

## Frequently Asked Questions for **PROVIDERS** about the Veteran Hearing Services Framework

Question	Answer
<p><b>What is the Veteran Hearing Services Framework?</b></p>	<p>The <i>Veteran Hearing Services Framework</i> will provide a streamlined pathway to fair and consistent funding decisions on appropriate hearing devices for veterans with service-related hearing loss and complex hearing 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"> <li>- an updated <a href="#">D9398 Audiology Prior Financial Authorisation Request form</a>, co-designed with providers and audiology advisers to help speed up complex hearing requests,</li> <li>- updated internal DVA processes to ensure requests are reviewed against the elements of the DVA Wellbeing Wheel, and</li> <li>- enhanced communication with, and information for, veterans, families and services providers through materials including information sheets and FAQ's.</li> </ul> <p>With an emphasis on simplifying the process for requesting hearing aids, 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 service-related hearing loss and complex hearing needs.</p>
<p><b>What is/is not a 'significant condition'?</b></p>	<p>A condition that is sufficiently important to have a noticeable effect on the eligible person's functional abilities. The practitioner should be in a position to show whether a condition affects an eligible person's ability to change hearing aid batteries or handle a particular style of aid.</p>
<p><b>Can I access DVA training, and can I get Continuing Professional Development (CPD) points?</b></p>	<p>DVA has specific training modules that health professionals can use for CPD points. They can register with <a href="#">DVA train</a> to complete the modules and obtain certificates. The activities can be counted as non-endorsed activities.</p> <p><a href="https://www.dva.gov.au/get-support/providers/training-research/training">https://www.dva.gov.au/get-support/providers/training-research/training</a></p>

<p><b>What costs should I include in the request?</b></p>	<p>The device cost should include the Hearing Services Program subsidy, when applicable. Clinical services and maintenance support continue to be claimed through the Hearing Services Program for eligible people.</p>
<p><b>When should I send a hearing aid funding request to DVA?</b></p>	<p>The aim of the Framework is to support eligible people with service-related hearing loss and complex hearing needs that cannot be met through existing funding mechanisms. DVA expects you have considered their needs and checked for suitable fully subsidised options through the Hearing Services Program and CSO program before sending a request to DVA.</p>
<p><b>What happens if I want to trial an aid before sending the request?</b></p>	<p>Although a trial can provide useful clinical information before finalising the fitting, DVA does not fund trials. Carefully consider veterans' circumstances, health and wellbeing needs, and expectations before sending a request to DVA.</p>
<p><b>Where can I go to complete the form?</b></p>	<p>The Audiology Prior Financial Authorisation Request form can be found at <a href="https://www.dva.gov.au/about-us/dva-forms/audiology-prior-financial-approval-request">https://www.dva.gov.au/about-us/dva-forms/audiology-prior-financial-approval-request</a></p>
<p><b>What if the veteran has a socially active lifestyle or challenging clinical goals?</b></p>	<p>The <i>Veteran Hearing Services Framework</i> focuses on veteran wellbeing and clinical needs. Although partially subsidised hearing aids may have added features, DVA is aware that modern, fully subsidised hearing aids available through the Hearing Services Program, and Assistive Listening Devices available through the Rehabilitation Appliances Program, can address clinical goals for most veterans, including those with active lifestyles. If the veteran's needs truly cannot be met by subsidised devices, please complete the <a href="#">D9398 Audiology Prior Financial Authorisation Request form</a> and DVA will consider funding the device.</p>
<p><b>What if I have given the veteran information about suitable fully subsidised options through the Hearing Services Program and Rehabilitation Appliances Program and they still ask me to apply to DVA?</b></p>	<p>The Framework helps DVA make consistent and fair decisions about hearing aid funding that are based on service-related hearing loss, complexities of hearing needs and wellbeing factors. The <a href="#">D9398 Audiology Prior Financial Authorisation Request form</a> now includes a section for veterans to sign, which gives them an opportunity to review the request.</p>
<p><b>How to apply for items through Rehabilitation Appliances Program (RAP)?</b></p>	<p>The Rehabilitation Appliances Program (RAP) provides aids, equipment and modifications to help our clients to live safely and independently.</p>

