AUSTRALIAN GOVERNMENT HEARING SERVICES PROGRAM

Schedule of Service Items
(amended 20-5-2013)
## Schedule of Service Items – 1 July 2012

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Schedule of Service Items

NEW CLIENTS

ASSESSMENT

600 First Assessment

Description of Service Item

The first assessment undertaken by a Qualified Practitioner or Provisional Practitioner under the supervision of a Qualified Practitioner as authorised by a Voucher, or a Letter of Authority.

The range of outcomes covered under this item are described in the Hearing Rehabilitation Outcomes: Outcome 1, Assessment; Outcome 2, Referrals; Outcome 3, Hearing Rehabilitation Program; Outcome 6, Client Outcomes. (See Glossary for details of specific services).

Conditions for Claiming

The Date of Service is the date of the assessment.

The assessment can be performed by a Qualified Practitioner or Provisional Practitioner under the supervision of a Qualified Practitioner.

This item may be claimed only where the Client has a current Voucher, or a Letter of Authority.

The service must be performed within the Voucher or Letter of Authority start and expiry dates.

The practitioner’s number must be included on the claim form.

The item may be claimed once only for each Client.

Any reassessment, and/or consequent refitting, within 12 months of the original fitting, does not attract a Scheduled Fee but is considered part of the original Hearing Rehabilitation Program unless specific approval to claim is given by the Office.

610 Audiological Case Management

Description of Service Item

Audiological advice and/or testing which is necessary to provide a complete and accurate assessment required to achieve the Hearing Rehabilitation Outcomes: Outcome 1, Assessment; Outcome 2, Referrals. (See Glossary for details of specific services).

This item is subsequent to a First Assessment and services may be performed only by a Qualified Practitioner (Audiologist). The service may consist of either, advice to a Qualified Practitioner (Audiometrist) or, where the Qualified Practitioner for the First Assessment was an Audiologist, the completion of the assessment where the Client presents with test results and/or Client history, required to achieve the Hearing Rehabilitation Outcomes: Outcome 1, Assessment, Outcome 2, Referrals.

Conditions for Claiming

This item can be claimed where the Client has a Voucher or Letter of Authority. The service must be performed within the Voucher or Letter of Authority start and expiry dates.

This item may be claimed where: a Client's assessment results have been referred to a Qualified Practitioner (Audiologist) by a Qualified Practitioner (Audiometrist) for audiological advice, or where the Qualified Practitioner for the First Assessment was an Audiologist, the completion of the assessment where the Client presents with test result and/or Client history required to achieve the Hearing Rehabilitation Outcomes: Outcome 2, Referrals.

This item may be claimed only with a Qualified Practitioner (Audiologist) number.

The Date of Service is the date that the audiological advice and/or testing is requested.

This item can be claimed only in relation to a 600 item and the Date of Service must be on or after a 600 item.
The item may be claimed once only for each Client.

670 Rehabilitation Service

Description of Service Item

This item provides an alternative for Clients who are not to be fitted with a hearing device but who would benefit from receiving training and strategies to manage the effects of their hearing loss. This item is not available to Clients who have been previously fitted with a device. Clients who utilise this item can be subsequently fitted with a device subject to eligibility for a new voucher and where this is determined to be clinically necessary on the basis of a reassessment.

The range of outcomes covered by this item are described in the Hearing Rehabilitation Outcomes: Outcome 3, Hearing Rehabilitation Program and Outcome 6, Client Outcomes.

Conditions for Claiming

This item can only be claimed after assessment or reassessment, where the Client has a valid voucher. This item can not be claimed where the Client has been fitted previously.

To claim this item two appointments must take place after the assessment or reassessment appointment.

The first appointment is to provide a rehabilitation service consultation, with a second appointment to provide rehabilitation service follow up. These two appointments should be recorded separately on the claim form, with the rehabilitation follow up appointment date being recorded in the box marked 'For Rehabilitation Item Only - Follow up date'.

The item may be claimed once only for each client.

FIRST FITTING, FOLLOW-UP AND MAINTENANCE

630 First Hearing Aid Fitting, Rehabilitation & Maintenance - Monaural

Description of Service Item

This is the first hearing aid fitting where one hearing aid is clinically suitable to the Client's needs. The item includes a full rehabilitation program and hearing aid maintenance and batteries for 12 months from the date of fitting.

The range of services and outcomes covered by this item are described in the Hearing Rehabilitation Outcomes: Outcome 4, Fitting of Hearing Devices; Outcome 5, Follow-up; and Outcome 6, Client Outcomes.

Only devices on the Schedule of Approved Devices may be fitted.

Conditions for Claiming

This item may be claimed only after a First Assessment or after a reassessment using a Return Voucher if the Client has not been previously fitted. The item may be claimed once only and applies where the Client has agreed to pay the annual hearing aid maintenance charge (unless “exempt”). The Date of Service for this item is the date of the first follow-up after the date of fitting.

A claim cannot be submitted until after the fitting and follow up have occurred.

First follow up should be undertaken not less than one week after the fitting, unless there are extenuating circumstances documented on the Client’s record.

This item is claimed where the Client is fitted monaurally.

The device fitted must be listed on the Schedule of Approved Devices and the correct device code used when claiming.

Where a 'Top-Up' device is fitted, the Contracted Service Provider is required to indicate, on the claim form, the device equivalent Category (C1, C2 or C3) from which the Client would have been fitted had they not been fitted with a Top-Up Device.

A Top-Up maintenance fee may be charged only in relation to a device fitted from the Top-Up Schedule of Approved Devices.

Schedule 1- Schedule of Service Items – 1 July 2012
Where a Behind-the-Ear device is fitted a dispensing fee is added as part of this item.

**Variation for Manual Payments**

**Item 631**

Where every reasonable effort has been made to arrange the follow-up appointment and the Client will not attend, the unsigned claim should be forwarded to the Office of Hearing Services for manual payment.

Supporting documentation including file notes and copies of correspondence should accompany the manual claim for payment. Where the Office accepts the claim for payment it will attract a fee equivalent to the cost of the device(s) and one half of the fitting item.

Any reassessment, and/or consequent refitting, within 12 months of the original fitting, does not attract a Scheduled Fee but is considered part of the original Hearing Rehabilitation Program unless specific approval to claim is given by the Office.

**640 First Hearing Aid Fitting, Rehabilitation & Maintenance – Binaural**

**Description of Service Item**

This is the first fitting where binaural hearing aids are clinically suitable to the Client's needs. The item includes a full rehabilitation program and hearing aid maintenance and batteries for 12 months from the date of fitting.

The range of services and outcomes covered by this item are described in the Hearing Rehabilitation Outcomes; Outcome 4, Fitting of Hearing Devices, Outcome 5, Follow-up and Outcome 6, Client Outcomes.

Only devices on the Schedule of Approved Devices may be fitted.

**Conditions for Claiming**

This item may be claimed only after a First Assessment or after a reassessment using a Return Voucher if the Client has not been previously fitted. The item may be claimed once only and applies where the Client has agreed to pay the annual hearing aid maintenance charge (unless “exempt”). The Date of Service for this item is the date of the first follow-up after the date of fitting.

First follow up should be undertaken not less than one week after the fitting, unless there are extenuating circumstances documented on the Client’s record.

This item is claimed where the Client is fitted binaurally.

