



Australian Government

Department of Health

Australian Government Hearing Services Program

Schedule of Service Items and Fees

Service Items

DRAFT – For Consultation



Hearing Services Program

Contents

Schedule of Service Items	3
Definitions	3
Available Services	3
General Program Service Requirements	4
Service Items	6
Service Items – Requirements	7
Assessment	7
Initial Fittings	10
Refitting	13
Assistive Listening Devices (ALDs)	15
Maintenance	19
Client Review	22
Replacements	23
Rehabilitation	25
Spare Device	27
Other Services	28

Schedule of Service Items

Clients who have a current voucher are entitled to a range of services through the Hearing Services Program (the program). Contracted service providers (providers) must ensure they comply with the program requirements. The Schedule of Service Items forms part of the Schedule of Service Items and Fees (Services Schedule) and should be read in conjunction with the program standards and Schedule of Fees. There are two program standards; [Minimum Hearing Loss Threshold \(MHLT\) Guidelines](#) and [Eligibility Criteria for Refitting \(ECR\)](#).

The Schedule of Service Items provides information on service requirements, claiming conditions and evidence requirements for services available to program clients through the program.

Definitions

Definitions used throughout the Schedule of Service Items are as defined by the [Hearing Services Administration Act 1997](#), [Hearing Services Program \(Voucher\) Instrument 2019](#), and/or [Service Provider Contract](#). Additional definitions include

Non-Routine Client

A non-routine client is a client found to have one or more of the following audiometric presentations

- an air bone gap of 20dB or greater at 0.5, 1 and 2 kHz,
- speech discrimination poorer than expected given hearing threshold levels, and/or
- evidence of fluctuating audiometric thresholds.

Specialist Services (Complex) Client

A client is eligible for specialist services if they have a

- 3 Frequency Average Hearing Loss (FAHL) greater than or equal to 80dB in the better ear measured at 0.5, 1 and 2 kHz, or
- hearing loss and severe communication impairment that prevents the person from communicating effectively or is caused or aggravated by significant physical, intellectual, mental, emotional or social disability.

Available Services

Clients with a current voucher are entitled to receive a range of specified services available through the program, provided these are clinically appropriate and program requirements are met. In addition to one assessment per voucher, the following services may be available if the service requirements are met

- an Audiological Case Management Service
- a Fitting and Follow up Service including a fully subsidised device, or a subsidy towards a partially subsidised device
- annual maintenance and batteries supply
- a remote control
- annual Client Review Services
- Replacement of a lost or damaged device
- Rehabilitation or Rehabilitation Plus Services
- a spare aid.

An additional assessment or fitting service may be approved by the program as a revalidated service provided certain criteria are met.

General Program Service Requirements

The General Program Service Requirements apply to all program services. Providers must comply with the following general program service requirements, as well as service requirements for each Service.	
1	The hearing services available to a client are subject to assessment of the voucher-holder's clinical need for that service.
2	The client has a current voucher and the Date of Service is within the current voucher period.
3	Services must be performed by a Qualified Practitioner (QP) or Provisional Practitioner under supervision of a QP in accordance with Practitioner Professional Body (PPB) requirements, unless otherwise specified, for example Maintenance and Rehabilitation Services.
4	Clients must be referred to an appropriate medical practitioner where clinically necessary.
5	Services must be delivered in accordance with professional standards including the PPB Code of Conduct and Scope of Practice.
6	Services must be delivered in accordance with current Australian standards, for example ambient noise level testing and audiometric equipment standards.
7	The Practitioner QP number is valid and is linked to the provider in the portal at the Date of Service.
8	The Site ID is valid at the Date of Service.
9	A Claim for Payment form is correctly completed.
10	Supporting evidence for the service is documented on the client record, as per the evidence requirements for each Service Item.
11	Portal information for the client must be updated as required, including: <ul style="list-style-type: none"> the 3FAHL results should be updated after each audiogram if the client is changing from monaurally fitted to binaurally fitted, or vice versa, the fitting configuration in the portal and on the provider's software must be updated prior to claiming.
12	Before delivering a hearing service to a program client, providers must ensure the service is available on the client's current voucher.

Device Supply Requirements

Detailed written device quote for every fitting

A quote must be provided for each device recommended or supplied through the program (fully and partially subsidised devices, replacements, spare devices and Assistive Listening Devices (ALDs)). The client must receive a detailed written device quote that

- is provided before the fitting service to ensure the client understands the supply arrangements and the associated costs, and
- is signed and dated by the client on the day it is received. This can be the same day as the fitting service.

Note: A quote for fully subsidised device/s **must** be provided, even if partially subsidised device/s are recommended or supplied.

The quote must include

- the device model, style and device code,
- the full device costs (separately identifying right and left device cost, the total government subsidy amount, and device and accessory costs to the client (remote control, etc)),
- the optional annual maintenance and repair costs, including whether this will change over time,
- for partially subsidised devices, the quote must include any additional maintenance and repair costs above the program's set Client Maintenance Co-payment,
- the warranty period, and
- the provider's returns policy.

Only approved devices fitted

The device/s fitted must be listed on a Schedule of Approved Devices on the fitting date, unless otherwise approved by the department, and the correct device code used when claiming. Device/s supplied to program clients and claimed through the program must be purchased directly by the provider from an Appointed Supplier.

The device fitted to the client must

- be suitable to the client's hearing loss and individual circumstances,
- be appropriately programmed, with the device response verified against a prescriptive target,
- be optimised according to the client's needs and preferences,

- have sufficient reserve gain to allow for normal deterioration of hearing levels and conductive hearing loss, and
- be checked for comfort.

The client or carer **must** be instructed how to effectively manage the device.

Cost to Client

Fully subsidised devices

- No cost to client other than Maintenance Co-payment where applicable.

Partially subsidised devices

- Provider may charge client the difference between the government device subsidy and the device cost (as per the provider's quote).
- Provider may negotiate a Maintenance Agreement amount with the client (as per the provider's quote). Clients cannot be charged additional repair costs unless they were advised in the provider's quote.

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Service Items

Service	Item No.	Item Name
Assessment	600	First Assessment
	610	Audiological Case Management (Review and Advice)
	800	Reassessment
	810	Audiological Case Management (Review and Advice)
Initial Fittings	630	Initial Fitting with Maintenance – Monaural
	631	Initial Fitting with Maintenance – Non Follow up – Monaural
	640	Initial Fitting with Maintenance – Binaural
	641	Initial Fitting with Maintenance – Non Follow up – Binaural
	650	Initial Fitting (no Maintenance) – Monaural
	651	Initial Fitting (no Maintenance) – Non Follow up – Monaural
	660	Initial Fitting (no Maintenance) – Binaural
	661	Initial Fitting (no Maintenance) – Non Follow up – Binaural
	760	Subsequent Initial Fitting with Maintenance
	761	Subsequent Initial Fitting with Maintenance – Non Follow up
	770	Subsequent Initial Fitting (no Maintenance)
	771	Subsequent Initial Fitting (no Maintenance) – Non Follow up
Refitting	820	Refitting – Monaural
	821	Refitting – Non Follow up – Monaural
	830	Refitting – Binaural
	831	Refitting – Non Follow up – Binaural
(ALD) Assistive Listening Device	635	ALD: Initial Fitting with Maintenance
	636	ALD: Initial Fitting with Maintenance – Non Follow up
	655	ALD: Initial Fitting (no Maintenance)
	656	ALD: Initial Fitting (no Maintenance) – Non follow up
	825	ALD: Refitting
	826	ALD: Refitting – Non Follow up
Maintenance	700	Maintenance and Battery Supply – Monaural
	710	Maintenance and Battery Supply – Binaural
	711	Relocated Maintenance and Battery Supply – Monaural
	722	Relocated Maintenance and Battery Supply – Binaural
	777	Client Co-payment for Maintenance and Battery Supply – DVA Eligible Clients
	790	Maintenance and Battery Supply (Private Devices) – Monaural
	791	Maintenance and Battery Supply (Private Devices) – Binaural
Client Review	930	Client Review – Monaural
	940	Client Review – Binaural
Replacements	840	Replacement of Lost/Damaged Beyond Repair Device – Monaural
	850	Replacement of Lost/Damaged Beyond Repair Device – Binaural
	555	Client Co-payment for Exempt Clients
	888	Client Co-payment for DVA Eligible Clients
Rehab	670	Rehabilitation Service – no Fitting
	680	Rehabilitation Plus – (two sessions)
	681	Rehabilitation Plus – (single session)
Spare	960	Spare Device
Other Services	1	Device Returned for Credit: Monaural – Half Cost of the Initial Fitting (no Maintenance)
	2	Devices Returned for Credit: Binaural – Half Cost of the Initial Fitting (no Maintenance)
	3	BTE Returned for Credit: Dispensing Fee
	4	Remote Control (Manufacturer's invoice amount only < \$200)

