

Key Messages

Message One

Software vendors have been directly consulted on upcoming changes to eClaims.

Message Two

We require notification of the name of your software vendor, if they have not yet been consulted on HSOP work. Alternatively if you use custom software or do not use software, please let us know

Message Three

The future eClaims model is largely similar to current practice, with a view to minimize impact on providers and software vendors.

For further information
visit our website at
www.hearingservices.gov.au
or email us at
ohs.it@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 #2

CSPN – 2019/07

Following the [introduction to HSOP in CSPN 2019/03](#), on upcoming changes to [electronic claiming](#) in the Hearing Services Program (the program), we consulted with the following hearing services software providers:

1. **Biotronic** (Fitting Wizard)
2. **HearSoft** (Hear Aid)
3. **Simply Hearing / AuditData**
4. **EarsWorks**

Sessions conducted thus far, have identified a straightforward solution that minimises impacts and practice changes on Service Providers and Software Vendors alike.

The targeted implementation date for these changes is end November 2019.

If your business or practice does not use one of the above software providers, it is **critically important** that you notify us. Please contact us via [email](#) so we can ensure that you are included in the roll-out of the new process and not surprised or adversely affected by these changes to eClaims arrangements.

Our website is regularly updated with [information on Claiming](#) for services through the program, if you have concerns on this work please contact us on **1800 500 726** or at hearing@health.gov.au

02 July 2019