



Revalidated Service Request Fact Sheet – Supporting Medical Letters

March 2026

Under the Hearing Services Program, contracted service providers can request revalidated services where a client has a clinical need for services that have already been claimed on their voucher.

Many revalidated service requests require an independent supporting letter from the client's medical practitioner to verify deterioration in medical conditions affecting the client's ability to use their current hearing devices.

The information below outlines the requirements for these letters.

Purpose of the supporting letter

The supporting letter provides clinical evidence to assist determining whether the client's circumstances meet program requirements under Eligibility Criteria for Refitting (ECR) 2 – Health/Dexterity/Cognitive Ability or ECR 3 – Physical Ear Change/Ear Health.

The medical practitioner must:

- describe the specific deterioration in the client's condition since their last fitting;
- state when the change or deterioration began, including relevant timelines or events;
- confirm that the condition or deterioration is documented in the client's medical history, where possible;
- explain how the deterioration impacts the client's ability to use, manage, or benefit from their current hearing aids.

Letter requirements

For the program to accept a supporting letter, it must meet the following standards:

a. Practitioner details

- Medical practitioner's full name
- Practice address and contact details
- Provider number

- Signature and date (electronic signatures are acceptable)
 - *Alternatively, the letter may be accepted if sent directly from the practitioner's official email address.*

b. Client identification

- Client's full name
- Date of birth
- At least one additional identifier (e.g., residential address)
 - *This ensures the client is correctly matched to the clinical information provided.*

c. Clinical information

- Relevant medical history related to the hearing condition or deterioration
- Examination findings or recent clinical observations
- Current management plan or treatments
- Clear documentation of:
 - the deterioration in condition,
 - how it impacts hearing devices use or management.

Documentation standards

The supporting letter must:

- Be signed and dated by the practitioner
- Include practitioner and client details
- Accurately reflect the client's clinical record
- Be legible.

Further information

- [Revalidated services online request form](#)
- [Provider Notice 2025-2 – revalidated services changes](#)
- [Guide to submitting claims for approved revalidated services](#)
- [Revalidated service request examples](#)