Service Items – Requirements

Assessment

ASSESSMENTS / REASSESSMENTS	
Assessment and Reassessment Services to establish the nature and extent of a client's hearing and communication needs and the client's communication and hearing goals.	
Item	Service
600	First Assessment
800	Reassessment
Service Requirements	
1	Comply with General Program Service Requirements as specified on pages 4-5.
2	Item 600 can be claimed once only for each client. Item 800 can be claimed only once on each subsequent (Return) Voucher.
3	Reassessments (Item 800) can be completed and claimed on the same date as a Client Review service, however the activities performed as part of the Reassessment Service must be different to those performed as part of the Client Review Service. <ul style="list-style-type: none"> All activities/services must be clearly and separately documented on the client's record.
4	The nature and extent of client's hearing and communication problems is identified by <ul style="list-style-type: none"> an accurate and complete assessment of the client's clinical and audiological history an accurate and complete audiological assessment, including air and bone conduction thresholds indication of middle ear function discussion of client's hearing goals discussion of client's expectations, motivation and attitude towards hearing rehabilitation client is informed about appropriate communication strategies and tactics.
5	Specialist Services (Complex) clients (see definitions) must <ul style="list-style-type: none"> have their client details updated through the portal be advised about the services provided through the Community Service Obligations be allowed at least 10 business days (without being provided further services) before being contacted to ask whether they have decided to receive additional services through the Community Service Obligations.
6	Non-routine clients (see definitions) assessed by an Audiometrist must be referred to an Audiologist or medical practitioner.
7	Where an Audiological Case Management (Review and Advice) Service (Item 610/810) is required, Assessment/Reassessment Items (600/800) must not be claimed until the Review and Advice service is completed.
8	If the client is likely to proceed to a fitting, the client must <ul style="list-style-type: none"> have a minimum 3 Frequency Average Hearing Loss threshold of greater than 23dB (3FAHL > 23dB), measured at 0.5, 1 and 2 kHz. Each ear must be evaluated independently be informed about the provider's device supply arrangements be eligible under the MHLT Exemption Criteria be eligible for refitting under the ECR guidelines be informed about technological options and suitable device choices (type, style and configuration) including suitable fully subsidised device options be informed about Rehabilitation Plus (Items 680/681), for initial fittings only be provided with a detailed device quotation, as specified in the Device Supply Requirements, to ensure they understand any out of pocket costs.
9	If the client is not going to proceed to a fitting, the client must be advised about the Rehabilitation Service (Item 670) if appropriate.
10	The Date of Service is the date of the assessment/reassessment. If an Audiological Case Management (Review and Advice) Service (Items 610/810) is required, the Date of Service for Items 600/800 is the date the advice is provided.

Evidence Requirements

Evidence kept on the client record to substantiate Assessment/Reassessment Services **MUST** include

- Practitioner's (and supervisor's) full name and QP number
- Date of Service
- Claim for Payment form
- otoscopy results
- a complete and dated audiogram
- complete assessment of clinical and audiological history established or reviewed
- both MHLT exemption criteria if a client with 3FAHLs \leq 23dB is going to be fitted with a device, including a current WANT completed at the time of the assessment or device discussion
- client's hearing goals established or reviewed
- client's expectations, motivation and attitude towards hearing rehabilitation
- device advice, including fully subsidised device recommendation (if client is likely to be fitted)
- detailed device/accessories quote/s (if client is likely to be fitted)
- discussion of communication strategies/tactics.

Evidence kept on the client record to substantiate Assessment/Reassessment Services **MAY** include

- speech testing (if appropriate)
- referral to a medical practitioner where appropriate and evidence of receipt
- Specialist Services client decision regarding choice of provider (if applicable)
- non-routine client advice from Audiologist to Audiometrist (if applicable)
- advice regarding Rehabilitation Service (Item 670) if client is not going to be fitted with a device.

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AUDIOLOGICAL CASE MANAGEMENT (REVIEW AND ADVICE)

Review and advice provided by a QP Audiologist to enable an Audiometrist to complete a non-routine client's Assessment/Reassessment Service.

Item	Service
610	Audiological Case Management (Review and Advice) – with Assessment Service (Item 600)
810	Audiological Case Management (Review and Advice) – with Reassessment Service (Item 800)
Service Requirements	
1	Comply with General Program Service Requirements as specified on pages 4-5.
2	The Audiological Case Management (Review and Advice) Service is delivered by a QP Audiologist for a non-routine client (see definitions).
3	Item 610 can be claimed once only for each client.
4	Item 810 can be claimed only once on each subsequent (Return) Voucher.
5	Items 610 and 810 can only be claimed where an Audiometrist refers to, and receives advice from, an Audiologist on the management of a non-routine client in order to complete an Assessment Service.
6	Items 610 and 810 cannot be claimed when a provisional (non-qualified) Audiometrist is under the supervision of an Audiologist.
7	The prerequisite Assessment Services (Items 600/800) must be delivered by a QP Audiometrist or a provisional Audiometrist under the supervision of a QP Audiometrist.
8	The Audiological Case Management (Review and Advice) Service may be subcontracted to a QP Audiologist.
9	Items 610 and 810 must be claimed with the QP number of the QP Audiologist who delivered the Audiological Case Management Service.
10	The Date of Service is the date the advice is provided, which must be on or after the prerequisite Assessment/Reassessment (Items 600/800) Date of Service.
Evidence Requirements	
Evidence kept on the client record to substantiate Audiological Case Management (Advice and Referral) Service MUST include	
<ul style="list-style-type: none"> • Practitioner's (and supervisor's where applicable) full name and QP number • Date of Service • Claim for Payment form • Audiometrist's request to Audiologist for advice (dated) • Audiologist's advice and additional test results if appropriate (dated) • evidence the Audiologist's advice has been followed. 	

Initial Fittings

INITIAL AND SUBSEQUENT INITIAL FITTINGS

- Client's first fitting service through the program to provide appropriate hearing technology which is clinically suitable to the client's needs.
- A Subsequent Initial Fitting is for a client who has previously been monaurally fitted through the program and now requires a hearing device for their other (previously unfit) ear.