The devices fitted must be listed on the Schedule of Approved Devices and the correct device codes used when claiming. Where a 'Top-Up' device is fitted, the Service Provider is required to indicate, on the claim form, the device Category (C1, C2 or C3) from which the Client would have been fitted had they not been fitted with a Top-Up Device. A Top-Up maintenance fee may be charged only in relation to a device fitted from the Top-Up Schedule of Approved Devices.

Where a Behind-the-Ear device is fitted a dispensing fee is added as part of this item.

**Variation for Manual Payments**

**Item 641**

Where every reasonable effort has been made to arrange the follow-up appointment and the Client will not attend, the unsigned claim should be forwarded to the Office of Hearing Services for manual payment.

Supporting documentation including file notes and copies of correspondence should accompany the manual claim for payment. Where the Office accepts the claim for payment it will attract a fee equivalent to the cost of the device(s) and one half of the fitting item.

Any reassessment, and/or consequent refitting, within 12 months of the original fitting, does not attract a Scheduled Fee but is considered part of the original Hearing Rehabilitation Program unless specific approval to claim is given by the Office.
650 First Hearing Aid Fitting & Rehabilitation - Monaural

Description of Service Item

This is the first hearing aid fitting where one hearing aid is clinically suitable to the Client's needs. The item includes a full rehabilitation program and hearing aid repairs under warranty.

This item is for those Clients who do not accept the annual hearing aid maintenance charge. The warranty on the hearing aid, as detailed in the Device Supply Arrangements, must be utilised for hearing aid repairs.

The range of services and outcomes covered by this item are described in the Hearing Rehabilitation Outcomes; Outcome 4, Fitting of Hearing Devices, Outcome 5, Follow-up and Outcome 6, Client Outcomes.

Only devices on the Schedule of Approved Devices may be fitted.

Conditions for Claiming

This item may be claimed only after a First Assessment or after a reassessment using a Return Voucher if the Client has not been previously fitted. The item may be claimed once only and applies where the Client has not agreed to pay the annual hearing aid maintenance charge. The Date of Service for this item is the date of the first follow-up after the date of fitting.

First follow up should be undertaken not less than one week after the fitting, unless there are extenuating circumstances documented on the Client’s record.

This item is claimed where the Client is fitted monaurally.

The device fitted must be listed on the Schedule of Approved Devices and the correct device code used when claiming. Where a 'Top-Up' device is fitted, the Contracted Service Provider is required to indicate, on the claim form, the device Category (C1, C2 or C3) from which the Client would have been fitted had they not been fitted with a Top-Up Device.

Where a Behind-the-Ear device is fitted a dispensing fee is added as part of this item.

Variation for Manual Payments

Item 651

Where every reasonable effort has been made to arrange the follow-up appointment and the Client will not attend, the unsigned claim should be forwarded to the Office of Hearing Services for manual payment.

Supporting documentation including file notes and copies of correspondence should accompany the manual claim for payment. Where the Office accepts the claim for payment it will attract a fee equivalent to the cost of the device/s and one half of the fitting item.

Item 1

In the case of the aids being returned and credit being available to the Contracted Service Provider on return of the aids to the manufacturer, a payment equivalent to one half of the fitting item will be paid.

Any reassessment, and/or consequent refitting, within 12 months of the original fitting, does not attract a Scheduled Fee but is considered part of the original Hearing Rehabilitation Program unless specific approval to claim is given by the Office.

660 First Hearing Aid Fitting & Rehabilitation - Binaural

Description of Service Item

This is the first fitting where binaural hearing aids are clinically suitable to the Client's needs. The item includes a full rehabilitation program and hearing aid repairs under warranty.

This item is for those Clients who do not accept the annual hearing aid maintenance charge. The warranty on the hearing aid, as detailed in the Device Supply Arrangements, must be utilised for hearing aid repairs.

The range of services and outcomes covered by this item are described in the Hearing Rehabilitation Outcomes; Outcome 4, Fitting of Hearing Devices. Outcome 5, Follow-up and Outcome 6, Client Outcomes.

Only devices on the Schedule of Approved Devices may be fitted.

Schedule 1- Schedule of Service Items – 1 July 2012
**Conditions for Claiming**

This item may be claimed only after a First Assessment or after a reassessment using a Return Voucher if the Client has not been previously fitted.

The item may be claimed once only and applies where the Client has not agreed to pay the annual hearing aid maintenance charge. The Date of Service for this item is the date of the first follow-up after the date of fitting.

First follow-up should be undertaken not less than one week after the fitting, unless there are extenuating circumstances documented on the Client’s record.

This item is claimed where the Client is fitted binaurally.

The devices fitted must be listed on the Schedule of Approved Devices and the correct device codes used when claiming. Where a ‘Top-Up’ device is fitted, the Contracted Service Provider is required to indicate, on the claim form, the device Category (C1, C2 or C3) from which the Client would have been fitted had they not been fitted with a Top-Up Device.

Where a Behind-the-Ear device is fitted a dispensing fee is added as part of this item.

**Variation for Manual Payments**

**Item 661**

Where every reasonable effort has been made to arrange the follow-up appointment and the Client will not attend, the unsigned claim should be forwarded to the Office of Hearing Services for manual payment.

Supporting documentation including file notes and copies of correspondence should accompany the manual claim for payment. Where the Office accepts the claim for payment it will attract a fee equivalent to the cost of the device/s and one half of the fitting item.

**Item 2**

In the case of the aids being returned and credit being available to the Contracted Service Provider on return of the aids to the manufacturer, a payment equivalent to one half of the fitting item will be paid.

Any reassessment, and/or consequent refitting, within 12 months of the original fitting, does not attract a Scheduled Fee but is considered part of the original Hearing Rehabilitation Program unless specific approval to claim is given by the Office.

**635 First fitting, Rehabilitation & Maintenance –Alternative Listening Device (ALD) * **

**Description of Service Item**

This is the first fitting where an ALD is suitable for the Client’s clinical needs and includes a full rehabilitation program and device maintenance and batteries for 12 months from the date of fitting.

The range of services and outcomes covered by this item are described in the Hearing Rehabilitation Outcomes; Outcome 4, Fitting of Hearing Devices, Outcome 5, Follow-up and Outcome 6, Client Outcomes.

Only ALD on the Schedule of Approved Devices may be fitted.

**Conditions for claiming**

This Service Item may only be claimed after a First Assessment or after a Reassessment using a Return Voucher if the Client has not been fitted previously with hearing aids or ALD under the Program. The Service Item may only be claimed once and applies where the Client has agreed to pay the annual hearing aid maintenance charge (unless “exempt”).

Where follow-up is required, first follow-up should be undertaken not less than one week after the fitting, unless there are extenuating circumstances documented on the Client’s record.

Only one alternative listening device may be fitted.

The device must be listed on the Schedule of Approved Devices and the correct device code used when claiming.
Variation for Manual Payments

Item 636
Where every reasonable effort has been made to arrange the follow-up appointment and the Client will not attend, the unsigned claim should be forwarded to the Office of Hearing Services for manual payment.

Supporting documentation including file notes and copies of correspondence should accompany the manual claim for payment. Where the Office accepts the claim for payment it will attract a fee equivalent to the cost of the device/s and one half of the fitting item.

Any reassessment, and/or consequent refitting, within 12 months of the original fitting, does not attract a Scheduled Fee but is considered part of the original Hearing Rehabilitation Program unless specific approval to claim is given by the Office.

NB. All claims will be manual claims.

