



Hearing Aid Services Management

Questions & Answers

accessible is now into week 2 of managing the Hearing Aid Services and we are enjoying meeting a lot of new people and answering your questions. We thought it would be helpful to share the questions and answers that we have been asked to help you carry out your role.

A reminder that the forms, manuals and other resources are available for your use at www.accessable.co.nz - click on the Hearing icon.

Subject	Question	Explanation
Assessor Accreditation	What accreditation number do I use and is it the same one I have now?	<ul style="list-style-type: none"> Use the same Approved Assessor accreditation number that you previously used for Equipment and Modification, CHAF applications and Subsidy claims. The Assessor Accreditation database continues to be managed by Enable New Zealand for the whole of New Zealand, so please ensure your Assessor contact details are current and up-to-date with Enable New Zealand. accessible is not able to make changes to this information on your behalf.
Audiology Provider Registration	Does the clinic have to register as an Audiology Provider and why?	<ul style="list-style-type: none"> accessible requires Audiology clinics (both DHB and private) to be registered with us. We need this registration so we can make payments to you for your invoices and have all your correct bank account and contact details. If you do not complete subsidy claims or repairs, you do not need to complete this form.
Forms - downloading	I cannot open the forms or type into the forms on my computer?	<ul style="list-style-type: none"> These forms work well when the Internet browser is up to date. If you are using an old version of Microsoft Word (2002 or earlier) the forms may not be readable. Please talk to your IT support team to check these issues. In the meantime, please email tchoy@accessable.co.nz and he will email you the forms to save to your computer.
Forms - signatures	Where do I sign the form or get the person to sign the form?	<ul style="list-style-type: none"> There is no requirement for the forms to have the person's or assessor's signature. The tick box replaces the need for the person's or assessor's signature for the declarations.
Ministry of Health Guides to Getting Hearing Aids	Do I have to give the booklet to every person?	<ul style="list-style-type: none"> The Ministry of Health developed the Guide to Getting Hearing Aids booklets (subsidy and funding schemes) to be provided for people when they are seeking hearing aids funded through the Hearing Aid Subsidy or Hearing Aid Funding Schemes. If you have any comments, please direct these to the New Zealand Audiological Society, who are coordinating feedback to the Ministry of Health from the Audiology profession
Hearing Aid Subsidy Scheme – history check	How do I find out if the person has had a subsidy or hearing aid funding within the past 6 years? Do I go to Enable New Zealand for this information	<ul style="list-style-type: none"> accessible has all of Enable New Zealand's historical data. accessible has an email address available for these enquiries: hearingquery@accessable.co.nz Please include the person's name and date of birth so we can check. We will respond to your request within 24 hours.
Hearing Aid Subsidy Scheme - forms	Do I have to complete the additional information on the bottom of the subsidy form?	<ul style="list-style-type: none"> The form asks for additional information and provision of this information is optional at this stage. The reason we are gathering the information, is to help gain a better understanding about the people accessing subsidies

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<p>Hearing Aid Subsidy Scheme - retail price</p>	<p>Am I required to fill in the retail price of the hearing aids on the subsidy form?</p>	<ul style="list-style-type: none"> • The retail price is that already quoted to the person for the hearing aids (including GST) but without the additional services such as the assessment, fitting and trialling of the hearing aids • If you have any comments about the retail price requirement, please direct these to the New Zealand Audiological Society who are in liaison with the Ministry of Health.
<p>Hearing Aid Funding Scheme - replacement under Insurance claim</p>	<p>How do I apply for funding of the insurance excess for replacement hearing aids for eligible people?</p>	<ul style="list-style-type: none"> • You make an application using the Hearing Aid Funding Scheme Application form for the insurance excess. • You complete the first 3 pages. • Include the insurance company name, excess amount, the claim number and attach a copy of the insurance company acceptance letter. • Include your Audiology Provider invoice for the insurance excess amount for payment.
<p>Hearing Aid Funding Scheme - repairs</p>	<p>Is there a maximum funding limit on repairs for hearing aids?</p>	<ul style="list-style-type: none"> • No, there is no maximum funding limit on repairs. • accessible has implemented an Assessor pre-approval threshold (\$235.00 excl GST per hearing aid per 2 year period) • The pre-approval process means the Assessor can complete cost effective repairs in a timely manner. The 2 year period is effective from 1st July 2011 or on provision of new hearing aids. • For repairs in excess of this threshold a repair request must be made in advance to accessible for approval <p>Refer: Hearing Aid Services Manual Part 2 Section 3.3 page 16 for more detailed information about repairs.</p>
<p>Hearing Aid Funding Scheme - applications for children and adults</p>	<p>How do I make an application for new hearing aids and do I include ear moulds etc with the hearing aids on the HAFS application form?</p>	<ul style="list-style-type: none"> • Yes, you complete the Hearing Aid Funding Scheme (HAFS) application form for the hearing aid/s and the accessories on the same HAFS application. • We send you an approval email which will include the person's name, NHI # and a separate purchase order number for the hearing aid and one for the accessories when it is a different Manufacturer, you send the relevant purchase order number to the manufacturer when you order the hearing aids or accessories. • The Manufacturer invoices accessible using the purchase order number, name, HNI # and we make payment to the manufacturer. <p>Refer: Hearing Aid Services Manual Part 2 Section 2 Page 5</p>
<p>Hearing Aid Funding Scheme - urgent applications for children</p>	<p>How can I get hearing aids for those children who are newly diagnosed and have urgent needs to have aids fitted within 4 weeks?</p>	<ul style="list-style-type: none"> • When you complete your Hearing Aid Funding Scheme application form, please highlight that the request for the hearing aid is urgent including the date you have booked the child in for the hearing aid fitting. • Do this by writing notes in the free text box "Additional Documentation" on the first page of the application form. • accessible will prioritise processing and review of these specific applications to provide an approval (or decision) within 10 working days, including those where the request is for high cost hearing aids.

