



## Maintenance

New arrangements for maintenance were shared for comment in 2024 as part of the Hearing Services Program Simplification survey and consultations with Scyne. Following feedback the proposed arrangements for maintenance have been updated.

### Maintenance will involve:

- **quarterly up-front payments to providers for clients who choose maintenance (agreements managed by portal) for 24 months**
- **maintenance agreements sent to clients by the new portal**
- **no maintenance claims**
- **no difference in maintenance payments for different device types.**

### Agreements

Maintenance agreement 'notifications' sent automatically to clients from the new portal (as a text, email or letter); following submission of a fitting claim or when the agreement is due to expire (after 2 years).

Notifications can be resent if the client doesn't respond or at the client's request.

The portal will automatically send a notification to the client 30 days before the agreement is due to expire, asking if they would like to accept a new agreement for the following 2 years.

### Payments

Following acceptance of the maintenance agreement, the portal pays the first maintenance payment, up front, then pays quarterly for 24 months. Where the maintenance agreement is renewed, payments will continue for a further 24 after the expiry of the previous agreement. There is no claiming required.

Quarterly payments of 25% of the current 710 claim fee for all devices, regardless of device type or warranty status.

### Co-payments

Providers will still be able to charge the client the optional maintenance co-payment. It would be a business decision for providers whether to do this annually or biennially. The co-payment is not mandatory.

### Relocations

If a client relocates to a new provider, the maintenance timeframe is reset and the new provider would receive a quarterly payment immediately and then quarterly payments for 24-months.



## Communication

Providers can communicate information about agreement notifications with clients, following a fitting or before their agreement is due to expire, to ensure they are aware of what to expect and improve response rates.

If a client doesn't respond to the maintenance agreement notification, the provider can follow up with the client.

The exact wording of the notification would be determined as part of the portal build.

Alternative back-up communication from the provider end will be available.

## Reporting

The new portal will have expanded reporting functionality so that providers can run reports to check when agreements are due to expire, and which clients have not responded to agreement notifications.

## Evidence

The response from the client accepting an agreement will be held in the portal so providers will not be required to keep any additional evidence of client accepting an agreement

Where providers collect the maintenance co-payment, receipt of payment will be required to be kept on file, as is currently the case.

## Device returns

If a client returns their device following submission of a fitting service claim and the client has already accepted a maintenance agreement and payment has been made:

- if a client is fitted with a different device, then the maintenance payment stays and is not recovered
- if the client returns the device, is not fitted with another device and no follow up claim is submitted, at the next quarterly payment milestone the portal will recover the original maintenance payment instead of paying the next payment.