655 First fitting, Rehabilitation – ALD *

Description of Service Item
This is the first fitting where an ALD is suitable for the Client’s clinical needs and includes a full rehabilitation program and Device repairs under warranty.

This item is for those Clients who do not accept the annual device maintenance charge. The warranty on the ALD, as detailed in the Device Supply Arrangements, must be provided for ALD repairs.

The range of services and outcomes covered by this item are described in the Hearing Rehabilitation Outcomes; Outcome 4, Fitting of Hearing Devices, Outcome 5, Follow-up and Outcome 6, Client Outcomes.

Only ALD on the Schedule of Approved Devices may be fitted.

Conditions for claiming
This Service Item may only be claimed after a First Assessment or after a Reassessment using a Return Voucher if the Client has not been fitted previously with hearing aids or ALD under the Program. The item may only be claimed once and applies where the Client has not agreed to pay the annual hearing aid.

Where follow-up is required, first follow up should be undertaken not less than one week after the fitting, unless there are extenuating circumstances documented on the Client’s record.

Only one alternative listening device may be fitted. The device must be listed on the Schedule of Approved Devices and the correct device code used when claiming.

Variation for Manual Payments

Item 656
Where every reasonable effort has been made to arrange the follow-up appointment and the Client will not attend, the unsigned claim should be forwarded to the Office of Hearing Services for manual payment.

Supporting documentation including file notes and copies of correspondence should accompany the manual claim for payment. Where the Office accepts the claim for payment it will attract a fee equivalent to the cost of the device/s and one half of the fitting item.

Item 1
In the case of the ALD being returned and credit being available to the Contracted Service Provider on return of the ALD to the manufacturer, a payment equivalent to one half of the fitting item will be paid.

Any reassessment, and/or consequent refitting, within 12 months of the original fitting, does not attract a Scheduled Fee but is considered part of the original Hearing Rehabilitation Program unless specific approval to claim is given by the Office.

NB. All claims will be manual claims.
680 Rehabilitation Plus

Description of Service Item

This item is provided to assist Clients acquire and apply skills to maximise their communication abilities and better manage their hearing loss. The Rehabilitation Plus services are viewed as an extension of rehabilitation that begins at Assessment and continues through the Fitting and Follow-up appointments, with long term evaluation of outcomes marking completion of the initial hearing services program.

The range of outcomes covered by this item are described in the Hearing Rehabilitation Outcomes: Outcome 3, Hearing Rehabilitation Program and Outcome 6, Client Outcomes.

Conditions for Claiming

The item may be claimed once only for each Client.

This item is only available to New and Return Clients being fitted with Free-to-Client hearing aids or Assistive Listening Devices (ALDs) for the first time under the OHS program with a Follow-up date of service on or after 1 January 2008.

Only Clients being fitted with Free-to-Client devices will be eligible.

Clients are only entitled to one Rehabilitation Plus Program.

To claim this item: a minimum of two appointments must take place after the Follow-up appointment. The two appointments must take place no earlier than 2 weeks after the follow up appointment and no longer than twelve month after the follow up appointment.

The session requirements are:

Group Sessions:

Minimum of: 2 sessions
One hour duration per session
Group numbers are conducive to good learning. Significant others and communication partners can attend.

The sessions are managed by one or more Qualified Practitioner(s).

Individual Sessions:

Minimum of: 2 sessions.
30 minutes duration per session.
Conducted by a Qualified Practitioner.

Mixed Sessions:

Minimum of one of each of the above.

When lodging claims for Item 680 the QP number and site ID number should accurately reflect who provided (or managed, in respect of group sessions) the service and the site where services were provided.

If services are provided at a non-approved site, claim using your ‘HOME’ site ID.

681 Rehabilitation Plus

Description of Service Item

This item is provided to assist Clients acquire and apply skills to maximise their communication abilities and better manage their hearing loss. The Rehabilitation Plus services are viewed as an extension of rehabilitation that begins at Assessment and continues through the Fitting and Follow-up appointments, with long term evaluation of outcomes marking completion of the initial hearing services program.

The range of outcomes covered by this item are described in the Hearing Rehabilitation Outcomes: Outcome 3, Hearing Rehabilitation Program and Outcome 6, Client Outcomes.
Conditions for Claiming

The item may be claimed twice for each Client.

This item is only available to New and Return Clients being fitted with Free-to-Client hearing aids or Assistive Listening Devices (ALDs) for the first time under the program with a Follow-up date of service on or after 1 January 2008.

Only Clients being fitted with Free-to-Client devices will be eligible.

Clients are only entitled to one Rehabilitation Plus Program.

To claim this item a minimum of one appointment must take place no earlier than 2 weeks after the follow up appointment and no longer than twelve month after the follow up appointment. The session requirements are:

**Group Session:**
1 session
One hour duration.
Group numbers are conducive to good learning. Significant others and communication partners can attend.
The session is managed by one or more Qualified Practitioner(s).

**Individual Session:**
1 session of 30 minutes duration.
Conducted by a Qualified Practitioner.
When lodging claims for Item 681 the QP number and site ID number should accurately reflect who provided (or managed, in respect of group sessions) the service and the site where services were provided.
If services are provided at a non-approved site, claim using your ‘HOME’ site ID.

**SUBSEQUENT BINAURAL FITTING**

**760 Fitting of a Second Aid and Additional Maintenance**

**Description of Service Item**
This is a second hearing aid for a Client who has previously been fitted with one hearing aid and who requires a second hearing aid (in the other ear). It also covers Clients maintaining one hearing aid (monaural), fitted and paid for privately (outside the voucher system) and requiring a second hearing aid in the other ear. Maintenance and batteries for this second hearing aid is included in this item.

The range of services and outcomes covered under this item are described in the Hearing Rehabilitation Outcomes; Outcome 4, Fitting of Hearing Devices, Outcome 5, Follow-up; Outcome 6, Client Outcomes and Outcome 7, Aftercare.

Only Devices on the Schedule of Approved Devices may be fitted.

**Conditions for Claiming**

This item may be claimed only subsequent to a First Fitting - Monaural or Maintenance Service for a Hearing Aid Fitted outside the Voucher System - Monaural. The Date of Service for this item is the date of the first follow-up after the date of fitting.

First follow up should be undertaken not less than one week after the fitting unless there are extenuating circumstances documented on the Client’s record.

The device must be fitted to the opposite ear to that fitted under item 630, 650 or 790.

The device fitted must be listed on the Schedule of Approved Devices and the correct device code used when claiming. Where a 'Top-Up' device is fitted, the Contracted Service Provider is required to indicate, on the claim form, the device Category (C1, C2 or C3) from which the Client would have been fitted had they not been fitted with a Top-Up Device.

A Top-Up maintenance fee may be charged only in relation to a device fitted from the Top-Up Schedule of Schedule 1- Schedule of Service Items – 1 July 2012
Approved Devices.
Where a Behind-the-Ear device is fitted a dispensing fee is added as part of this item.

**Variation for Manual Payments**

**Item 761**
Where every reasonable effort has been made to arrange the follow-up appointment and the Client will not attend, the unsigned claim should be forwarded to the Office of Hearing Services for manual payment.

Supporting documentation including file notes and copies of correspondence should accompany the manual claim for payment.

Where the Office accepts the claim for payment it will attract a fee equivalent to the cost of the device/s and one half of the fitting item.