Item	Service
630	Initial Fitting with Maintenance – Monaural
631	Initial Fitting with Maintenance – Non Follow up – Monaural
640	Initial Fitting with Maintenance – Binaural
641	Initial Fitting with Maintenance – Non Follow up – Binaural
650	Initial Fitting (no Maintenance) – Monaural
651	Initial Fitting (no Maintenance) – Non Follow up – Monaural
660	Initial Fitting (no Maintenance) – Binaural
661	Initial Fitting (no Maintenance) – Non Follow up – Binaural
760	Subsequent Initial Fitting with existing Maintenance Agreement
761	Subsequent Initial Fitting with existing Maintenance Agreement – Non Follow up
770	Subsequent Initial Fitting (no Maintenance)
771	Subsequent Initial Fitting (no Maintenance) – Non Follow up
Service Requirements	
1	Comply with General Program Service Requirements as specified on pages 4-5.
2	An Assessment or Reassessment Service must be completed prior to an Initial or Subsequent Fitting. The provider must ensure the fitting is based on the client's current hearing thresholds.
3	If the client has 3FAHLs ≤ 23 dB measured at 0.5, 1 and 2 kHz in the ear to be fitted, the client must meet both MHLT exemption criteria (Criterion 1 and 2) prior to fitting. <ul style="list-style-type: none"> • A 3FAHL of 23.3dB should be recorded as 23dB in the portal and on the claim form.
4	The client must receive a detailed written device quote for each device recommended and must only be fitted with approved devices in accordance with the Device Supply Requirements specified on pages 4-5.
5	A fitting service consists of at least two appointments, the fitting and a face-to-face follow up . <ul style="list-style-type: none"> • The follow up must occur at least five business days after the fitting to allow the client time to identify any issues with the fitting or device. • Outcomes against hearing goals must be assessed at follow up. • If the client does not attend a follow up, or the follow up is sooner than five business days after the fitting, a non-follow up claim must be submitted. A claim should not be submitted until the fitting is considered successful and the client has accepted the device/s.
6	Only one Initial Fitting Item can be claimed for each client.
7	For Initial Fitting, no previous fitting through the program must have occurred.
8	Any Refitting within 12 months of the Initial Fitting is considered part of the original Hearing Rehabilitation Program, unless the device/s have been returned for credit and a recovery processed (if already claimed), or if the fitting service has been revalidated.
9	Initial Fittings with Maintenance (Items 630,631,640,641) include the program's maintenance subsidy, and therefore include maintenance and batteries for 12 months from the fitting date. The client must agree to enter into a Maintenance Agreement to claim these items.
10	A SUBSEQUENT Initial Fitting Item can be claimed once only for a previously monaurally fitted client.
11	SUBSEQUENT Initial Fittings with Maintenance (Items 760,761) can only be claimed where the client has a current monaural Maintenance Agreement.
12	Where a client receives a MONAURAL Initial Fitting, an Initial Fitting to the other ear must be claimed as a SUBSEQUENT Initial Fitting (Items 760, 761, 770, 771).

13	If the client has private device/s maintained through the program, their first program fitting must be claimed as an Initial Fitting Item.
14	<p>Maintenance All clients receiving a fitting must be offered a Maintenance Agreement and clients can choose to enter into a Maintenance Agreement.</p> <ul style="list-style-type: none"> • Maintenance Items (700/710) cannot be claimed with fitting claims, except for 770/771 (see below) • Clients with fully subsidised fittings who accept a Maintenance Agreement must not be charged more than the Client Maintenance Co-payment published in the Schedule of Fees. • The provider and the client can negotiate a Client Maintenance Co-Payment for partially subsidised devices. • The Client Maintenance Co-payment must be disclosed to the client in their device quote and in each subsequent Maintenance Agreement, including whether this will change over time. • For Initial Fitting Services <ul style="list-style-type: none"> ➢ If the client does not accept a Maintenance Agreement, an <i>Initial Fitting (no Maintenance)</i> Item must be claimed. Standard consumer protections, including warranties and returns apply. ➢ If the client agrees to enter into a Maintenance Agreement, the <i>Initial Fitting with Maintenance</i> Item should be claimed. Items 630, 631, 640, 641 include device maintenance and batteries for 12 months from the date of fitting. ➢ If the client has a current Maintenance Agreement due to maintaining private device/s, an <i>Initial Fitting (no Maintenance)</i> Item must be claimed. <p>Note: the client must still sign a Maintenance Agreement if the Co-payment is waived or is paid by Department of Veterans' Affairs (DVA).</p> <ul style="list-style-type: none"> • For Subsequent Initial Fitting Services <ul style="list-style-type: none"> ➢ Items 760/761 supplement the existing monaural Maintenance Agreement until the expiry date of the existing Maintenance Agreement. After the expiry date Item 710 can be claimed, providing the client is using both devices, and the client agrees to enter into another Maintenance Agreement. ➢ If the client does not have a current Maintenance Agreement, and does not accept a Maintenance Agreement, a <i>Subsequent Initial Fitting (no Maintenance)</i> Item must be claimed. Standard consumer protections, including warranties and returns apply. ➢ If the client does not have a current Maintenance Agreement and agrees to enter into a Maintenance Agreement a <i>Subsequent Initial Fitting (no Maintenance)</i> Item must be claimed with an Item 710, providing the client is using both devices. <p>Note: the client must still sign a Maintenance Agreement if the Co-payment is waived or is paid by DVA.</p> <p>DVA Clients:</p> <ul style="list-style-type: none"> • DVA Gold and White Card (including hearing loss) holders must not be charged the Client Maintenance Co-payment. DVA pays this on the client's behalf. The provider can claim an Item 777 for this fee. • DVA will not pay the Client Maintenance Co-payment for the first 12 months if the client does not attend a follow up appointment. The client will be responsible for this initial fee. If the client accepts a Maintenance Agreement for following years, an Item 777 can be claimed for the Client Maintenance Co-payment in the following years. • If a DVA Gold or White Card (including hearing loss) holder chooses a partially subsidised device, DVA will only pay the program's set Client Maintenance Co-payment towards their Maintenance Agreement. The client must pay any difference between the provider's quoted maintenance fee and the program's set Client Maintenance Co-payment. • DVA PCC card holders are not entitled to receive DVA maintenance subsidy.
15	The Date of Service is the date of the follow up (unless claiming a non-follow up appointment when the Date of Service is the fitting date).
Evidence Requirements	
<p>Evidence kept on the client record to substantiate the Fitting Service MUST include</p> <ul style="list-style-type: none"> • Practitioner's (and supervisor's where applicable) full name and QP number 	

- Date of Service
- Claim for Payment form
- evidence MHLT exemption criteria (including WANT) is met where required
- device quote/s signed and dated by client
- otoscopy results at time of fitting
- correct device details (serial numbers and device codes, features, accessories)
- device programming (NOAH Data if available), with response verified against a prescriptive target (e.g. REM, REIG, SPIN, etc.)
- device/s optimised to the client needs and preferences
- fitting checked for comfort (feedback, occlusion, Maximum Power Output (MPO), etc)
- client/carer instructed on management of devices (device/battery insertion, volume control, cleaning, wax management, additional programs, phone use, etc.)
- Maintenance Agreement discussed (copy of agreement and receipt for client Co-payment where applicable)
- strategies/tactics discussion to help manage hearing loss and device use
- notes on client issues/concerns that have been addressed and support/referral provided as necessary
- review of device use (data logging if available) and adjustments/modifications/program changes at follow up where required
- for non-follow up claims, evidence of attempts to contact the client
- fitting outcome evaluated at face-to-face follow up (e.g. aided speech testing)
- review of outcomes against hearing goals at follow up
- check client is satisfied with outcomes
- copy of client receipt if payment required for partially subsidised device where applicable.

