

Frequently Asked Questions for **CLIENTS** about the Veteran Hearing Services Framework

Question	Answer
<p>What is the Veteran Hearing Services Framework?</p>	<p>The <i>Veteran Hearing Services Framework</i> will help DVA make fair and consistent funding decisions on suitable hearing devices for veterans with service-related hearing loss and complex needs.</p> <p>Placing whole-of-person considerations at the centre of its decision-making, the <i>Veteran Hearing Services Framework</i> includes:</p> <ul style="list-style-type: none"> - an updated D9398 Audiology Prior Financial Authorisation Request form, co-designed with providers and audiology advisers to help speed up complex hearing requests, - updated internal DVA processes to ensure requests are reviewed against the elements of the <i>DVA Wellbeing Framework</i>, and - enhanced communication with, and information for, veterans, families and services providers through materials including information sheets and FAQ's. <p>The <i>Veteran Hearing Services Framework</i> will also support greater transparency and accountability, helping veterans' to better understand hearing services request processes, and resulting in more positive and straightforward experiences for veterans with complex service-related hearing needs.</p>
<p>How do I break down the costs?</p>	<p>Your provider will provide you with information so you can make an informed decision about the hearing devices and treatment that will best suit you. The hearing provider will talk about your hearing needs and provide a quote. This written quote will outline any proposed devices and the cost, if any. Your hearing provider will explain the types of devices and treatments and how they may help you.</p>
<p>Do DVA fund replacement aids when lost, stolen or broken?</p>	<p>The Hearing Services Program (HSP) funds replacement hearing aids for those which were originally funded through the HSP.</p> <p>For fully subsidised hearing aids through the HSP, replacement hearing aids can be obtained by visiting the hearing services provider. There should be no fees charged to the client (the admin fee is waived for DVA clients). Clients should direct any queries to their</p>

	<p>hearing services provider or the HSP contact centre on 1800 500 726 or by email hearing@dva.gov.au.</p> <p>For partially subsidised hearing aids through the HSP, DVA does not cover the out-of-pocket expense for the replacement.</p> <p>Further information: https://www.health.gov.au/our-work/hearing-services-program/accessing/devices-available#replacing-a-lost-or-damaged-device</p> <p>For lost / stolen / broken aids that were originally funded by DVA, DVA can fund replacements equivalent to that which was previously funded, with appropriate evidence.</p>
<p>Does DVA pay for hearing aid maintenance and repairs?</p>	<p>All veterans who receive hearing aids through the Hearing Services Program (HSP) can assume an annual maintenance agreement which covers the costs of maintaining hearing aids (repairs, batteries, cleaning etc). The servicing provider can then claim for these maintenance services using DVA specific item numbers. There is usually an out-of-pocket client expense for these services and DVA covers this cost when the provider claims item 777.</p> <p>Veterans who are eligible for the HSP who receive funding for hearing aids through DVA continue to receive maintenance services under the above arrangements. Providers who receive hearing aid funding through DVA for veterans who are not eligible for the Hearing Services Program (e.g. veteran lives overseas or has a White card with tinnitus only) are expected to include these expenses in the original request.</p>
<p>Does DVA fund hearing aids for fulltime serving members, War Widows and Pension Concession Card holders?</p>	<p>Spouses: Eligible spouses (those of Gold Card holders and of White Card holders with sensorineural hearing loss as an accepted condition) are entitled to receive hearing aids through the Hearing Services Program (HSP). They will be issued with their own voucher and can receive all of the same services and devices. They are not eligible for treatment funding through DVA.</p> <p>Pensioner Concession Card (PCC) holders: No, PCC card holders are not eligible for funding through DVA.</p>

	<p>Fulltime serving members: No, fulltime serving members should seek funding for services not covered by the HSP through the ADF unless a prior arrangement is in place between DVA and the ADF.</p>
<p>Does DVA allow gap payments for partially subsidised hearing aids? <i>e.g. Hearing Services Program contribution + DVA top up + Veteran out-of-pocket expense for higher technology devices.</i></p>	<p>DVA does not allow for providers to charge gap payments under current health card arrangements with the exception of allied health services: dental schedule c items and optical co-payment frames. The Hearing Services Program gives eligible people, including veterans, the choice to contribute towards the cost of buying partially subsidised hearing aids.</p>
<p>What if I have paid for hearing aids before, can I request funding for them now?</p>	<p>The Framework starts from 20 January 2025. Previous hearing aid fittings and decisions made prior to 20 January 2025 are not included in the Framework.</p>
<p>Where can I find more information?</p>	<p>You can find out more about the <i>Veteran Hearing Services Framework</i> online by visiting https://www.dva.gov.au/veteran-hearing-services-framework.</p> <p>If you have further questions about the <i>Veteran Hearing Services Framework</i>, email Hearing@dva.gov.au.</p>