Any reassessment, and/or consequent refitting, within 12 months of the original fitting, does not attract a Scheduled Fee but is considered part of the original Hearing Rehabilitation Program unless specific approval to claim is given by the Office.

**770 Fitting of Second Aid without Additional Maintenance**

**Description of Service Item**
This is a second hearing aid for a Client who has previously been fitted with one hearing aid and who requires a second hearing aid (in the other ear). It also covers Clients maintaining one hearing aid (monaural), fitted and paid for privately (outside the voucher system) and requiring a second hearing aid in the other ear. This item is for those Clients who do not accept the annual hearing aid maintenance charge.

The range of services and outcomes covered under this item are described in the Hearing Rehabilitation Outcomes; Outcome 4, Fitting of Hearing Devices, Outcome 5, Follow-up; Outcome 6, Client Outcomes and Outcome 7, Aftercare.

Only Devices on the Schedule of Approved Devices may be fitted.

**Conditions for Claiming**
This item may be claimed only subsequent to a First Fitting - Monaural or Maintenance Service for a Hearing Aid Fitted Outside the Voucher System - Monaural. The Date of Service for this item is the date of the first follow-up after the date of fitting.

First follow up should be undertaken not less than one week after the fitting, unless there are extenuating circumstances documented on the Client’s record.

The device must be fitted to the opposite ear to that fitted under item 630, 650 or 790.

The item applies where the Client has **not** agreed to pay the annual hearing aid maintenance charge.

The Devices fitted must be listed on the Schedule of Approved Devices and the correct device codes used when claiming. Where a 'Top-Up' device is fitted, the Contracted Service Provider is required to indicate, on the claim form, the device Category (C1, C2 or C3) from which the Client would have been fitted had they not been fitted with a Top-Up Device.

Where a Behind-the-Ear device is fitted a dispensing fee is added as part of this item.

**Variation for Manual Payments**

**Item 771**
Where every reasonable effort has been made to arrange the follow-up appointment and the Client will not attend, the unsigned claim should be forwarded to the Office of Hearing Services for manual payment.

Supporting documentation including file notes and copies of correspondence should accompany the manual claim for payment. Where the Office accepts the claim for payment it will attract a fee equivalent to the cost of the device/s and one half of the fitting item.

Where the reason for no follow-up appointment is that the Client is deceased the above payments will apply.

Schedule 1- Schedule of Service Items – 1 July 2012
Item 1

In the case of the aid being returned and credit being available to the provider on return of the aid to the manufacturer, a payment equivalent to one half of the fitting item will be paid.

Any reassessment, and/or consequent refitting, within 12 months of the original fitting, does not attract a Scheduled Fee but is considered part of the original Hearing Rehabilitation Program unless specific approval to claim is given by the Office.

MAINTENANCE AND BATTERIES (SUBSEQUENT YEARS)

700 Maintenance Service & Battery Supply - Monaural

Clients must be informed that they will receive Device maintenance and repairs, and batteries, if the Client enters a maintenance agreement with the Service Provider and pays the annual maintenance fee. Contracted Service Providers and Qualified Practitioners must offer all Clients a maintenance agreement. (It is not mandatory for clients to accept the offer.)

Description of Service Item

This item covers full maintenance services and battery supply in the years subsequent to the year in which the Client was first fitted or first received maintenance and batteries for a hearing aid fitted outside the voucher system i.e. subsequent to the Client's first year in the program. This item applies to a monaural fitting.

For the purpose of the maintenance agreement, the term device includes the earmould and any other attachments necessary for the operation of the device.

Services to be provided as part of the Client’s maintenance agreement include adjustments to the Client's fitting, including the replacement of the earmould.

Contracted Service Providers are responsible for the supply of appropriate hearing device batteries to their Clients. As with repairs, this needs to be a timely service so Clients are not without the use of their devices for any significant period.

Repairs must be adequate to restore the device to its original physical condition, allowing for normal wear and tear.

Repairs must ensure that the electroacoustic characteristics and any other features prescribed by the Qualified Practitioner are matched to the original fitting.

It is desirable that repairs be attended to at the time the Client presents with the problem and that, if same day repair cannot be achieved, a loan device is provided if desired by the Client.

Conditions for Claiming

This item may be claimed on or after the anniversary of the first fitting or any subsequent maintenance claim where the Client has agreed to pay the hearing aid maintenance charge (unless “exempt”). This item cannot be claimed more than once every twelve months. This item is claimed where the Client is fitted monaurally.

The date of client signature on a Claim for Payment for Maintenance Service & Battery Supply – Monaural must not be more than 45 days prior to the date on which maintenance services commence.

A Top-Up maintenance fee can be charged only in relation to a device fitted from the Top-Up Schedule of Approved Devices.

710 Maintenance Service & Battery Supply – Binaural

Clients must be informed that they will receive device maintenance and repairs, and batteries, if the Client enters a maintenance agreement with the Contracted Service Provider and pays the annual maintenance fee.

Contracted Service Providers and Qualified Practitioners must offer all Clients a maintenance agreement. (It is not mandatory for clients to accept the offer.)

Description of Service Item

This item covers full maintenance services and battery supply in the years subsequent to the year in which the Client was first fitted or first received maintenance and batteries for a hearing aid fitted outside the voucher system.
For the purpose of the maintenance agreement, the term device includes the earmould and any other attachments (eg cords) necessary for the operation of the device.

Services to be provided as part of the Client’s maintenance agreement include adjustments to the Client's fitting, including the replacement of the earmould.

Contracted Service Providers are responsible for the supply of appropriate hearing device batteries to their Clients. As with repairs, this needs to be a timely service so Clients are not without the use of their devices for any significant period.

Repairs must be adequate to restore the device to its original physical condition, allowing for normal wear and tear.

Repairs must ensure that the electroacoustic characteristics and any other features prescribed by the Qualified Practitioner are matched to the original fitting.

It is desirable that repairs be attended to at the time the Client presents with the problem and that, if same day repair cannot be achieved, a loan device is provided if desired by the Client.

**Conditions for Claiming**

This item may be claimed on or after the anniversary of the first fitting or any subsequent maintenance claim where the Client has agreed to pay the hearing aid maintenance charge (unless “exempt”). This item cannot be claimed more than once every twelve months. This item is claimed where the Client is fitted binaurally.

The date of client signature on a Claim for Payment for Maintenance Service & Battery Supply – Binaural must not be more than 45 days prior to the date on which maintenance services commence.

A Top-Up maintenance fee can be charged only in relation to a device fitted from the Top-Up Schedule of Approved Devices.

**777 Payment of Client contribution for Maintenance and Batteries for Department of Veterans’ Affairs (DVA) eligible Clients**

**Description of Service Item**

This item covers the Client contribution for Maintenance and Battery supplies for hearing devices for Department of Veterans’ Affairs eligible Clients.

**Conditions of Claiming**

This item may be claimed where the Client holds a DVA Gold card or DVA white card (including hearing services). This item is claimed when claiming Fitting items that include Maintenance and Batteries (630, 635, 640, 790, 791) and with monaural or binaural Maintenance and Batteries claims (700, 710).

This item cannot be claimed more than once every twelve months. This item can only be claimed if the Client has not paid the provider the Client contribution for Maintenance and Batteries. The Date of Service for this item is the same as the Date of Service for the Maintenance and Batteries claim or the Date of Service for the fitting item that includes Maintenance and Batteries.