Refitting

REFITTINGS

These fittings are for clients who have been previously fitted on the same ear against a previous voucher. **A client may only be refit if they meet the Eligibility Criteria for Refitting (ECR).**

Item	Service
820	Refitting – Monaural
821	Refitting – Non follow up – Monaural
830	Refitting – Binaural
831	Refitting – Non follow up – Binaural
Service Requirements	
1	Comply with General Program Service Requirements as specified on pages 4-5.
2	The client must have previously received a fitting through the program to the same ear against a previous voucher.
3	If a fitting (doesn't include replacements) has been claimed for the same ear on the current voucher, revalidation of a fitting service must be approved by the program prior to service provision.
4	Clients should not be refitted unless the fitting complies with the ECR . <ul style="list-style-type: none"> Evidence supporting the relevant ECR must be kept on the client's record.
5	A hearing Reassessment, screening or Client Review must have been completed before Refitting. The provider must ensure the fitting is based on the client's current hearing thresholds.
6	If the client has 3FAHLs ≤ 23 dB measured at 0.5, 1 and 2 kHz in the ear to be fitted, the client must meet both MHLT exemption criteria (Criterion 1 and 2) prior to fitting. <ul style="list-style-type: none"> A 3FAHL of 23.3dB should be recorded as 23dB in the portal and on the claim form.
7	If a monaural Refitting has been claimed and the opposite ear requires a refit on the same voucher, the previous fitting claim must be recovered and these services claimed as a binaural fitting (except where the client has relocated and the fittings are completed by different providers).
8	Any Refitting within 12 months of the Initial Fitting is considered part of the original Hearing Rehabilitation Program, unless the device/s have been returned for credit and a recovery processed (if already claimed), or if the fitting service has been revalidated.
9	The client must receive a detailed written device quote and must only be fitted with approved devices in accordance with the Device Supply Requirements specified on pages 4-5.
10	A fitting service consists of at least two appointments, the fitting and a face-to-face follow up . <ul style="list-style-type: none"> The follow up must occur at least five business days after the fitting to allow the client time to identify any issues with the fitting or device. Outcomes and hearing goals must be assessed at follow up. If the client does not attend a follow up, or the follow up is sooner than five business days after the fitting, a non-follow up claim must be submitted. A claim should not be submitted until the fitting is considered successful and the client has accepted the device.
11	Maintenance All clients receiving a refit must be offered a Maintenance Agreement if they do not already have an existing Agreement. <ul style="list-style-type: none"> Clients receiving fully subsidised devices must not be charged more than the program's set Client Maintenance Co-payment. The provider and the client can negotiate a Client Maintenance Co-payment for partially subsidised fittings. If the client does not have a current Maintenance Agreement and agrees to enter into a Maintenance Agreement, a Refitting Item and a separate Maintenance Item 700/710 should be claimed. Note: the client must still sign a Maintenance Agreement if the Co-payment is waived or is paid by DVA. If the client does not accept a Maintenance Agreement, standard consumer protections, including warranties and returns apply.

	<p>DVA Clients</p> <ul style="list-style-type: none"> • DVA Gold and White Card (including hearing loss) holders receiving a fully subsidised device must not be charged the Client Maintenance Co-payment. DVA pays this on the client's behalf. The provider can claim Item 777 for this fee. • If a DVA Gold and White Card (including hearing loss) holder chooses a partially subsidised device, DVA will only pay the program's set Client Maintenance Co-payment towards their Maintenance Agreement. The client must pay any difference between the provider's quoted maintenance fee and the program's set client Co-payment. • DVA PCC card holders are not entitled to receive DVA maintenance subsidy.
12	The Date of Service is the date of the refitting follow up appointment (unless claiming a non-follow up appointment when the Date of Service is the Fitting date).

Evidence Requirements

- Evidence kept on the client record to substantiate the Refitting Service **MUST** include
- Practitioner (and supervisor's where applicable) full name and QP number
 - Date of Service
 - Claim for Payment form
 - evidence MHLT exemption criteria (including WANT) is met where required
 - the ECR number, reason for the refit and evidence required by the ECR
 - device quote signed and dated by client
 - otoscopy results at time of fitting
 - correct device details (serial numbers and device codes, features (e.g. telecoil/smart phone), accessories)
 - device programming (NOAH Data if available), with response verified against a prescriptive target (e.g. REM, REIG, SPIN, etc.)
 - device/s optimised to the client needs and preferences
 - fitting checked for comfort (feedback, occlusion, MPO, etc)
 - client/carer instructed on management of devices (device/battery insertion, volume control, cleaning, wax management, program switching, phone use, etc)
 - Maintenance Agreement discussed (copy of agreement and receipt for Client Co-payment where applicable)
 - strategies/tactics discussion to help manage hearing loss and device use
 - notes on client issues/concerns that have been addressed and support/referral provided as necessary
 - review of device use (data logging if available) and adjustments/modifications/program changes at follow up where required
 - for non-follow up claims, evidence of attempts to contact the client
 - fitting outcome evaluated at face-to-face follow up service (e.g. speech testing)
 - review of outcomes against hearing goals at follow up
 - check client is satisfied with outcomes
 - copy of client receipt if payment required for partially subsidised device.

Assistive Listening Devices (ALDs)

ASSISTIVE LISTENING DEVICES (ALDs) – INITIAL FITTING	
To provide clinically suitable ALDs for clients who are not able to or do not wish to wear a device.	
Item	Service
635	Initial ALD Fitting with Maintenance
636	Initial ALD Fitting with Maintenance – Non Follow up
655	Initial ALD Fitting (no Maintenance)
656	Initial ALD Fitting (no Maintenance) – Non Follow up
Service Requirements	
1	Comply with General Program Service Requirements as specified on pages 4-5.
2	The client must not have received a previous fitting, including ALD through the program.
3	An Assessment or Reassessment Service must be completed prior to an Initial Fitting. The provider must ensure the fitting is based on the client's current hearing thresholds.
4	If the client has 3FAHLs ≤ 23 dB measured at 0.5, 1 and 2 kHz in an ear, the client must meet both MHLT exemption criteria (Criterion 1 and 2) prior to fitting. <ul style="list-style-type: none"> A 3FAHL of 23.3dB should be recorded as 23dB in the portal and on the claim form. Note: An ALD fitting recorded in the portal will default to the ear with the highest 3FAHLs
5	Clients can receive an ALD fitting or a hearing aid fitting, but not both on the same voucher. <ul style="list-style-type: none"> Clients can receive a device fitting at a later time on a future voucher, after meeting one of the ECR. Clients can receive an ALD Fitting following a previous device fitting, on a future voucher, after meeting ECR.
6	The client must receive a detailed written device quote and must only be fitted with an approved ALD device in accordance with the Device Supply Requirements specified on pages 4-5.
7	A fitting service consists of at least two appointments, the fitting and a face-to-face follow up . However an ALD fitting follow up is not compulsory . <ul style="list-style-type: none"> If the practitioner believes the client requires or would benefit from a follow up appointment, it must occur at least five business days after the fitting to allow the client time to identify any issues with the fitting or device. Device use and hearing goals must be evaluated at the follow up, where this occurs. If no follow up appointment is required, the client does not attend a follow up, or the follow up is sooner than five business days after the fitting, a non-follow up claim must be submitted. A claim should not be submitted until the fitting is considered successful and the client has accepted the ALD.
8	<p>Maintenance</p> <p>All clients receiving an ALD must be offered a Maintenance Agreement.</p> <ul style="list-style-type: none"> Maintenance Items (700/710) cannot be claimed with initial fitting claims. Clients must not be charged more than the program's set Client Maintenance Co-payment. If the client does not accept a Maintenance Agreement, an <i>Initial ALD Fitting (no Maintenance)</i> must be claimed (Items 655/656), standard consumer protections, including warranties and returns apply. If the client agrees to enter into a Maintenance Agreement, the <i>Initial ALD Fitting with Maintenance</i> Item should be claimed. Items 635 and 636 include ALD maintenance, batteries and repairs for 12 months from the date of fitting. <p>Note: the client must still sign a Maintenance Agreement if the Co-payment is waived or is paid by DVA.</p> <p>DVA Clients (Item 777 only claimable with Item 635)</p> <ul style="list-style-type: none"> DVA Gold and White Card (including hearing loss) holders must not be charged the Client Maintenance Co-payment. DVA pays this on the client's behalf. The provider can claim an Item 777 for this fee. DVA will not pay the Client Maintenance Co-payment for the first 12 months if the client does not attend a follow up appointment. The client will be held responsible for paying. If the client accepts a Maintenance Agreement for following years, an Item 777 can be claimed for the Maintenance Co-payment in the following years. DVA PCC card holders are not entitled to receive DVA Maintenance Co-payments.

