

## Key Messages

### Message One

A program and provider transition period has been established.

### Message Two

Through October to December 2019 the program will be updating forms and factsheets.

### Message Three

Providers will have until 31 March 2020 to amend their processes.

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

### Transition Timeframes

(CSPN – 2019/12)

The disallowance period for the [Hearing Services Program \(Voucher\) Instrument 2019](#) (the instrument) concluded on 19 September 2019. The instrument and the new [Service Provider Contract](#) (the contract) came into effect on 1 October 2019.

There is a two stage transition process.

**Program Transition** – From 1 October to 31 December 2019 to allow for the program to update web content, forms, factsheets and policies.

**Provider Transition** – From 1 October to 31 March 2020 to allow providers to review and update processes (with the exception of the changes outlined below).

A [Transition Webpage](#) and [Transition Guide](#) is available.

Due to the program transition period and the [Hearing Services Online Payment Project](#), which is changing the way claiming occurs, providers are encouraged to wait until early 2020 before finalising changes to processes and procedures.

#### Taking effect from 1 October 2019

Providers are reminded that the following changes take effect from 1 October 2019

1. Services must only be provided and claimed when the service is available on the client's current voucher i.e. between the start and end date of the client's current voucher.
2. Medical certification is no longer required for the issuing of vouchers to new program clients. However, clients must be referred for medical intervention when appropriate.
3. Minor maintenance claims will no longer be allowed if the date of service is after 30 September 2019. Providers will have one year to submit any outstanding minor maintenance claims, which have a date of service prior to 1 October 2019.
4. Audiological Case Management (items 610/810) must comply with the new requirements from 1 October 2019 as outlined in the updated [Schedule of Service Items](#).
5. Client signatures are not required on the claim for payment form. If the client has chosen to enter into a maintenance agreement, the client must sign the 700/710 claim form or a maintenance agreement form.

Further information, including factsheets, FAQs, forms and templates will be released between October to December 2019.

4 October 2019