**711 Relocated Maintenance Service & Battery Supply - Monaural Aid**

**Description of Service Item**

This item covers full maintenance services and battery supply for one year where a Client has relocated from one service provider to another. This item can only be claimed where the previous service provider has claimed maintenance within the year prior to the Client relocating. This item applies to a monaural fitting.

For the purpose of the maintenance agreement, the term device includes the earmould and any other attachments necessary for the operation of the device.

Services to be provided as part of the Client’s maintenance agreement include adjustments to the Client's fitting, including the replacement of the earmould.
Contracted Service Providers are responsible for the supply of appropriate hearing device batteries to their Clients. As with repairs, this needs to be a timely service so Clients are not without the use of their devices for any significant period.

Repairs must be adequate to restore the device to its original physical condition, allowing for normal wear and tear.

Repairs must ensure that the electroacoustic characteristics and any other features prescribed by the Qualified Practitioner are matched to the original fitting.

It is desirable that repairs be attended to at the time the Client presents with the problem and that, if same day repair cannot be achieved, a loan device is provided if desired by the Client.

**Conditions for Claiming**

This item can only be claimed where the Client has paid the annual maintenance contribution (unless “exempt”) to the previous provider as specified in the Schedule of Fees current at the time of service.

This item should be claimed as soon as a Client presents with a Return Voucher or a relocation Letter of Authority issued by the Office of Hearing Services.

This item should be claimed where the Client is fitted monaurally.

**722 Relocated Maintenance Service & Battery Supply - Binaural Aids**

**Description of Service Item**

This item covers full maintenance services and battery supply for one year where a Client has relocated from one service provider to another. This item can only be claimed where the previous Contracted Service Provider has claimed maintenance within the year prior to the Client relocating.

This item applies to a binaural fitting.

For the purpose of the maintenance agreement, the term device includes the earmould and any other attachments necessary for the operation of the device.

Services to be provided as part of the Client’s maintenance agreement include adjustments to the Client's fitting, including the replacement of the earmould.

Contracted Service Providers are responsible for the supply of appropriate hearing device batteries to their Clients. As with repairs, this needs to be a timely service so Clients are not without the use of their devices for any significant period.

Repairs must be adequate to restore the device to its original physical condition, allowing for normal wear and tear.

Repairs must ensure that the electroacoustic characteristics and any other features prescribed by the Qualified Practitioner are matched to the original fitting.

It is desirable that repairs be attended to at the time the Client presents with the problem and that, if same day repair cannot be achieved, a loan device is provided if desired by the Client.

**Conditions for Claiming**

This item can only be claimed where the Client has paid the annual maintenance contribution (unless “exempt”) to the previous Contracted Service provider as specified in the Schedule of Fees current at the time of service.

This item should be claimed as soon as a Client presents with a return voucher or a relocation authority letter issued by the Office of Hearing Services.

This item should be claimed where the Client is fitted binaurally.

**MAINTENANCE FOR HEARING AIDS FITTED OUTSIDE THE VOUCHER SYSTEM**

**790 Maintenance Service & Battery Supply - Monaural (aid fitted outside Voucher System)**

Clients must be informed that they will receive device maintenance and repairs, and batteries, if the Client enters a maintenance agreement with the Contracted Service Provider and pays the annual maintenance fee.

Schedule 1- Schedule of Service Items – 1 July 2012
Contracted Service Providers and Qualified Practitioners must offer all Clients a maintenance agreement. (It is not mandatory for clients to accept the offer.)

**Description of Service Item**

This item is for Clients with a monaural hearing aid fitted outside the Voucher System where the hearing aid is suitable to the Client’s needs, still in good working order and can be maintained for a reasonable period.

Once this item has been claimed, contact the Office prior to undertaking a device fitting under the client’s existing voucher.

For the purpose of the maintenance agreement, the term device includes the earmould and any other attachments necessary for the operation of the device.

Services to be provided as part of the Client’s maintenance agreement include adjustments to the Client’s fitting, including the replacement of the earmould.

Contracted Service Providers are responsible for the supply of appropriate hearing device batteries to their Clients. As with repairs, this needs to be a timely service so Clients are not without the use of their devices for any significant period.

Repairs must be adequate to restore the device to its original physical condition, allowing for normal wear and tear.

Repairs must ensure that the electroacoustic characteristics and any other features prescribed by the Qualified Practitioner are matched to the original fitting.

It is desirable that repairs be attended to at the time the Client presents with the problem and that, if same day repair cannot be achieved, a loan device is provided if desired by the Client.

**Conditions of Claiming**

This item may be claimed on or after a First Assessment. This item may be claimed once only and applies where the Client has agreed to pay the annual hearing aid maintenance charge (unless “exempt”).

This item is claimed where the Client is fitted monaurally.

**791 Maintenance Service & Battery Supply - Binaural (outside voucher)**

Clients must be informed that they will receive device maintenance and repairs, and batteries, if the Client enters a maintenance agreement with the Contracted Service Provider and pays the annual maintenance fee.

Contracted Service Providers and Qualified Practitioners must offer all Clients a maintenance agreement. (It is not mandatory for clients to accept the offer.)

**Description of Service Item**

This item is for Clients with binaural hearing aids fitted outside the Voucher System where those hearing aids are suitable to the Client's needs, still in good working order and can be maintained for a reasonable period.

Once this item has been claimed, contact the Office prior to undertaking a device fitting under the client’s existing voucher.

For the purpose of the maintenance agreement, the term device includes the earmould and any other attachments (eg cords) necessary for the operation of the device.

Services to be provided as part of the Client’s maintenance agreement include adjustments to the Client's fitting, including the replacement of the earmould.

Contracted Service Providers are responsible for the supply of appropriate hearing device batteries to their Clients.

Repairs must be adequate to restore the device to its original physical condition, allowing for normal wear and tear.

Repairs must ensure that the electroacoustic characteristics and any other features prescribed by the Qualified Practitioner are matched to the original fitting.

Schedule 1- Schedule of Service Items – 1 July 2012
It is desirable that repairs be attended to at the time the Client presents with the problem and that, if same day repair cannot be achieved, a loan device is provided if desired by the Client.

**Conditions for Claiming**

This item may be claimed on or after a First Assessment. This item may be claimed once only and applies where the Client has agreed to pay the annual hearing aid maintenance charge (unless “exempt”).

This item is claimed where the Client is fitted Binaurally.

**RETURN CLIENTS**

**REASSESSMENT**

**800 Reassessment**

**Description of Service Item**

An assessment undertaken by a Qualified Practitioner or Provisional Practitioner under the supervision of a Qualified Practitioner, as authorised by a Return Client Voucher. This assessment can be performed by a Qualified Practitioner.

The range of services and outcomes covered under this item are described in the Hearing Rehabilitation Outcomes: Outcome 1, Assessment; Outcome 2, Referrals; Outcome 3, Hearing Rehabilitation Program.

(See Glossary for details of specific services).

**Conditions for Claiming**

The Client’s previous audiometric history must be reviewed as part of the Reassessment service.

This item can be claimed on the same date as the Client Review.

Should this item be claimed on the same date as a Client Review, the activities performed as part of this item must be different to those performed as part of the Client Review service. The Client’s record must clearly document the services performed as part of the Client Review separately from the Reassessment.

The Date of Service is the date of the Reassessment. This item may be claimed only where the Date of Service is on or after 1 November 1997 and where the Client has a Return Client Voucher. The service must be performed within the Voucher start and expiry dates.