9	The Date of Service is the date of the ALD fitting follow up appointment (unless claiming a non-follow up when the Date of Service is the date the ALD was provided to the client).
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Evidence Requirements

Evidence kept on the client record to substantiate the ALD Fitting Service **MUST** include

- Practitioner (and supervisor's where applicable) full name and QP number
- Date of Service
- Claim for Payment form
- evidence MHLT exemption criteria (including WANT) is met where required
- device quote signed and dated by client
- goals to be addressed by the ALD
- dated file notes to support completion of a follow up appointment (if follow up claimed)
- ALD serial number and device code
- check for comfort
- client/carer instructed on management of ALD
- Maintenance Agreement discussed (copy of agreement and receipt for Client Co-payment where applicable)
- strategies/tactics discussion to help manage hearing loss and ALD use
- issues/concerns have been addressed and support/referral provided as necessary
- fitting outcome evaluated at face-to-face follow up service (if follow up is claimed)
- outcomes of client's communication and hearing goals assessed.

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ASSISTIVE LISTENING DEVICES (ALDs) REFITTING

To provide clinically suitable ALDs for clients who are not able to or do not wish to wear a device. **A client may only be refit if they meet the Eligibility Criteria for Refitting (ECR).**

Item	Service
825	ALD Refitting
826	ALD Refitting – Non Follow up
Service Requirements	
1	Comply with General Program Service Requirements as specified on pages 4-5.
2	The client has previously been fitted with an ALD or hearing aid against a previous voucher.
3	An ALD should only be fitted when the client will no longer be using previous device/s.
4	If a fitting (hearing aid or ALD) has been claimed on the current voucher, revalidation of a fitting service must be approved by the program prior to service provision.
5	<p>Clients should not be refitted unless they meet the ECR.</p> <ul style="list-style-type: none"> Evidence supporting the relevant ECR must be kept on the client's record.
6	A Reassessment Service or a Client Review (if appropriate) must be completed prior to an ALD Refitting. The provider must ensure the fitting is based on the client's current hearing thresholds.
7	<p>If the client has 3FAHLs \leq 23dB measured at 0.5, 1 and 2 kHz in an ear, the client must meet both MHLT exemption criteria (Criterion 1 and 2) prior to fitting.</p> <ul style="list-style-type: none"> A 3FAHL of 23.3dB should be recorded as 23dB in the portal and on the claim form. <p>Note: An ALD fitting recorded in the portal will default to the ear with the highest 3FAHLs.</p>
8	<p>Clients can receive an ALD fitting or a hearing aid fitting, but not both on the same voucher.</p> <ul style="list-style-type: none"> Clients can receive an ALD fitting following a previous hearing aid fitting, on a future voucher, after meeting ECR. Clients can receive a hearing aid fitting at a later time on a future voucher, after meeting one of the ECR.
9	The client must receive a detailed written device quote and must only be fitted with an approved ALD device in accordance with the Device Supply Requirements specified on page 4-5.
10	<p>A fitting service consists of at least two appointments, the fitting and a face-to-face follow up. However an ALD fitting follow up is not compulsory.</p> <ul style="list-style-type: none"> If the practitioner believes the client requires or would benefit from a follow up appointment, it must occur at least five business days after the fitting to allow the client time to identify any issues with the fitting or device. Device use and hearing goals must be evaluated at the follow up, where this occurs. If no follow up appointment is required, or the client does not attend a follow up, or the follow up is sooner than five business days after the fitting, a non-follow up claim must be submitted. A claim should not be submitted until the fitting is considered successful and the client has accepted the fitting.
11	<p>Maintenance All clients receiving an ALD must be offered a Maintenance Agreement if they do not already have an existing Agreement.</p> <ul style="list-style-type: none"> Clients must not be charged more than the program's set Client Maintenance Co-payment. If the client does not have a current Maintenance Agreement and agrees to enter into a Maintenance Agreement, an ALD Refitting Item and a separate Maintenance Item 700 should be claimed. Note: the client must still sign a Maintenance Agreement if the Co-payment is waived or is paid by DVA. If the client does not accept a Maintenance Agreement, standard consumer protections, including warranties and returns apply. <p>DVA Clients (Item 777 only claimable with Item 700)</p> <ul style="list-style-type: none"> DVA Gold and White Card (including hearing loss) holders must not be charged the Client Maintenance Co-payment. DVA pays this on the client's behalf. The provider can claim an Item 777 for this fee. DVA PCC card holders are not entitled to receive DVA Maintenance Co-payments.

12	The Date of Service is the date of the ALD fitting follow up appointment (unless claiming a non-follow up when the Date of Service is the date the ALD was provided to the client).
Evidence Requirements	
<p>Evidence kept on the client record to substantiate the ALD Refitting Service MUST include</p> <ul style="list-style-type: none"> • Practitioner (and supervisor's where applicable) full name and QP number • If being refit with an ALD, evidence the client will no longer be using their hearing aids • Date of Service • Claim for Payment form • evidence MHLT exemption criteria (including WANT) is met where required • ECR number, reason for the refit and evidence required by the ECR • device quote signed and dated by client • file notes to support completion of a follow up appointment (if follow up claimed) • ALD serial number and device code • check for comfort • client/carer instructed on management of ALD • Maintenance Agreement discussed (copy of agreement and receipt for Client Co-payment where applicable) • strategies/tactics discussion to help manage hearing loss and ALD use • issues/concerns have been addressed and support/referral provided as necessary • fitting outcome evaluated at face-to-face follow up service (if follow up is claimed) • outcomes of client's communication and hearing goals assessed. 	

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Maintenance

MAINTENANCE AND RELOCATED MAINTENANCE

- Maintenance Agreements are optional arrangements for fitted clients and offers the client annual, subsidised device maintenance, repairs and battery supply.
- Relocated Maintenance fees compensate providers when a client relocates to them and the client had an existing Maintenance Agreement with their previous provider.
- Private Device Maintenance allows providers to maintain devices listed on an Approved Device Schedule which have been purchased privately by program clients.

Item	Service
700	Maintenance and Battery Supply – Monaural
710	Maintenance and Battery Supply – Binaural
711	Relocated Maintenance and Battery Supply – Monaural
722	Relocated Maintenance and Battery Supply – Binaural
777	Client Co-payment for Maintenance and Battery Supply – DVA Eligible Clients
790	Maintenance and Battery Supply (Private Devices) – Monaural
791	Maintenance and Battery Supply (Private Devices) – Binaural
Service Requirements	
1	Comply with General Program Service Requirements as specified on pages 4-5.
2	Maintenance Services can be delivered by persons with the appropriate skills.
3	The client has a current fitting.
4	All clients receiving a fitting must be offered a Maintenance Agreement. A Maintenance Agreement must be signed and dated by the client confirming their acceptance of the Maintenance Agreement. <ul style="list-style-type: none"> • Clients must be informed that they will receive device batteries, maintenance and repairs if they enter a Maintenance Agreement with the provider and pay the annual Client Maintenance Co-payment (unless DVA exempt or the fee is waived). • It is not mandatory for clients to accept the offer. • Standard consumer protections apply, including device warranties.
5	Maintenance Agreements cover appropriate battery supply, fitting adjustments, replacement ear moulds, and repairs to the device and to any other attachments necessary for the operation of the device.
6	An appropriate number and type of batteries must be supplied in a timely manner so the client is not without the use of their device for any significant period.
7	Repairs must <ul style="list-style-type: none"> • be timely so that the client is not without the use of their device for any significant period • be adequate to restore the device to its original physical condition, allowing for normal wear and tear • ensure that the electroacoustic characteristics and any other features prescribed by the Qualified Practitioner match the original fitting, unless changes are clinically appropriate • if same day repair is unavailable, a loan device should be offered.
8	Maintenance can only be claimed once every 12 months, except for Items 790/791 which can be claimed only once for each client.
9	Clients must not sign a Maintenance Agreement or pay their Maintenance Co-payment more than 45 days before the date on which Maintenance Services commence.
10	Where the client enters into a Maintenance Agreement towards the end of the current voucher, the provider must honour the Maintenance Agreement for 12 months from the agreement commencement date, even if the client's voucher has expired.
11	The Date of Service is <ul style="list-style-type: none"> • the anniversary date of the last agreement if the client signed and dated the Maintenance Agreement, and paid the Client Maintenance Co-payment (where required) on or before the anniversary date of the last agreement (requirement 9 applies); or • no earlier than the date the client signed and dated the Maintenance Agreement, and paid the Client Maintenance Co-payment (where required) after the anniversary date of the last agreement or where the client had no previous Maintenance Agreement.

