet provides information for contracted service providers (providers) about claiming when a provider sells their business to another provider.

This page should be read in conjunction with the [Claiming](#) page.

There are often claims that need to be submitted outside of the normal methods and systems when a provider sells their business to another provider. The information below can assist providers to navigate the correct systems of submission to ensure claims for services provided through the Hearing Services Program (the program) are valid, approved and paid.

Selling Provider

The selling provider must ensure their claiming system remains open until all claimable items are submitted successfully. Additionally, the selling provider must ensure all claims have been submitted no later than **20 business days** after the date of closure. All assessment claims should be submitted as soon as possible, through the selling providers practice management software.

The selling provider should review client files and if you identify any invalid claims they must be processed as a recovery. Wherever possible, any valid claims to replace a recovered claim should be submitted immediately through the Hearing Services Online Portal (HSO portal) before your business closure date and transfer of clients. The selling provider will not be able to access client information on the HSO portal from the date of closure.

The selling provider must ensure the following

Assessments

Selling providers must submit claims for any assessments performed prior to the transfer of their business promptly to ensure claiming by the new service provider is not affected.

Fittings, unless a follow-up can be completed prior to closing

Selling providers **must** only commence a fitting service, if they are able to complete the follow-up service prior to closure.

In the rare case that a selling provider is unexpectedly unable to complete the follow-up service and it is instead completed by the buying provider, the selling and buying provider will need to submit split payment claims.

There are two parts to a split payment

- **Part 1** is submitted by the selling provider where the fitting date is prior to the Date of Transfer and no follow-up has occurred (see table 1), and
- **Part 2** is submitted by the buying provider where a follow-up has been completed on the devices fitted by the selling provider (see table 2, and 3A or 3B).

The selling provider should contact the program as soon as possible if they require assistance understanding the process. The Claim for Payment form for the non-follow-up appointment must be emailed to hearing@health.gov.au within the 20 business days of the closure date. Please refer to [Claiming through the portal](#) for information on submitting claims correctly.

Maintenance and Batteries

The **selling provider must not accept battery and maintenance payments** or ask clients to sign maintenance agreements if the start date of the agreement is after the sale of the business.

Information on the actions for managing claiming for a selling business are outlined in Table 1.

Table 1 - Claiming when a service provider transfers their contract or sells their business

Submitting Claims	Sellers action	Item Number
The assessment date is prior to the Date of Transfer	Submit claim	600 or 800
The fitting and follow-up dates are prior to the Date of Transfer	Submit claim	Monaural Item: 650, 630 or 820 Binaural: 660, 640 or 830
The fitting date is prior to the Date of Transfer where the client has not attended a follow-up appointment and a follow-up service has not been provided. Note: the date of service must match the fitting date.	Attach the claim form and email it to hearing@health.gov.au The subject line should be displayed as: voucher # – client name – item # – SP business transfer Pt1 - closure date DD/MM/YYYY	Monaural Item: 651, 771 or 821 Binaural Item: 661 or 831
The assessment date is after the Date of Transfer	No action	N/A
The fitting and follow-up date are after the Date of Transfer	No action	N/A
The follow-up date of service is after the Date of Transfer	No action	N/A

Buying Provider

Buying providers must be familiar with the requirements related to a transferred business.

Fitting Services

Once the selling provider has submitted the non-follow-up fitting claim successfully and the buying provider has completed the follow-up/rehabilitation service, the buying provider can submit an Item 6 claim. The follow-up date of service must be after the Date of Transfer. To cover the costs of the follow-up/rehabilitation component of the fitting, send the Item 6 claim form by email to hearing@health.gov.au. Once reviewed and approved, the buying provider will receive a confirmation email.

Novated Maintenance Arrangements

As part of the termination agreement, the buying provider **must not** claim for relocated maintenance (item 711 or 722) or when a follow-up is completed and item 6 is claimed by the buying provider. It is a condition of approval of transfer of contractual rights through the program that the buying entity agree to novate any existing batteries and maintenance agreements.

Please refer to the **Table 2**, **Table 3** to assist you with submitting your claims correctly.

Table 2 - Claiming when buying an existing hearing service business

Submitting Claims	Buyers action	Item Number
The assessment date is prior to the Date of Transfer	No action	N/A
The fitting and follow-up dates are prior to the Date of Transfer	No action	N/A
The fitting date is prior to the Date of Transfer where the client has not attended a follow-up appointment and follow-up service has not been provided.	No action	N/A
The assessment date is after the Date of Transfer	Submit claim	600 or 800
The fitting and follow-up dates are after the Date of Transfer	Submit claim	Monaural Item: 650, 630 or 820 Binaural Item: 660, 640 or 830
The follow-up date of service is after the Date of Transfer	Attach the claim form and email it to hearing@health.gov.au The subject line should be displayed as: voucher # – client name – item 6 – SP business transfer Pt2	Exception Item 6: (follow-up completion) Refer to Table 3

Table 3 – Item 6 (Split Payment) Amount for the 2021-2022 Financial Year

Selling Provider Claim Item	Buying Provider	Item Benefit (Liable for GST)	Item Benefit (Not liable for GST)	Total amount payable
Item 651 – First hearing aid fitting, Monaural, non-follow-up	Item 6 – Split Payment	\$9.81	\$235.56	\$246.35
Item 661 – First hearing aid fitting, Binaural, non-follow-up	Item 6 – Split Payment	\$19.61	\$290.41	\$311.98
Item 771 – Fitting of second aid no maintenance, non-follow-up	Item 6 – Split Payment	\$9.81	\$57.59	\$68.38
Item 821 – Refitting, Monaural, non-follow-up	Item 6 – Split Payment	n/a	\$194.00	\$194.00
Item 831 – Refitting, Binaural, non-follow-up	Item 6 – Split Payment	n/a	\$192.83	\$192.83

Note: Item 6 claims should be submitted by attaching and emailing the completed claim form to hearing@health.gov.au. The subject line should be displayed as: **voucher # – client name – item 6 – SP business transfer Pt2**.