The item may be claimed once only for each Return Client Voucher.

Any reassessment, and/or consequent refitting, within 12 months of the original fitting, does not attract a Scheduled Fee but is considered part of the original Hearing Rehabilitation Program unless specific approval to claim is given by the Office.

**810 Audiological Advice Case Management - Reassessment**

**Description of Service Item**

Audiological advice and/or testing which is necessary to provide a complete and accurate assessment as required to achieve the Hearing Rehabilitation Outcomes: Outcome 1, Assessment; Outcome 2, Referrals; Outcome 3, Hearing Rehabilitation Program. (See Glossary for details of specific services)

This item is subsequent to a Reassessment and services may be performed only by a Qualified Practitioner (Audiologist). The service may consist of either, advice to a Qualified Practitioner (Audiometrist) or, where the Qualified Practitioner for the First Assessment was a qualified audiologist, the completion of the assessment where the Client presents with test results and/or Client history required to achieve the Hearing Rehabilitation Outcomes: Outcome 2, Referrals.

**Conditions for Claiming**

This item can be claimed only where the Client has a Return Client Voucher. The service must be performed within the Voucher start and expiry dates.

The Client’s previous audiometric history must be reviewed as part of the Reassessment service. Where the client has relocated from another Contracted Service Provider, the previous history (Clinical Record) must be...
obtained and reviewed prior to the Reassessment Service Item being claimed.

This item may be claimed where: a Client's Reassessment results have been referred to a Qualified Practitioner (Audiologist) by a Qualified Practitioner (Audiometrist) for audiological advice, or where the Qualified Practitioner for the First Assessment was an audiologist and he/she is completing the assessment where the Client presents with test result and/or Client history required to achieve the Hearing Rehabilitation Outcomes: Outcome 2, Referrals.

This item may be claimed only with an audiologist practitioner number. The Date of Service is the date that the audiological advice and/or testing is requested. This item can be claimed only in relation to an 800 item and the Date of Service must be on or after an 800 item.

**820 Refitting and Rehabilitation - Monaural**

**Description of Service Item**

This is a hearing aid fitting subsequent to a reassessment (authorised by a Return Client Voucher) where one hearing aid is clinically suitable to the Client's needs. The item includes a full rehabilitation program. Reasons for refitting must be consistent with those outlined in the eligibility criteria for refitting. The range of services and outcomes covered by this item are described in the Hearing Rehabilitation Outcomes; Outcome 4, Fitting of Hearing Devices, Outcome 5, Follow-up; Outcome 6, Client Outcomes; and Outcome 7, Aftercare.

Only devices on the Schedule of Approved Devices may be fitted.

**Conditions for Claiming**

This item may be claimed only after a Reassessment has been performed. The Date of Service for this item is the date of the first follow-up after the date of fitting.

A claim cannot be submitted until after the fitting and first follow up have occurred.

First follow up should be undertaken not less than one week after the fitting, unless there are extenuating circumstances documented on the Client’s record.

This item is claimed where the Client requires one aid to be fitted.

The device fitted must be listed on the Schedule of Approved Devices and the correct device code used when claiming. Where a 'Top-Up' device is fitted, the Contracted Service Provider is required to indicate, on the claim form, the device Category (C1, C2 or C3) from which the Client would have been fitted had they not been fitted with a Top-Up Device. A Top-Up maintenance fee may be charged only in relation to a device fitted from the Top-Up Schedule of Approved Devices.

Where a Client has a hearing aid which was fitted, or replaced, under the Hearing Services Program and the need to refit a new device has been identified, the clinical reason/s for the refitting must be consistent with the eligibility criteria for refitting.

This item may be claimed once only for each Return Client Voucher issued.

Where a Behind-the-Ear device is fitted, a dispensing fee is added as part of this item.

**Variation for Manual Payments**

**Item 821**

Where every reasonable effort has been made to arrange the follow-up appointment and the Client will not attend, the unsigned claim should be forwarded to the Office of Hearing Services for manual payment.

Supporting documentation, including file notes and copies of correspondence, should accompany the manual claim for payment. Where the Office accepts the claim for payment, it will attract a fee equivalent to the cost of the device/s and one half of the fitting item.

**Item 1**

In the case of the aid being returned and credit being available to the Contracted Service Provider on return of
the aid to the manufacturer, a payment equivalent to one half of the fitting item will be paid.

Any reassessment, and/or consequent refitting, within 12 months of the original fitting, does not attract a Scheduled Fee but is considered part of the original Hearing Rehabilitation Program unless specific approval to claim is given by the Office.

825 Refitting and Rehabilitation – ALD *

Description of Service Item
This is an ALD fitting subsequent to a reassessment (authorised by a Return Client Voucher) where an ALD is clinically suitable to the Client’s needs and the Client has previously been fitted with an ALD or hearing aid.

This item includes a full rehabilitation program.

The range of services and outcomes covered by this item are described in the Hearing Rehabilitation Outcomes; Outcome 4, Fitting of Hearing Devices, Outcome 5, Follow-up; Outcome 6, Client Outcomes and Outcome 7, Aftercare.

Only ALD on the Schedule of Approved Devices may be fitted.

Conditions for claiming
This Service Item may only be claimed after a Reassessment has been performed.

Only one alternative listening device may be fitted. The device must be listed on the Schedule of Approved Devices and the correct device code used when claiming.

An ALD should only be fitted when the client will no longer be using hearing aids.

Where a Client has a hearing aid/s or an ALD which was fitted, or replaced, under the Hearing Services Program and the need to refit a new device has been identified, the clinical reason/s for the refitting must be consistent with the eligibility criteria for refitting.

Where follow up is required, first follow-up should be undertaken not less than one week after the fitting unless there are extenuating circumstances.

Variation for Manual Payments

Item 826
Where every reasonable effort has been made to arrange the follow-up appointment and the Client will not attend, the unsigned claim should be forwarded to the Office of Hearing Services for manual payment.

Supporting documentation including file notes and copies of correspondence should accompany the manual claim for payment. Where the Office accepts the claim for payment it will attract a fee equivalent to the cost of the device/s and one half of the fitting item.

Where the reason for no follow-up appointment is that the Client is deceased the above payments will apply.

Item 1
In the case of the ALD being returned and credit being available to the Contracted Service Provider on return of the ALD to the manufacturer, a payment equivalent to one half of the fitting item.

Any reassessment, and/or consequent refitting, within 12 months of the original fitting, does not attract a Scheduled Fee but is considered part of the original Hearing Rehabilitation Program unless specific approval to claim is given by the Office.

NB. All claims will be manual claims.

830 Refitting and Rehabilitation - Binaural

Description of Service Item
This is a hearing aid fitting subsequent to a reassessment (authorised by a Return Client Voucher) where binaural hearing aids are clinically suitable to the Client's needs. The item includes a full rehabilitation program.
The range of services and outcomes covered by this item are described in the Hearing Rehabilitation Outcomes; Outcome 4, Fitting of Hearing Devices, Outcome 5, Follow-up; Outcome 6, Client Outcomes and Outcome 7, Aftercare.

Only devices on the Schedule of Approved Devices may be fitted.

**Conditions for Claiming**

This item may be claimed only after a Reassessment has been performed. The Date of Service for this item is the date of the first follow-up after the date of fitting.

First follow up should be undertaken not less than one week after the fitting, unless there are extenuating circumstances documented on the Client’s record.