12	<p>Where the client has agreed to enter into a Maintenance Agreement, Maintenance (Items 700/710) may be claimed on or after</p> <ul style="list-style-type: none"> the anniversary of the first fitting (Initial Fitting Items 630, 631, 635, 636, 640, 641 include maintenance and batteries for 12 months from the fitting date); or the anniversary of an Item 790/791 claim for a private device/s; or the anniversary of any Item 700/710 Maintenance or 711/722 Relocated Maintenance claim. <p>For a private device:</p> <p>If a client, who has previously been fitted with a device through the program, wishes to have their private device adopted by the program, providers may claim Maintenance (Items 700/710) if</p> <ul style="list-style-type: none"> the client has an expired Maintenance Agreement and signs a new agreement the private device/s will be the primary device/s and the private device/s are on a Schedule of Approved Devices.
13	<p>Relocated Maintenance, Items 711/722 (where client has relocated from one provider to another)</p> <ul style="list-style-type: none"> Provides 12 months full Maintenance and Battery Supply Services. The client must have a current Maintenance Agreement with their previous provider. The client's relocation to the new provider must already be processed in the portal. Date of Service is the date the relocating client signs a new Maintenance Agreement with the new provider and cannot be before the client relocation is processed in the portal. NOTE: Relocated Maintenance cannot be claimed again if a client relocates away from a provider and then returns within the same annual Maintenance Agreement period.
14	<p>DVA Client Maintenance Co-payment, Item 777 (not applicable for Relocated Maintenance)</p> <ul style="list-style-type: none"> DVA pays the Client Maintenance Co-payment for eligible DVA clients. The provider can claim an Item 777 for this amount. The DVA Client Maintenance Co-payment is listed in the Schedule of Fees. Clients must hold a DVA Gold Card or White Card (for hearing loss). DVA PCC clients are not entitled to this claim Item. Item 777 is claimed annually with Maintenance claims (Items 700/710), for fittings that include Maintenance (Items 630, 635, 640, 641) and with Items 790/791. Date of Service matches the Date of Service of the Maintenance claim or the Fitting Item claim that includes Maintenance. For an initial fitting, DVA will not pay the Client Maintenance Co-payment for the first 12 months if the client does not attend a Follow up Service. The client will be responsible for paying the Co-payment. If the client enters into a Maintenance Agreement for subsequent years, an Item 777 can be claimed for the Client Maintenance Co-payment. If a DVA Gold or White Card (including hearing loss) holder chooses a partially subsidised device, DVA will only pay the program's set Client Maintenance Co-payment towards their Maintenance Agreement. The client must pay any difference between the provider's quoted maintenance fee and the program set Client Maintenance Co-payment.
15	<p>Private Devices Maintenance, Items 790/791</p> <ul style="list-style-type: none"> Maintenance (Items 790/791) may be claimed for the initial year of maintenance if <ul style="list-style-type: none"> the client has never been fitted through the program the client enters into a Maintenance Agreement the private device/s will be the primary device/s, and the private device/s are on a Schedule of Approved Devices. Items 790/791 can only be claimed if the device/s are suitable to the client's needs, still in good working condition and can be maintained for at least the remainder of the voucher period. The client device details (device type, code and date of fitting) must be added to the client's service history in the portal. The client must have received an assessment prior to the Items 790/791 claim to ensure the fitting is based on the client's current hearing thresholds. Once the initial Maintenance Agreement expires, subsequent annual Maintenance (Items 700/710) can then be claimed as usual.

16	<p>Cost to Client</p> <ul style="list-style-type: none"> • Fully Subsidised devices: The Schedule of Fees sets the Client Maintenance Co-payment for clients. Clients with fully subsidised devices must not be charged more than this amount. • Partially Subsidised devices: The provider and the client can negotiate a Client Maintenance Co-payment which may be higher than the Co-payment for a fully subsidised device. The fee must be included on the Device Quote (provided to the client prior to fitting). The provider may increase the fee annually if the client is informed through the quote and is specified on each Maintenance Agreement the client signs. The provider cannot charge more than the quoted amount during the life of the device/s.
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Evidence Requirements

Evidence kept on the client record to substantiate the Maintenance Service **MUST** include

- Claim for Payment form (with authorised QP number)
- Maintenance Agreement signed by client not more than 45 days before commencement
- Details of current fitting (i.e. the device that will be maintained by the agreement) for **private** device/s
- receipt for the Client Maintenance Co-payment (where required)
- relocation authorisation signed by the client, if claiming Relocated Maintenance
- file notes assessing the suitability and condition of the **private** device/s.

Evidence kept on the client record to substantiate the Maintenance Agreement **MAY** include

- file notes on maintenance undertaken on client's device/s (repairs, moulds replaced etc).

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Client Review

CLIENT REVIEW SERVICES

To enable annual reviews of the client's current hearing status and to ensure the client is receiving benefit from their device/s. The service also aims to extend the life of the fitting and address any hearing related issues the client may have.

Item	Service
930	Client Review – Monaural
940	Client Review – Binaural
Service Requirements	
1	Comply with General Program Service Requirements as specified on pages 4-5.
2	Client must be fitted with at least one device.
3	Claimable annually, where it is 12 months or more from the last program fitting date and 12 months or more from the last Client Review Service. However, for clients with private device/s who have no previous program fitting , a Client Review Service can be completed and claimed on the same date as the private device/s are brought onto the program (Items 790/791).
4	A Client Review Service can be completed and claimed on the same date as a Reassessment Service (Item 800), however if provided on the same date, three of the additional Client Review activities must be performed (see requirement 5). Client Review activities must be documented separately to the Reassessment Services.
5	<p>Client Review Service must include</p> <ul style="list-style-type: none"> • Hearing screening, including an indication of middle ear status • Review of the client's clinical and audiological history • Review of the client's hearing goals • Check of device function • Otoscopy results • Review of device expectations and management • Review of communication strategies, <p>And, two or more of the following additional activities (three or more if completed at same time as a Reassessment)</p> <ul style="list-style-type: none"> • Repetition of real ear insertion or aided threshold measurement with current settings • Resetting and/or reprogramming device parameters to accommodate changes in hearing thresholds or needs • Checking real ear insertion or aided thresholds measurements with new device settings • Fitting new ear moulds or modification of the current ear mould/shell (e.g. retubing, replacement of ear hook) • Assessment of Loudness Discomfort Levels in relation to MPO settings following device adjustment or modification.
6	The Date of Service is the date the Client Review is completed.
Evidence Requirements	
<p>Evidence kept on the client record to substantiate the Client Review Service MUST include</p> <ul style="list-style-type: none"> • Practitioner (and supervisor's where applicable) full name and QP number • Date of Service • Claim for Payment form • dated audiogram • otoscopy results • client's audiometric history review • client's hearing goals and communication strategies review • file notes on current device function, device adjustments/ modifications, and device management • device usage (data logging if available) • MPO testing method (where required) • device programming (NOAH Data if available), with response verified against a prescriptive target (e.g. REM, REIG, SPIN, etc.) (where required). 	