	<p>Further details on how to prescribe and order RAP items can be found at the RAP overview page at <a href="https://www.dva.gov.au/get-support/providers/programs-services/rehabilitation-program-providers/rehabilitation-appliances-program-rap/rap-overview">https://www.dva.gov.au/get-support/providers/programs-services/rehabilitation-program-providers/rehabilitation-appliances-program-rap/rap-overview</a></p>
<p><b>How do I claim payment for a service or device approved through the prior financial authorisation process?</b></p>	<p>The DVA Health Approval team will write to you with an outcome of the decision and this outcome will include details on how to claim for payment.</p>
<p><b>Where do I send invoices for services and reports in relation to a DVA compensation claim?</b></p>	<p>Completion of DVA-requested compensation consultations and paperwork is not billed to Medicare. Your invoice can be sent to the requesting delegate or uploaded via the Provider Upload Page found at <a href="https://connect.dva.gov.au/provider/upload">connect.dva.gov.au/provider/upload</a>. Further details will be found on the request for information.</p> <p>Further details about fees for compensation consultations can be found on the DVA Provider page at <a href="https://dva.gov.au/providers/notes-fee-schedules-andguidelines/fee-schedules/fee-notes-gps-andspecialists#compensation-consultation-fees">dva.gov.au/providers/notes-fee-schedules-andguidelines/fee-schedules/fee-notes-gps-andspecialists#compensation-consultation-fees</a></p> <p>Medical assessment form tips - <a href="https://www.dva.gov.au/get-support/providers/fees-forms-claims-providers/medical-assessment-form-tips">https://www.dva.gov.au/get-support/providers/fees-forms-claims-providers/medical-assessment-form-tips</a></p>
<p><b>Can provisional audiologists provide services to DVA clients?</b></p>	<p>Yes. DVA may ask for the provisional practitioner's supervisor to review the request if information needs clarification.</p>
<p><b>Do DVA fund replacement aids when lost, stolen, or broken?</b></p>	<p>The Hearing Services Program (HSP) funds replacement hearing aids for those which were originally funded through the HSP.</p> <p><b>For fully subsidised hearing aids</b> 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 hearing services provider or the HSP contact centre on 1800 500 726 or by email <a href="mailto:hearing@dva.gov.au">hearing@dva.gov.au</a>.</p> <p><b>For partially subsidised hearing aids through the HSP</b>, DVA does not cover the out-of-pocket expense for the replacement.</p>

	<p>Further information: <a href="https://www.health.gov.au/our-work/hearing-services-program/accessing/devices-available#replacing-a-lost-or-damaged-device">https://www.health.gov.au/our-work/hearing-services-program/accessing/devices-available#replacing-a-lost-or-damaged-device</a></p> <p><b>For lost / stolen / broken aids that were originally funded by DVA</b>, DVA can fund replacements equivalent to that which was previously funded, with appropriate evidence.</p>
<p><b>Does DVA pay for hearing aid maintenance and repairs?</b></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 funding through DVA for hearing devices for veterans who are not eligible for the HSP (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><b>Does DVA fund hearing aids for fulltime serving members, War Widows and Pension Concession Card holders?</b></p>	<p><b>Spouses:</b> 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><b>Pensioner Concession Card (PCC) holders:</b> No, PCC card holders are not eligible for funding through DVA.</p> <p><b>Fulltime serving members:</b> 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><b>Does DVA allow gap payments for partially subsidised hearing aids?</b></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</p>

<p><i>e.g. Hearing Services Program contribution + DVA top up + Veteran out-of-pocket expense for higher technology devices.</i></p>	<p>veterans, the choice to contribute towards the cost of buying partially subsidised hearing aids.</p>
<p><b>What if I have fitted hearing aids in the past, can I request funding for them now?</b></p>	<p>The commencement date for the Framework is from <b>20 January 2025</b> and requests from this date will be considered under the Framework. Requests submitted between 1 July 2024 and 20 January 2025 that have not been responded to before 20 January 2025 will also be considered under the Framework.</p>
<p><b>Where can I find more information?</b></p>	<p>You can find out more about the <i>Veteran Hearing Services Framework</i> online by visiting <a href="https://www.dva.gov.au/veteran-hearing-services-framework">https://www.dva.gov.au/veteran-hearing-services-framework</a>.</p> <p>If you have further questions about the <i>Veteran Hearing Services Framework</i>, email <a href="mailto:Hearing@dva.gov.au">Hearing@dva.gov.au</a></p>