

HEARING AID MANAGEMENT SERVICES Q&A

12 May 2016

Q Who is Enable New Zealand?

A Enable New Zealand, with its head office in Palmerston North and offices in Christchurch and Hamilton, is the largest provider of support services across the health, rehabilitation and disability sector for the provision of equipment, housing and vehicle modifications. It holds regional and national contracts with the Ministry of Health, Accident Compensation Corporation (ACC) and District Health Boards (DHB), and interacts with over 5,000 health professionals. It is an operating division of MidCentral DHB.

Equipment and Modification Services at Enable New Zealand manage more than 100,000 service requests per year for a range of programmes. These include spectacle subsidies for children under 16, equipment and housing modifications for the Ministry of Health, and housing modifications for ACC.

The Hearing Management Service will be supported by a dedicated team within Enable New Zealand. The team will be supported by Professional Advisors as well as a senior independent Audiologist, Carolyn Gordon.

Q When will Enable New Zealand take over the Hearing Aid Management Services?

A Enable New Zealand will take over managing new applications for Hearing Aid services from 1 July 2016.

Any applications for funding, repairs etc submitted on or before 30 June need to be referred the current provider, accessible.

Q How do I apply for hearing aid funding?

A Before 1 July 2016: all queries regarding funding eligibility, trials or current services still need to be referred to accessible.

After 1 July 2016: Enable New Zealand will take over managing new applications for Hearing Aid services. Please refer to the Enable New Zealand website (<http://www.enable.co.nz/services>) for more information.

Q From 1 July, how will audiologists submit applications for funding or subsidy claims?

A Enable New Zealand will utilise the “Enable Online with RTL” IT platform for electronic submission of all applications. The platform, developed in 2012, is currently used to support the MoH Equipment service and the MoH Spectacle funding service. The platform is currently being configured for the Hearing service and will be live by 1 July 2016.

Enable New Zealand will be delivering orientation workshops in key centres in a national 'roadshow' throughout June. The timetable, venues and invitations for these will be sent out to all Audiology providers and to the NZAS within the next few days

User guides and manuals will also be provided prior to 1 July so users can familiarise themselves with the online system. Further information will be provided closer to 'go live'.

The subsidy claim process will be integrated with our payments system. Applications for subsidies will be considered an invoice once Enable New Zealand has reviewed and checked them. Audiologists will not be required to submit an invoice with an application.

To ensure we have key systems operating from 1 July, some service areas, such as repairs and replacements, will be managed outside of the Online system initially.

Q I'm an audiologist – what do I need to do to get ready?

A Our team at Enable New Zealand are in the process of preparing further information and a process for setting up audiologists on the new system.

Enable New Zealand will provide information to ensure users can easily use the new system.

The system is currently used across New Zealand for other services; however it is currently being prepared for the Hearing Management Service.

Enable New Zealand will be in contact with audiologists as we move closer to the implementation. Enable New Zealand will soon seek information from audiologists regarding collecting data, such as GST and bank account details, so we can set up our supplier and payment systems.

Enable New Zealand will be sending out a timetable of workshops around New Zealand. These workshops are designed to assist you to prepare for 1 July by introducing and demonstrating the "Enable Online with RTL" system. There will also be an opportunity to meet key Enable New Zealand staff.

Information will be regularly updated on our website.

Q I submitted an invoice to accessible – who will pay this?

A Before 1 July 2016: all queries regarding the service, invoice payments, trials etc need to be referred to accessible.

After 1 July 2016: Enable New Zealand will take over managing new applications for Hearing Aid services. Please refer to the Enable New Zealand website (<http://www.enable.co.nz/services>) for more information.

Q I have read that Hearing Therapy Services of Life Unlimited is involved in the new service – what is their involvement?

A Enable New Zealand and Life Unlimited proposed a joint pilot/trial in relation to the Hearing Aid Subsidy Scheme.

Hearing Therapy Services will work with Enable New Zealand and Audiological providers to pilot a combined audiology and hearing therapy service approach.

A session with a hearing therapist prior to hearing aid fitting will assist with determining a person's 'readiness' for hearing aids and provide information about use of hearing aids and the fitting process to prepare them for the audiological assessment. Post-hearing aid fitting guidance will support the person to use their hearing aid for maximum benefit.

The aim of the pilot is to ensure there is an integrated approach to aural rehabilitation for those people referred into the Hearing Aid Subsidy Scheme.

Hearing Therapy Services will not be prescribing or recommending particular hearing aids.

The hearing therapist will provide feedback and report any issues/concerns to the audiologist prior to the hearing aid fitting, and post-fitting will report on the topics covered with the person and any issues/concerns arising.

Client outcomes will be measured by the hearing therapy service who routinely carries out pre- and post-hearing therapy measurement in terms of functioning with a hearing disability, activity limitations, social participation and general wellbeing.

The pilot scope is currently being developed and further information will be available later in the year. An independent post-pilot evaluation will occur.