Replacements

REPLACEMENTS for lost/damaged devices	
To enable clients who have lost or damaged their device/s to return to their previous device status.	
Item	Service
840	Replacement of Lost/Damaged Beyond Repair Device – Monaural
850	Replacement of Lost/Damaged Beyond Repair Device – Binaural
555	Client Co-payment for Exempt Clients
888	Client Co-payment for DVA Eligible Clients
Service Requirements	
1	Comply with General Program Service Requirements as specified on pages 4-5.
2	Device/s have been lost or damaged beyond repair.
3	A Replacement can be claimed at any time after a claim for an Initial Fitting through the program.
4	Replacement must be for the primary device/s.
5	<p>Replacements should be for the same device if still available on a Schedule of Approved Devices.</p> <ul style="list-style-type: none"> • If the device is no longer on an Approved Device Schedule, the replacement device must be clinically appropriate, a similar style and category tier, and compatible with any existing device or accessory (e.g. remote control), if possible. • If the device was a partially subsidised device and is being replaced with a fully subsidised device, the device should be from the same device family if available, otherwise a similar device. • The client must be given a detailed device quotation prior to replacement, in accordance with the Device Supply Requirements specified on pages 4-5. • If the client meets one of the ECR, they should be refit or a revalidation of services requested. • If the client wants a different device but the ECR are not met, the client may purchase a private device. Fitting of the private device may be covered by the provider or paid by the client.
6	<p>Lost device/s require a correctly completed Statutory Declaration (Commonwealth or State/Territory form)</p> <ul style="list-style-type: none"> • written and signed in the name of the person making the declaration (usually the client but can be the client's representative) • witnessed by an Authorised Witness (refer Attorney General's Department for listing) • must state which device was lost (left, right, both or spare device), and if known, how, when and where lost • must be dated • Statutory Declaration must be received before providing the replacement device/s.
7	<p>Damaged Beyond Repair (DBR) device/s require a DBR letter from the device manufacturer</p> <ul style="list-style-type: none"> • if unable to be repaired by the provider, damaged devices must be returned to the manufacturer • manufacturer must provide a written statement declaring the device/s are damaged beyond repair • manufacturer's letter must be received before providing the replacement device/s.
8	Devices must be set to the client's preferred settings. The client should be offered a Client Review Service, if they have not received a Client Review Service in the past 12 months.
9	<p>Clients with partially subsidised devices can be charged for their replacement device above the standard device subsidy for that category device.</p> <p>This must be no more than the cost provided on a quote to the client prior to Replacement.</p>
10	<p>Replacement Fee:</p> <p>Providers may charge clients a Replacement fee, not exceeding the amount specified in the Schedule of Fees current at the Date of Service, for each individual device replaced.</p> <p>Exceptions</p> <ul style="list-style-type: none"> • Replacement fee should be waived and an Item 555 claimed if <ul style="list-style-type: none"> ➢ client has dementia ➢ device was lost/DBR in hospital ➢ device was lost/DBR in a nursing home by staff (must be certified by the staff) ➢ the device was lost/DBR in the post

	<ul style="list-style-type: none"> ● Replacement fees must be waived and an Item 888 claimed for <ul style="list-style-type: none"> ➤ DVA clients with a Gold Card ➤ DVA clients with a White Card issued for hearing loss. ● DVA PCC clients are not entitled to Item 888.
11	The Date of Service for all Replacement Items (Items 840/850/555/888) is the date the replacement device is provided).
12	<p>Private devices: If a client is using private devices as their primary devices and the client loses or damages their private devices beyond repair, they are entitled to receive the services available to them on their current voucher.</p> <ul style="list-style-type: none"> ● If the client has not previously received a fitting through the program, they are entitled to receive an Initial Fitting Service with device/s from a Schedule of Approved Devices. ● If the client has previously received a fitting through the program, and the lost/DBR private device <ul style="list-style-type: none"> ➤ is on a Schedule of Approved Devices, the device should be replaced with the same device ➤ is no longer on a Schedule of Approved Devices, the device should be replaced with a similar device ➤ the above Service Requirements for a Replacement Service apply. ● If the client has received a fitting through the program and they meet the ECR, they are entitled to receive a Refitting Service, provided they accept device/s from a Schedule of Approved Devices.
Evidence Requirements	
<p>Evidence kept on the client record to substantiate the Replacement Service MUST include</p> <ul style="list-style-type: none"> ● Practitioner (and supervisor's where applicable) full name and QP number ● Date of Service ● Claim for Payment form ● device quote signed and dated by client ● Statutory Declaration for lost device(s), or Manufacturers DBR letter for DBR device(s) ● correct device details (serial numbers and device codes, features (e.g. telecoil/smart phone), accessories) ● explanatory file notes if replacement device differs from lost/DBR device ● device programming to client's preferred settings (NOAH data if available) ● receipt for replacement fee (if not waived) or partially subsidised device payment ● justification for Item 555 claim (e.g. nursing home letter). 	

Rehabilitation

REHABILITATION SERVICE	
To provide an alternative for clients who are not to be fitted with a hearing device but who would benefit from receiving training and strategies to manage the effects of their hearing loss.	
Item	Service
670	Rehabilitation Service – No Fitting
Service Requirements	
1	Comply with General Program Service Requirements as specified on pages 4-5.
2	Rehabilitation Service may be claimed once only for each client.
3	Cannot be claimed if the client has been fitted previously through the program.
4	Should only be claimed if there is no intention to fit the client in the foreseeable future.
5	Can only be claimed after an Assessment/Reassessment Service.
6	Client can receive a fitting at a later date, if eligible, and changes in client's circumstances are recorded on the client record.
7	Rehabilitation Service (must be provided over two appointments, minimum 30 minutes duration per appointment) <ul style="list-style-type: none"> • first appointment is a consultation • second appointment provides follow up. Appointments should be recorded separately on the client record and on the Claim for Payment form.
8	The service must <ul style="list-style-type: none"> • take into consideration the client's attitude and motivation towards hearing rehabilitation • reflect the client's communication and hearing goals • educate the client on communication strategies and tactics • inform the client about technology options suitable to their needs (if appropriate).
9	The Date of Service is the date the Rehabilitation Follow up is completed.
Evidence Requirements	
Evidence kept on the client record to substantiate the Rehabilitation Service MUST include <ul style="list-style-type: none"> • Practitioner (and supervisor's where applicable) full name and QP number • Date of Service • Claim for Payment form • documentation of two Rehabilitation appointments: 1st = consultation, 2nd = follow up • discussion of client's attitude and motivation towards rehabilitation • discussion of client's communication and hearing goals • notes detailing strategies/tactics advised to manage hearing loss without devices • follow up notes recording client outcomes and review of tactics. 	

REHABILITATION PLUS SERVICES

To assist clients being fitted for the first time to acquire and apply skills to maximise their communication abilities and better manage their hearing loss.