This item is claimed where the Client is fitted binaurally.

The device fitted must be listed on the Schedule of Approved Devices and the correct device code used when claiming. Where a 'Top-Up' device is fitted, the Service Provider is required to indicate, on the claim form, the device Category (C1, C2 or C3) from which the Client would have been fitted had they not been fitted with a Top-Up Device. A Top-Up maintenance fee may be charged only in relation to a device fitted from the Top-Up Schedule of Approved Devices.

Where a Client has a hearing aid/s which was fitted, or replaced, under the Hearing Services Program and the need to refit a new device has been identified, the clinical reason/s for the refitting must be consistent with the eligibility criteria for refitting.

This item may be claimed once only for each Return Client Voucher issued. Where a Behind-the-Ear device is fitted a dispensing fee is added as part of this item.

**Variation for Manual Payments**

**Item 831**

Where every reasonable effort has been made to arrange the follow-up appointment and the Client will not attend, the unsigned claim should be forwarded to the Office of Hearing Services for manual payment.

Supporting documentation including file notes and copies of correspondence should accompany the manual claim for payment. Where the Office accepts the claim for payment it will attract a fee equivalent to the cost of the device/s and one half of the fitting item.

**Item 2**

In the case of the aids being returned and credit being available to the Contracted Service Provider on return of the aids to the manufacturer, a payment equivalent to one half of the fitting item will be paid.

Any reassessment, and/or consequent refitting, within 12 months of the original fitting, does not attract a Scheduled Fee but is considered part of the original Hearing Rehabilitation Program unless specific approval to claim is given by the Office.

**930 Client Review – (Monaurally Fitted)**

**Description of Service Item**

This item covers a review of client needs where the Client is experiencing less than optimal benefit or satisfaction with their device and it is more than 12 months from the date of fitting and more than 12 months from the last Client Review claim (or Aid Adjustment claim if prior to 1 July 2013). It can be claimed where the Client has had a monaural fitting without the need for the Client to apply for a new Voucher.

The aims of this item are to give the practitioner greater flexibility in providing appropriate services in a timely and efficient manner and to extend the life of the current fitting. This item is not intended to be used to rectify a poor fitting by the practitioner. This item can be claimed on the same date as the Reassessment.

Should this item be claimed on the same date as a Reassessment, the activities performed as part of this item must be different to those performed as part of the Reassessment service. The Client’s record must clearly document the services performed as part of the Client Review separately from the Reassessment.

Schedule 1- Schedule of Service Items – 1 July 2012
Note that as per the conditions for claiming the Reassessment service, only one Reassessment item can be claimed for each Return Client Voucher.

**Conditions for Claiming**

The client’s previous audiometric history must be reviewed as part of the Client Review service.

This item can only be claimed where a monaural fitting or refitting has previously been claimed for the Client.

A claim for these services would be indicated where the usual checks to exclude aid malfunction or external auditory meatus cerumen blockage has been completed and the client is still reporting difficulties.

In order to claim this item three or more of the following activities should be performed with supporting evidence on file:

i) Hearing screening including an indication of middle ear status
ii) Repetition of real ear insertion or aided threshold measurement
iii) Resetting and/or reprogramming of hearing aid parameters to accommodate changes in hearing thresholds
iv) Checking of real ear insertion or aided thresholds measurements with new hearing aid settings
v) Fitting of new earmoulds or modification of the current earmould/shell (eg. retubing, replacement of earhook)
vi) Assessment of Loudness Discomfort Levels in relation to MPO settings
vii) A review of negotiated client goals with modification where necessary and/or a review of client's expectations and appropriate use of communication strategies and tactics
viii) A review of the client's aid management with re-instruction.

This item is only available where it is more than 12 months since the date of fitting. It can be claimed once every 12 months where it is clinically necessary. A new Voucher is not required for subsequent claims against this item.

The range of outcomes covered by this item are described in the Hearing Rehabilitation Outcomes; Outcome 7, Aftercare.

940 Client Review – (Binaurally Fitted)

**Description of Service Item**

This item covers a review of client needs where the Client is experiencing less than optimal benefit or satisfaction with their device and it is more than 12 months from the date of fitting and more than 12 months from the last Client Review claim (or Aid Adjustment claim if prior to 1 July 2013). It can be claimed where the Client has had a binaural fitting without the need for the Client to apply for a new Voucher.

The aims of this item are to give the practitioner greater flexibility in providing appropriate services in a timely and efficient manner and to extend the life of the current fitting. This item is not intended to be used to rectify a poor fitting by the practitioner.

This item can be claimed on the same date as the Reassessment.

Should this item be claimed on the same date as a Reassessment, the activities performed as part of this item must be different to those performed as part of the Reassessment service. The Client’s record must clearly document the services performed as part of the Client Review separately from the Reassessment. Note that as per the conditions for claiming the Reassessment service, only one Reassessment item can be claimed for each Return Client Voucher.

**Conditions for Claiming**

The client’s previous audiometric history must be reviewed as part of the Client Review service.

This item can only be claimed where a binaural fitting or refitting has previously been claimed for that Client.

A claim for these services would be indicated where the usual checks to exclude aid malfunctions or external auditory meatus cerumen blockage has been completed and the client is still reporting difficulties.

In order to claim this item three or more of the following activities should be performed with supporting evidence on file:

i) Hearing screening including an indication of middle ear status
ii) Repetition of real ear insertion or aided threshold measurement
iii) Resetting and/or reprogramming of hearing aid parameters to accommodate changes in hearing thresholds
iv) Checking of real ear insertion or aided thresholds measurements with new hearing aid settings
v) Fitting of new earmoulds or modification of the current earmould/shell (e.g. retubing, replacement of earhook)
vi) Assessment of Loudness Discomfort Levels in relation to MPO settings
vii) A review of negotiated client goals with modification where necessary and/or a review of client's expectations and appropriate use of communication strategies and tactics
viii) A review of the client's aid management with re-instruction.

This item is only available where it is more than 12 months after date of fitting. It can be claimed once every 12 months where it is clinically necessary. A new Voucher is not required for subsequent claims against this item.

The range of outcomes covered by this item are described in the Hearing Rehabilitation Outcomes; Outcome 7, Aftercare.

REPLACEMENTS

840 Replacement of Lost or Damaged Beyond Repair (DBR) Hearing Aid – Monaural

Description of Service Item
This item covers the replacement of a hearing aid when it has been lost or damaged beyond repair. The Office will require a statutory declaration from the Client for a lost aid, or letter from the manufacturer as evidence that the device has been damaged beyond repair and that a replacement hearing aid is required.

A device replacement fee, not exceeding the amount specified in the Schedule of Fees current at the time of service, shall be payable by the Client to the Service Provider except where:

- the Client holds a DVA Gold Card or a DVA White Card issued for hearing loss (see item 888)
- the Client has dementia (see item 555)
- the aid device was lost/DBR in hospital (see item 555)
- the device was lost/DBR in a nursing home by the staff (see item 555)
- the device was lost/DBR in the post (see item 555)

Only devices on the Schedule of Approved Devices may be fitted.

Conditions for Claiming
This item can be claimed at any time after a First Fitting or at any time after Maintenance for a hearing aid fitted outside the voucher system. The Date of Service for this item can be the same date as that of fitting. This item is for the replacement of one hearing aid.

Where a Behind-the-Ear device is fitted, a dispensing fee is added as part of this item.

