

Key Messages

Message One

A **Draft File Format** is now available for your consideration and feedback – please email us.

Message Two

The File Format has been published on our website.

Message Three

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

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

HSOP– Update 3

CSPN – 2019/08

As notified in previous HSOP communications, we are consulting with software vendors & technical specialists. Our thanks to all Service Providers and stakeholders who have engaged with us on this to date.

If your business **does not** use one of the [software vendors](#) listed on the program website, and you have not yet been in contact with us, it is critical that you do so immediately.

Updates

We have created a new [project webpage](#), where all project content and updates will be published.

In summary the changes include

- Batch claims will be uploaded in the HSO portal using a simplified file format and contents, removing the requirement to use the Department of Human Services platform.
- Improved reporting will be available in the HSO portal.
- Qualified Practitioner numbers will be generated by service providers in real-time, removing the six week wait time.

We are actively consulting with software vendors and technical teams within different service providers on a proposed [File Format](#) for batch claims. For those service providers who may be interested, you are welcome to provide feedback on the File Format via email, hearing@health.gov.au, by **Wednesday 14 August**.

Further information

For (current) technical enquiries regarding e-Claims, please continue to contact the [DHS eClaiming Helpdesk](#).

Please contact us directly by phone, 1800 500 726, or email, hearing@health.gov.au.

Friday 2 August 2019