



Provider Factsheet

Device Quotes

Contracted Service Providers (providers) must ensure that program clients fully understand the device options available to them, so that they can make informed decisions about their treatment options.

Program clients must receive a written quote for each fully and partially subsidised device recommended. Prior to any fitting, the client must sign and date the quote, to confirm they received the quote and that they understand the costs and related device information.

Quotes are required to ensure clients understand the costs and supply arrangements for devices to help them make a choice about the best device for their needs and circumstances. The quote also outlines the government subsidy and total device cost for insurance and replacement purposes. It is also important for clients who have been fitted with partially subsidised devices at no cost, to understand that the device may not be free of charge to them in the future, for example as a replacement, refitting or if the client relocates to a new provider.

A copy of the signed quote must be kept on the client's file.

Program Requirements

The *Hearing Services Program (Voucher) Instrument 2019*, Section 46(2) states that providers must not supply a device to a program client unless they have provided a written quote. This applies to fully and partially subsidised devices, including replacements, spare aids and accessories.

The device quote must include

- the device model, style and device code (including for accessories if supplied)
- the full device price, which also identifies the government's contribution
- the annual maintenance and repair cost, including information on whether this cost will change over the life of the device (for example due to indexation)
- the cost to the client, and any discounts or rebates available and
- information on the warranty and returns policy.

The client (or their Power of Attorney/Guardian) must sign and date the quote prior to any fitting.

In accordance with the *Hearing Services Program (Voucher) Instrument 2019*, Section 46(1), clients should not be encouraged to select a partially subsidised device where a fully subsidised device reasonably meets the client's hearing needs.

Record Keeping

A copy of the signed and dated quote must be kept on the client's file. A new quote must be provided with any changes, including device cost. Once a client accepts a quote and proceeds with the purchasing of a device, providers may wish to have the client resign the quote to demonstrate their acceptance of the device.

Providers can also choose to include their device disclosure statement on the quote. As the client certifies they have received the quote, this is evidence of the disclosure being provided to the client in writing, as required by section 28 of the instrument and clause 9.5 of the contract.

Transition

Providers will have until 31 March 2020, to implement procedures and forms to support compliance with the device quote requirements. From 1 April 2020, providers must ensure compliance with the requirements.

A Device Quote template has been developed by the department for use with device supply to program clients. This form is not mandatory but if not used providers must ensure their quotes contain the required information.

Compliance Monitoring

Program requirements are monitored in accordance with the programs' [Compliance Monitoring and Support Framework](#). Device quotes are routinely checked through audits and claim reviews. Providers will be required to reimburse the Commonwealth and/or refund the client if device quotes are missing or incomplete.

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