850 Replacement of Lost or DBR Hearing Aids - Binaural

Description of Service Item
This item covers the replacement of binaurally fitted hearing aids where both aids have been lost or damaged beyond repair. The Office will require a statutory declaration from the client for a lost aid, or letter from the manufacturer as evidence that the device has been damaged beyond repair and that replacement hearing aids are required.

A device replacement fee, not exceeding the amount specified in the Schedule of Fees current at the time of service, shall be payable by the Client to the Service Provider except where:

- the Client holds a DVA Gold Card or a DVA White Card issued for hearing loss (see item 888)
- the Client has dementia (see item 555)
- the aid device was lost/DBR in hospital (see item 555)
- the device was lost/DBR in a nursing home by the staff (see item 555)
- the device was lost/DBR in the post (see item 555)

Schedule 1- Schedule of Service Items – 1 July 2012
Only Devices on the Schedule of Approved Devices may be fitted.

**Conditions for Claiming**

This item can be claimed at any time after a First Fitting or at any time after Maintenance for hearing aids fitted outside the voucher system. The Date of Service for this item can be the same date as that of fitting.

This item is for the replacement of two hearing aids.

Where a Behind-the-Ear device is fitted, a dispensing fee is added as part of this item.

**888 Payment of Client fee for replacement aid(s) for DVA eligible Clients**

**Description of Service Item**

This item covers the contribution for Replacement Claims for Payment for Department of Veterans Affairs eligible Clients.

**Conditions of Claiming**

This item may be claimed where the Client holds a DVA Gold card or DVA white card (including hearing services). This item is claimed when claiming Replacement fitting items (840 and 850).

This item can only be claimed if the Client has not paid the provider the Client contribution for Replacement device(s). The Date of Service for this item is the same as the Date of Service for the Replacement fitting item.

**555 Payment of Client fee for replacement aid(s) for exempt Clients (other than DVA Clients)**

**Description of service item**

This item covers the Client contribution for Replacement device(s) where, on a case by case basis, the Office of Hearing Services determines that there are reasonable grounds to exempt the Client from the normal replacement payment (refer to items 840 and 850).

**Conditions of Claiming**

This item is claimed when claiming Replacement fitting items (840 and 850).

This item can only be claimed if the Client has not paid the provider the Client contribution for Replacement device(s) and one or more of the following exemption criteria apply with evidence documented on the Client’s file:

- the Client has dementia;
- the device was lost/DBR in hospital;
- the device was lost/DBR in a nursing home by the staff;
- the device was lost/DBR in the post.

The Date of Service for this item is the same as the Date of Service for the Replacement fitting item.

Note: All claims will be manual claims.

**MINOR REPAIRS FOR CLIENTS WHO HAVE LOST ELIGIBILITY**

**900 Minor Repairs – Monaural**

**Description of Service Item**

Clients who lose eligibility are entitled to Minor Maintenance of their hearing aid repairs (see below) for up to 5 years from the date eligibility was lost. This item covers minor repairs for any Clients who have lost eligibility and are fitted monaurally.

Minor Maintenance is defined as:

- Replacement of tubing and wax guards
- Hearing Aid cleaning
- Earmould cleaning
- Replacement of cords (eg CROS, body aids)
- Earphone/Microphone tubing replacement

Schedule 1- Schedule of Service Items – 1 July 2012
- Earmould renewal and repair.

**NOTE**: clients who have lost eligibility are not entitled to full replacement of the device or its electronic parts, reassessment, refitting or batteries.

**Conditions for Claiming**

This item may be claimed on or after the anniversary of the first fitting or any subsequent maintenance claim where the Client has lost eligibility for service under the Hearing Services Program. These Clients are eligible for minor repairs for a period of five years.

This item cannot be claimed more than once every twelve months. This item is claimed where the Client is fitted monaurally. The annual hearing aid maintenance charge is **not** payable by the Client.

**910 Minor Repairs – Binaural**

**Description of Service Item**

Clients who lose eligibility are entitled to Minor Maintenance of their hearing aid repairs (see below) for up to 5 years from the date eligibility was lost. This item covers minor repairs for any Clients who have lost eligibility and are fitted binaurally.

Minor Maintenance is defined as:

- Replacement of tubing and wax guards
- Hearing Aid cleaning
- Earmould cleaning
- Replacement of cords (eg CROS, body aids)
- Earphone/Microphone tubing replacement
- Earmould renewal and repair.

**NOTE**: clients who have lost eligibility are not entitled to full replacement of the device or its electronic parts, reassessment, refitting or batteries.

**Conditions for Claiming**

This item may be claimed on or after the anniversary of the first fitting or any subsequent maintenance claim where the Client has lost eligibility for service under the Hearing Services Program. These Clients are eligible for minor repairs for a period of five years.

This item cannot be claimed more than once every twelve months. This item is claimed where the Client is fitted binaurally. The annual hearing aid maintenance charge is **not** payable by the Client.

**SPARE AID**

**960 Provision of spare hearing aid**

**Description of Service Item**

In certain limited cases, a Client may be provided with a Spare Aid (see Spare Aid Guidelines for criteria.)

**Conditions for claiming**

This item can only be claimed where the service was provided on or after 1 July 2002 and where the practitioner has claimed for either item 630, 650 or 820. The date of service must be on or after the date of service for the claim for items 630, 650 or 820.

Claims for provision of a spare aid will need to be lodged manually with the Office of Hearing Services and must be accompanied by a completed copy of the Spare Aid Guidelines.

The Category Price of the spare aid will be paid as well as a one off maintenance fee equivalent to the monaural maintenance fee.

**Note**: All claims will be manual claims.

**DISPENSING FEE**

Schedule 1- Schedule of Service Items – 1 July 2012
A fee applies where a Behind the Ear (BTE) hearing aid is fitted, to cover the cost of the earmould and associated plumbing for these hearing aids. This fee is added to the fee for each hearing aid wherever a BTE hearing aid is fitted.

**Variation for Manual Payment**

**Item 3**

This is paid to the provider when a BTE is returned for credit and the mould is submitted to OHS.

**THE ANNUAL HEARING AID MAINTENANCE CHARGE PAYABLE BY THE CLIENT**

This charge may be collected from a Client by the Contracted Service Provider, where the Client has agreed to the annual hearing aid maintenance charge, on or after the Date of Fitting for New Clients and as instructed by the Office for Clients receiving ongoing maintenance and batteries services.

This charge should not exceed the amount specified within the Schedule of Fees current at the time of service.

“Exempt” Clients are those Clients deemed to be exempt from paying the annual hearing aid maintenance charge by the Department of Veterans’ Affairs (DVA).

The annual hearing aid maintenance charge for exempt Clients will be paid to the Contracted Service Provider when a maintenance schedule fee is paid.

**THE DEVICE REPLACEMENT FEE PAYABLE BY THE CLIENT**

This charge must be collected from a Client by the Contracted Service Provider for a replacement Device.

This charge should not exceed the amount specified by the Office at the time of service.

“Exempt” Clients are those Clients deemed to be exempt from paying the device replacement fee by the Department of Veterans’ Affairs (DVA) or under exceptions as described in Items 840 and 850.

The device replacement fee for exempt Clients will be paid automatically to the Contracted Service Provider when a replacement schedule fee is paid.

*ALD - (Alternative Listening Device) – refer to Alternative Listening Devices (ALD) at ‘Prices for Main Schedule of Approved Devices’ in Schedule 4.*