



# Hearing Services Program – Provider claims review guide

The Department of Health and Aged Care takes a responsive regulation, risk-based approach to compliance monitoring for the Hearing Services Program. Through compliance checks, claims reviews and audits, the department works to ensure that public money is being spent appropriately.

This guide will help you understand the steps involved in a claims review.

While the outcome of the claims review may require you to reimburse the program or clients, the review process is not designed to be punitive. A review can provide an opportunity to pinpoint areas for staff training and process improvements within your organisation to ensure ongoing compliance.

## Key documents

There are a several key legislative and contractual documents that govern the program. These documents are important to stay up to date with and should be applied to your operations.

Key documents include:

- [Hearing Services Administration Act 1997](#)
- [Hearing Services Program \(Voucher\) Instrument 2019](#)
- [Hearing Services Program \(Schedule of Service Items and Fees\) Instrument](#)
- [Service Provider Contract](#)

## What is a claims review?

A claims review asks you to review identified claims to ensure compliance with the program requirements. A claim may be flagged for review if it seems services may have been incorrectly claimed. Reasons a claim may be flagged for review include:

- The claim has been submitted more than once.
- A binaural claim has been submitted for a monaurally fitted client.

- Devices claimed are not on an approved schedule.
- Services were claimed when the client did not have a current voucher on the date of service.

## Claims review process

### Notification

You'll receive an email letting you know about the claims review, including a list of claims to review. The email will also identify the departmental Compliance Officer, who will be the key contact managing your claims review. You're welcome to request a phone call with the Compliance Officer to talk about the scope and process of the claims review and to ask any questions you may have.

### Review

You will be required to review the list of claims provided and depending on your review:

- Recover any invalid claims via the Hearing Services Online portal and note the date of recovery in the claims list. If the claims list states you can reclaim an item, once you have recovered the invalid claim, you can then resubmit the correct claim. If you are asked to provide evidence to support a reclaim, you must submit the evidence and then wait until you have been advised you can reclaim.
- Where you believe the claim is valid, note your reasons in the claims list provided and upload any supporting evidence to your secure Dropbox (details are provided in your notification email).
- Any evidence provided will be reviewed by the program and you will be advised in writing of the outcomes and any further actions needed. You'll be given the opportunity to respond.
- Once all required actions are finalised and any reimbursements are confirmed, you will be notified that the claims review is now closed.

You're welcome to get in touch with the department if you have any questions throughout the process.

**Please note, if you are unable to complete the required actions within the specified timeframe, please contact the program as soon as possible to discuss your options.**

## Compliance support

Your Compliance Officer is happy to answer any questions you may have throughout the audit process. You can email them at [hearing@health.gov.au](mailto:hearing@health.gov.au) or call on 1800 500 726.

There are a range of resources that can help you to comply with program requirements. These include the Schedule of Service Items and Fees, the program website, call centre, provider factsheets and guides. You can find out more information about the program's compliance approach in the [Compliance Monitoring and Support Framework](#).

You're always welcome to give any feedback you may have about the program's compliance approach. You can share your feedback with your Compliance Officer.