

Key Messages

Message One

If you are an SP who has not yet provided details requested in previous HSOP CSPNs – it is critical that you contact us ASAP.

Message Two

Website and HSO Portal will be unavailable on **Monday 30 September AEST 8pm – 11pm**. Providers will not be able to process new or return vouchers or submit claims through the portal.

Message Three

HSOP Project webpage will be updated with all key documentation and related news, as it becomes available.

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

Australian Government
Hearing Services Program

Contracted Service Provider Notice

Hearing Services Online Payment Project (HSOP) – Update #4

CSPN – 2019/09

Thank you to those who have contacted us so far, or are in contact with us via your software vendors.

As we approach the delivery date for the HSO Payments Project, it is critical that you contact us if you:

- do not use a software vendor for your practice, and
- have not yet been in contact with us.

The files used for batch claiming are changing and it is vital that you are aware of coming changes to ensure that you continue to receive payments for hearing services claims.

We are doing a minor release in lead up to these changes. You may witness some minor tweaks and changes in the portal such as enhanced search options and better claim export reports. You will also notice that Medical certification details are no longer required, in line with recent legislative changes.

Please be aware that the Hearing Services website, and HSO Portal will be unavailable on **Monday 30 September, AEST 8pm – 11pm.**

Providers will not be able to process new or return vouchers, or submit claims through the portal, during this time.

Please continue to refer to the [HSOP project webpage](#), for all project updates.

Friday 20 September 2019