Item	Service
680	Rehabilitation Plus (two sessions)
681	Rehabilitation Plus (single session)
Service Requirements	
1	Comply with General Program Service Requirements as specified on pages 4-5.
2	Only available to clients being fitted for the first time through the program. <ul style="list-style-type: none"> Must be receiving fully subsidised devices, partially subsidised devices at no cost to client or an ALD.
3	Clients are only entitled to one Rehabilitation Plus program, either one Item 680 OR two Item 681. <ul style="list-style-type: none"> Item 680 consists of at least two sessions and can only be claimed once per client. Item 681 consists of one session and can only be claimed twice per client.
4	Service/s must take place after fitting follow up <ul style="list-style-type: none"> no earlier than 10 business days after follow up no later than 12 months after follow up.
5	Item 680 consists of at least <ul style="list-style-type: none"> 2 x 1 hour group sessions, managed by a QP and delivered by a QP or persons with the appropriate skills, or 2 x 30 minutes individual sessions, delivered by a QP; or One group and one individual session. Partners/significant others can attend any session.
6	Item 681 consists of <ul style="list-style-type: none"> a 1 hour group session, managed by a QP and delivered by a QP or persons with the appropriate skills; or a 30 minute individual session, delivered by a QP. Partners/significant others can attend any session.
7	The service must: <ul style="list-style-type: none"> take into consideration the client's attitude and motivation towards hearing rehabilitation reflect the client's communication and hearing goals educate the client and significant others on communication strategies and tactics inform the client about technology options suitable to their needs (if appropriate).
8	The service must not address issues of device fitting (inserting devices, cleaning, changing batteries, program/volume control management etc.) and adjustment (sound adjustments) as these are expected activities for the Fitting Service.
9	Claim form must specify the QP number of the QP who delivered (or managed, if group sessions), the service/s and Site where services were provided. <ul style="list-style-type: none"> If services are provided at a location not operated by the provider, claim using the site ID where the client's record is held.
10	Providers may subcontract the delivery of Rehabilitation Plus group sessions to a person with the appropriate skills. Note: Services must be claimed with the QP number of the QP who managed the group session.
11	The Date of Service is the date the final Rehabilitation Plus Service is provided.
Evidence Requirements	
Evidence kept on the client record to substantiate the Rehabilitation Plus Service MUST include <ul style="list-style-type: none"> Practitioner (and supervisor's where applicable) full name and QP number Date of Service Claim for Payment form appointment date/s noting client's attendance for group sessions review of client's hearing goals notes detailing advice/training/follow up on communication strategies and tactics. 	

Spare Device

SPARE DEVICE

To ensure clients who only have one aidable ear and are heavily reliant on a device are able to have continuous use of a device even when their fitted device is unavailable due to loss/damage/repair.

Item	Service
960	Spare Device
Service Requirements	
1	Comply with General Program Service Requirements as specified on pages 4-5.
2	Client has only one aidable ear and is currently monaurally fitted or has a Bi-CROS fitting.
3	Client is highly dependent on aiding of the better ear.
4	Client does not have a second device that could be adapted to act as a spare.
5	Client has not had a spare device previously fitted through the program. (Item 960 can only be claimed once per client).
6	<ul style="list-style-type: none"> Spare Device Service cannot be claimed for a CROS fitting. Spare Device Service can only be claimed for the receiver component of a Bi-CROS fitting.
7	Spare device must be for the primary device.
8	Spare device must be the same device, or if no longer available, the same device category as the fitted device.
9	The client must receive a detailed written device quote and must only be fitted with approved devices in accordance with the Device Supply Requirements specified on pages 4-5.
10	Replacement <ul style="list-style-type: none"> If the spare device is lost: client must complete a Statutory Declaration and the Replacement requirements apply (refer Item 840). If the spare device is damaged beyond repair (DBR): the device must be sent to the manufacturer for a DBR letter and the Replacement requirements apply (refer Item 840). If the spare device is no longer clinically appropriate: the practitioner must complete a Statutory Declaration and explanatory file notes and comply with Replacement requirements (refer Item 840).
11	The Date of Service is the date the spare device is provided to the client.
12	Future maintenance must be monaural unless client is fitted with a Bi-CROS system.
Evidence Requirements	
Evidence kept on the client record to substantiate the Spare Device Service MUST include <ul style="list-style-type: none"> Practitioner (and supervisor's where applicable) full name and QP number Date of Service Claim for Payment form device quote signed and dated by client history of monaural fitting or fitting with Bi-CROS system justification of need for a spare device, including high dependence on device (e.g. data logging) Statutory Declaration (from client if lost or from practitioner if no longer clinically appropriate), or manufacturer's letter if DBR details of spare device (serial number, model and device code) client payment receipt (if applicable). 	

Other Services

RETURNED DEVICES	
Item	Service
1	Device Returned for Credit: Monaural - Half Cost of the Initial Fitting (no Maintenance)
2	Devices Returned for Credit: Binaural - Half Cost of the Initial Fitting (no Maintenance)
3	BTE Returned for Credit: Dispensing Fee
Claiming Requirements	
1	The client returns monaural/binaural device/s or ALD to the provider, and the provider is able to return the device/s/ALD to the manufacturer for credit.
2	The client is not motivated to be fitted with a different style of hearing device in the near future (≤ 2 months).
3	If the fitting claim has been submitted it must be recovered before the Item 1 or Item 2 claim is processed.
4	The Date of Service is the date of fitting of the returned device/s/ALD.
5	The provider will be paid one half of the Fitting (no Maintenance) Item fee.
6	<p>Dispensing fee for Behind the Ear (BTE) device/s returned for credit (Item 3)</p> <ul style="list-style-type: none"> • Dispensing Fees only apply to BTE devices. The fee is added to a BTE device when it is fitted, to cover the cost of the ear mould and associated plumbing • The Dispensing Fee is returned to the provider when a BTE is returned to the manufacturer for credit. • An Item 1 or Item 2 has been submitted. • The Date of Service matches the Item 1 or Item 2 Date of Service. • If two BTE devices are returned, submit an Item 3 claim twice.

REMOTE CONTROL

To enable clients with **significant** dexterity issues to adjust the volume or change the program of their device/s.

Item	Service
4	Remote Control (Manufacturer's invoice amount only < \$200)
Service Requirements	
1	Comply with General Program Service Requirements as specified on pages 4-5.
2	Client has been fitted with a device through the program (fully or partially subsidised) or is maintaining private device/s through the program.
3	Client has not received a Remote Control for their current fitting. <ul style="list-style-type: none"> • Remote Control Service can only be claimed once on a client's current voucher, unless each ear is fitted with different devices and each device requires a separate remote. • Practitioners should ensure the client can effectively use the remote with their device/s.
4	Program approval is required if a subsequent remote control is required on the same voucher.
5	Clinical assessment identifying the client has significant functional limitations and/or dexterity issues and cannot effectively manage their device's standard manual controls for volume adjustment or the program settings without a remote control or other technology.
6	Where appropriate, a newer fitted ear must be fitted with the same device as the older fitted ear to ensure the client can use the same remote for both devices.
7	Only the actual remote control cost paid by the provider to the manufacturer/supplier (excluding postage and handling and after any discounts received) up to a cap of \$200 per remote control can be claimed.
8	If a remote control costs over \$200 the provider must email hearing@health.gov.au with the manufacturer's invoice attached, for pre-approval by the program before it is supplied to the client. <ul style="list-style-type: none"> • Remote controls costing more than \$200 will only be approved in exceptional circumstances.
9	If a client's remote control is lost or damaged beyond repair, a Statutory Declaration must be completed explaining the loss or how it is damaged beyond repair, and be signed and dated by the client or their representative, (and appropriately witnessed). <ul style="list-style-type: none"> • The declaration must be received prior to supplying the Replacement, and must be kept on the client's record.
10	If a client's hearing device is lost or damaged beyond repair and the replacement device is not compatible with the previously supplied remote control, a new remote control may be provided. <ul style="list-style-type: none"> • The client record must contain a written statement from the qualified practitioner stating why a different device was fitted and that the old remote control is not compatible with the new hearing device.
11	The Date of Service is the date the remote control is provided.
Evidence Requirements	
Evidence kept on the client record to substantiate the Remote Control Service MUST include <ul style="list-style-type: none"> • Practitioner (and supervisor's where applicable) full name and QP number • Date of service • Claim for Payment form • justification of client's need for a remote control • file notes regarding client's ability to otherwise manage their device/s independently • program email approval for if the remote is valued over \$200 or if a subsequent remote control is required on the same voucher • Statutory Declaration if remote is Replacement • copy of manufacturer's invoice showing the actual cost paid. 	