



Hearing Aid Services Management

Questions & Answers

The following questions have been raised through the course of transition. We will update these regularly as new queries are raised. If you have queries check the Q&A before you send the enquiry as you may find your answer.

Application documentation	What evidence will be required to support applications?	<ul style="list-style-type: none"> • Applications below the Ministry of Health Average Price Target will not require supporting documentation to be sent with the forms. • This will reduce the administration processes for Audiologists and speed up the processing of applications • Where the hearing aids are above the Average Price Target an Audiologist's report and audiogram is required. These applications will be reviewed by the Professional Advisory Team
Approved Assessor	Will my current accreditation number still be used for applications and claims?	<ul style="list-style-type: none"> • Yes. Your existing accreditation number and the registration requirements remain the same. Use your accreditation number to make applications or claims regardless of where you are in New Zealand
Children's Ear Mould Replacements	With regards to the children's hearing aid fund, I understand that a child can get a maximum of three new hearing aids per ear, over a six year period. Are they still able to get new ear moulds as needed?	<ul style="list-style-type: none"> • Ear moulds, domes and tubes, re-shelling will continue to be supplied as per the child's needs. These will be covered as repair request
Contact Details	<p>Can you please confirm that from the 1st July what the address that we will be sending Subsidy invoices to.</p> <p>We would like to make sure we make the appropriate changes in our software system.</p> <p>I am enquiring to see if there is a contact person with accessible who will be responsible for managing the Children's hearing aid fund.</p>	<ul style="list-style-type: none"> • A dedicated team is being established at accessible and contact details will be made regularly published and updated. • Contact details are: Email and enquiries: hearing@accessible.co.nz Mail: Hearing Aid Services Accessible P O Box 27 804 Mt Roskill Auckland 1440 Freephone: 0508 001 002 Phone: 09 6201700 Fax: 09 6201702

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		<p>Email: hearing@accessable.co.nz</p> <p>Web: www.accessable.co.nz/hearing</p>
Forms	I have a subsidy claim which has been returned as the client is not eligible until July. Can I use the current provider's form and redirect this to accessable in this instance or do I have to use your form and track the client down?	<ul style="list-style-type: none"> The form needs to be completed as an accessable form but as you do not want to chase the client again, you can complete the accessable form (when published to the website) and attach the Enable New Zealand form to show that the client has been given the required information. Please ensure that the invoice is made out to accessable from 1st July 2011 accessable understands that there will need to be some give and take for the first month with the forms and the team here is aware of making sure that there is not too much re-work for Audiologists through the transition.
Forms	<p>Do you have Word templates for the forms so that we can type the data in? We currently do that with our subsidy applications.</p> <p>What use of technology is envisaged for completing and submitting application forms?</p>	<ul style="list-style-type: none"> The Word forms will be available by the 1st July 2011 for Assessors to use. The forms will be: <ul style="list-style-type: none"> Hearing Aid Funding Scheme Application form Hearing Aid Funding Scheme Trial Continuation form Hearing Aid Funding Scheme Repair form Hearing Aid Subsidy Scheme Claim form The design includes consultation with NZAS, the Ministry and others. You will be advised when the forms are available on our website They will be in a format with writable fields An on-line solution will be available for hearing aid applications and claims from 1st October 2011
Forms	Previously, under the old system, we used a specialised Children's Hearing Aid Funding application forms for ordering hearing aids. Aare we going to use a similar system now or will we be required to use the standard application for hearing equipment form (same as for adults)?	<ul style="list-style-type: none"> The Hearing Aid Funding Scheme application form is the same for adults and children
FM Systems inclusion	What is included in the funding scheme for FM systems?	<ul style="list-style-type: none"> FM systems will be considered for the Hearing Aid Funding Scheme as an accessory to be coupled with a hearing aid where clear rationale is provided FM systems for children in education are provided through the Ministry of Education
Guide to getting hearing aids	We are looking at updating all our information in our Audiology department before July 1st and Section 88 comes into effect. Just wondering if you have a copy of the "Guide to getting hearing aids". We have not been able to find it anywhere on the website.	<ul style="list-style-type: none"> The Ministry of Health is still preparing the Guide to Hearing Aid booklet. This will be published on the accessable website by 1 July 2011
Hearing Aid List	When will the hearing aid list be available?	<ul style="list-style-type: none"> The Ministry of Health Approved Hearing Aid List will be an interim version from 1st July 2011

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		<ul style="list-style-type: none"> The List will be updated quarterly from 1st August 2011
Hearing Aid Services Manual	I am also not aware of the Ministry of Health Hearing Aid Services Manual that you mention. Could you point me in the right direction to access this please?	<ul style="list-style-type: none"> The Ministry of Health Hearing Aid Services Manual is being finalised This will be published as a draft on the accessible website by 1 July 2011
Insurance for Children's hearing aids	<p>Is the Children's Hearing Aid Funding Scheme going to continue to cover the insurance excess when a child loses/damages a hearing aid which is then replaced via the parents insurance?</p> <p>If so will this be counted as one of the three sets of hearing aids the child can get over the six year period?</p>	<ul style="list-style-type: none"> The Children's Hearing Aid Funding scheme is being integrated nationally into the Hearing Aid Funding Scheme. Insurance excess reimbursement for replacement hearing aids will be considered under the Hearing Aid Funding Scheme for children and adults The 6 year time period for replacement hearing aids does not apply to Insurance excess reimbursement
Prioritisation	I understand that there needs to be prioritisation used for adults applying for funding, however is there also going to be prioritisation for children, i.e. may children have to wait for their funding to be approved?	<ul style="list-style-type: none"> You are correct that hearing aid funding applications will follow a prioritisation process to ensure that those with the most urgent needs are prioritised. Generally applications for children will not be subject to prioritisation
Repairs	Will repairs be pre-approved or will each repair require approved application prior to being funded.	<ul style="list-style-type: none"> There will be an Assessor pre-approved repair threshold, limited to a maximum of \$235 (+GST) for each ear within a two year period. Repairs above this level will require prior approval from accessible. This initiative will be monitored for impact and any review requirements will be undertaken in consultation with sector representatives and NZAS
Repairs	Will people who are not currently eligible under Hearing Aid Services Funding be able to have funded repairs to their hearing aids i.e. "grand parented"?	<ul style="list-style-type: none"> Only eligible people who have had hearing aids funded through schemes existing up to 30th June 2011, and those supplied through funding applications through the new Hearing Aid Funding scheme from 1st July 2011 are able to get funded repairs There are no "grand-parenting" provisions – people will only be able to get repairs to hearing aids if they are still eligible for hearing aids to be provided through the Hearing Aid Funding Scheme
Repairs for Children's Hearing Aids	Children's hearing aids are currently repaired by the Ministry of Education, including for preschoolers and young adults still in education. Is this intended to continue?	<ul style="list-style-type: none"> The Deaf Education Centres will continue to provide this service for pre-schoolers, children and young people up to the age of 21 in full time education
Transition	What about applications made up to 30 th June 2011	<ul style="list-style-type: none"> Up to 5:00pm on 30th June 2011, all applications, repair requests and claims will remain with the current providers (accessible and Enable New Zealand) to their completion
Trial hearing aids - Freight	Who pays the freight costs for the return of unsuccessful trial hearing aids to manufacturers?	<ul style="list-style-type: none"> The Audiology Provider is responsible for any freight costs associated with returning hearing aids to a manufacturer This has not changed from the current practice within the existing schemes