



Summary of changes

The following table summarises the new service items in the Schedule of Service Items.

The new items are in the left column, the centre column has the corresponding current item and the right column briefly covers the rationale for the change. Full information is outlined under each individual service item.

| New item and claim frequency | Current item/s | Supporting information |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Assessment - 10 Available every five years or via revalidated service | 600, 610 Assessments 800, 810 Reassessments | <ul style="list-style-type: none"> A single claim item for assessments, regardless of how many a client has had. |
| Clinical Session - 50 For clients who meet the device eligibility criteria, available every year, and an additional time in the 12 months following a fitting. For clients who do not meet the DEC, available every two years or via revalidated service. | 670: Rehab service (unaided), 680, 681: Rehab Plus (2&1 sessions) 920,930,940: Client review (unaided, monoaural or ALD, binaural) | <ul style="list-style-type: none"> Client can access a greater breadth of activities and time frames in which to receive services. Recognises importance of clinical expertise and decision making. This provides a broader suite of activities to choose to tailor to each individual client's needs. Will provide greater access and flexibility for rehabilitation activities and to whom they can be provided. |
| Fitting - 20 For one or two devices (devices claimed separately) Available every five years if meets device eligibility criteria and ECR | 630, 631, 640, 641: Initial fittings 650, 651, 660, 661: Initial fitting (no Maintenance Agreement) 760, 761, 770, 771: Subsequent initial fittings 820, 821, 830, 831: Refittings | <ul style="list-style-type: none"> Uncouples the fitting from the follow up – allowing claiming for fitting and devices at the time of fitting. If devices are returned, allows recovery of the devices without needed to recover the fitting service. One fitting service item claimed for monoaural and binaural fitting (and claim for one or two devices). Can be claimed (via a revalidated service) for replacements where the device is no longer on the Approved Schedule of Devices and a different device needs to be fitted. ALDs are provided through ALD supply item |
| Follow Up - 25 Required 2 -12 weeks after fitting | Previously part of Fitting items | <ul style="list-style-type: none"> Unbundled from fitting service Mandatory following fitting service or fitting claim may be recovered (unless there is documentation to explain lack of follow up). Should increase transparency of monitoring client outcomes. |



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| | | <ul style="list-style-type: none"> Will allow provider to claim the Fitting and devices earlier (if desired) Allows additional time for client to acclimatise to device before accepting. |
| Supply of Assistive Listening Device (ALD) - 30 Available every five years if meets device eligibility criteria and ECR | 635, 636, 655, 656: Initial ALD fittings 825, 826: ALD Refittings | <ul style="list-style-type: none"> Consolidated ALD item |
| ALD Follow Up - 35 Required 2 -12 weeks after fitting | Previously part of ALD fitting items. | <ul style="list-style-type: none"> New item Mandatory follow up, 2 – 12 weeks after supply to check the success of the service. |
| Remote Control - 40 Available if client is aided but unable to independently use their device controls | 4 | <ul style="list-style-type: none"> For clients with significant functional limitations and/or dexterity issues, cannot effectively manage the manual controls and is unable to use a mobile phone app. Cost of remote control to be confirmed |
| Replacement - 60 Four replacements allowed (irrespective of ear) every five years (unless client has dementia; or device was lost/DBR in hospital or an aged care facility) or via revalidated service if additional replacements required | 840 & 850: Replacement of Lost/DBR Device – Monaural and Binaural | <ul style="list-style-type: none"> One item for monaural and binaural replacement service (and claim for one or two devices). Replacement available if the device is: <ul style="list-style-type: none"> Lost Damaged beyond repair New program form (Lost Device Declaration) required to explain why a replacement is needed, rather than a Commonwealth Statutory Declaration. New ECR will allow the client to be refit with an approved device if the device that should be replaced is no longer available on the schedule. |
| Spare Devices - 70 Can only be claimed when the client does not have a second device that could be used as a spare | 960 Spare device | <ul style="list-style-type: none"> When a replacement spare is required, due to being lost, DBR or no longer suitable, a new spare device claim would be submitted for pre-approval as a revalidated service. Better transparency over provision of spares instead of claiming a replacement when a new spare device is required. |
| Device – 80 Submitted with fitting, follow up, ALD supply, ALD follow up, or on its own if a client is bringing private devices onto the program | Claimed with fitting | <ul style="list-style-type: none"> Triggers maintenance agreement to be sent from the portal. An earmould fee is claimable for all devices fitted with an earmould, equivalent to the current BTE dispensing fee |
| Miscellaneous - 90 For use if directed by the program | 6: Miscellaneous | <ul style="list-style-type: none"> No change. |



Other changes

Maintenance changes include:

- maintenance agreements managed through the portal
- no maintenance claim items (700, 710, 711, 722, 790 and 791)
- introduce a quarterly up-front payment to providers for clients who accept a maintenance agreement that would last for 24 months

Client Maintenance Co-payment: Providers can choose to charge a co-payment if agreed to by the client for all fittings (in an annual payment following the fitting).

DVA Maintenance Co-payment: paid automatically by portal for eligible DVA clients.

Replacement Co-payments: Replacement co-payments will be per device. The current replacement co-payment exemption items (555 and 888) are not needed as the amount will be included in a replacement claim in the portal for those clients.

New program form for replacements: The statutory declaration requirement for lost devices will be replaced with the Lost Device Declaration.

Devices: Currently claimed with a Fitting. Devices can be claimed with a fitting, follow up, ALD supply claim or on their own, if privately purchased and brought onto the program. If a device is returned, the device fee will be recovered, and the fitting claim remains.

Program standards

Minimum hearing loss threshold renamed to Device Eligibility Criteria, which incorporates:

- TBC - a new questionnaire (for initial fittings only), and
- a pure tone average threshold (PTA), using a 4 FAHL of 26 dB HL, or
- evidence of other indicators such as tinnitus or visual impairment.

Eligibility Criteria for Refitting (ECR):

- New ECR for situations where:
 - a client's device requires repeated warranty repairs and cannot be optimised to meet the client's needs
 - a client loses a device, and
 - it is no longer available on the schedule, or
 - they cannot afford to replace with the same device or
 - Client wants a different device or
 - Client has lost >4 devices in the past 5-year period and a different device would provide a better outcome
- Removing the current ECR for clients requiring a telecoil.