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# Using the ENZ Hearing System

## Tips for audiologists and audiometrists

Find out what to do **before** you start using the ENZ hearing system, and learn how you can prevent delays or cancellations to your service requests.

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## Resources and support

### Download our ENZ hearing system user guide

Find instructions for using the ENZ hearing system on our ENZ hearing system website page. Please note, there is just the one user guide for all service requests.

<https://www.disabilityfunding.co.nz/hearing/hearing-service-request-system>

### Find product lists, forms, guidelines

Go to ENZ hearing services website for hearing notices, forms, hearing list (with pricing), NZ Deafness Notification Database, MOH manuals and guidelines, and ENZ hearing system information.

<https://www.disabilityfunding.co.nz/hearing>

### Contact us

If you need help submitting service requests in our new ENZ hearing system, please contact us. We'll be happy to assist.

Phone 0800 ENABLE (362 253)

Email [enable@enable.co.nz](mailto:enable@enable.co.nz)

## Using the system for the first time?

ENZ hearing system works best on Chrome, Edge, Firefox. If necessary, please contact your IT helpdesk to have the latest version of one of these browsers installed on your computer.

**Google Chrome** <https://www.google.com/chrome/>

**Microsoft Edge** <https://www.microsoft.com/en-nz/windows/microsoft-edge>

**Mozilla Firefox** <https://www.mozilla.org/en-US/firefox/new/>

## Before submitting a service request

Gather your product information and complete all documents required.

### Look up our MOH hearing aid price list

Make a note of product names or ordering codes to use when searching and selecting products in the system. The system does not have a browse option.

### Have documents ready to attach

Have the required documents completed and ready to attach at the appropriate steps in your service request.

#### **Please note:**

- You cannot save drafts in the ENZ equipment system.
- Documents cannot be added to a service request (by you or us) once you submit it.
- Service requests without the necessary documents may be **cancelled**, requiring you to submit the request again.

### Documents commonly required

- Audiograms (required for all adults, and children over 2 ½ years old)
- Priority calculation sheet
- Manufacturer quote (**itemised**) for repairs over \$235.00

- Invoice for repairs under \$235.00
- Insurance acceptance letter
- Supporting information.

## Types of supporting information required

May include family statements, medical reports, and letters from government agencies, NGOs, employers, educational institutions etc. for confirmation of the any of the following:

- Hearing loss since childhood
- Dual and multiple disability
- Sudden and severe hearing loss
- Status as main carer for a dependant
- Work capacity, paid employment, hours, earnings
- Seeking paid employment
- Full-time study, course information, maximum study capacity
- Voluntary work, hours worked.

Please contact us if you are unsure about what documents are required.

## When submitting a service request

### Always search for a customer record

- To avoid creating duplicate records, always search our system.
- Your customer may be 'new' to you but have an existing record with us for another, or the same, service.
- Search using **NHI number** for best results.
- If you create a new customer record, **please wait a few days** before looking for the customer record in the ENZ hearing system.
- **Please do not create another (or multiple) records** if you can't see a new customer record. Your application confirmation **PDF** confirms that you have submitted the request.

### Always save your application confirmation PDF

Straight after you have submitted your request, a pop-up box displays:

- the ENZ reference number, and
- a message to download the ENZ application confirmation PDF.

#### **Always download, save and, preferably, print the PDF at this time:**

- This is **your record** of the request submitted
- This is your only chance to save the PDF (you can't retrieve it later).

You won't be able to see your service request again after it's submitted.

### Attach required documents

Be sure to attach **any/all** required documents when. You will not be able to go back to your service request once you have submitted it.

## After submitting a service request

Please be aware:

You can't access your service requests once submitted

When you submit a service request you will not be able to see or access it again.

Once we have approved your service request, you will be able to see the service request history on the **customer details screen**.

Created a new customer record? Wait a few days for NHI validation to be completed

- If you create a new customer record, **please wait a few days** before trying to find them on the ENZ equipment system. We must validate the person against the NHI database before the subsidy request can be actioned.
- NHI validation takes **1 to 2 working** days after you submit your request. This is due to the volume of service requests we get each day.
- Existing customer records have already been validated, although you may need to update the customer's contact details.

Please do not create another record for the customer

If an application confirmation PDF was generated when you submitted your service request, you can be sure that we have received it.

Please do not create another record.