<p>Hearing Aid Funding Scheme - replacement ear-moulds etc for children and adults</p>	<p>How do I complete a request for replacement ear-moulds, domes/tubes or re-shelling for an eligible person who has existing hearing aids?</p>	<ul style="list-style-type: none"> • Replacement of these items is processed under repairs. • For children, you order the replacement items directly from the Manufacturer including an order number (the number from your order book or the child's NHI #). <ul style="list-style-type: none"> • You complete the Hearing Aid Funding Repairs form, including the order number sent to the Manufacturer so that we can match this with the Manufacturer's invoice. For ease you do not have to attach the manufacturer's order, instead you can provide the details on page 2 of the Repair Form, in the free text "Other" box: <ul style="list-style-type: none"> - The order # (from order book or NHI) and the Manufacturer you ordered the items from • accessible pays the manufacturer's invoice • For adults, you order the replacement items directly from the Manufacturer who invoices you. <ul style="list-style-type: none"> • You complete the relevant section of the Hearing Aid Funding Repairs form, including your Provider invoice and a copy of the Manufacturer's invoice for repairs done by the Manufacturer. • accessible pays the Audiology Provider's invoice <p>Refer: Hearing Aid Services Manual Part 2 Section 3 Page 15</p>
<p>Hearing Aid Funding Scheme - review of applications</p>	<p>We understand some hearing aid funding applications will require review, such as those for higher cost aids or for other audiological or technical reasons; who will do this and what will be considered?</p>	<ul style="list-style-type: none"> • Paul Peryman and Oriole Wilson have been engaged by accessible to provide specialist technical review for these applications. They will also provide specific training and support to the team at accessible. Paul's focus is on hearing aids for children and Oriole's is on hearing aids for adults. • For any applications where high cost hearing aids have been selected or additional items over and above the hearing aids are included, the reviewers will consider cost effectiveness of the instrument or accessories for the identified hearing needs. This includes the ability of the instrument to adapt to changing circumstances and future needs. For children additional factors considered will include ensuring the aids selected are fit for purpose for use in infants and children.
<p>Hearing Aid Services Manual – Part 2 accessible processes</p>	<p>Where can I get information about accessible's processes?</p>	<ul style="list-style-type: none"> • accessible's processes about the provision of the Hearing Aid Service are available at www.accessable.co.nz/hearing <p>Refer: Hearing Aid Services Manual Part 2.</p>
<p>Interim Ministry of Health Hearing Aid List (the List)</p>	<p>Why has the List been sent in PDF format? Can I have the List in Manufacturer/Distributor order?</p>	<ul style="list-style-type: none"> • The List has been sent in PDF as it is an interim List whilst we finalise the content. • We have provided an updated List to audiologists and audiology providers in 2 formats both PDF; <ul style="list-style-type: none"> • Sorted by price banding • Sorted by manufacturer <p>If you wish to have the List in Excel please contact hearingquery@accessable.co.nz</p> • The List information is Commercial in Confidence. Do not distribute or share the List without approval from accessible.