

## SERVICE SPECIFICATION

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**Purchase Unit Code: DSS240**

**Purchase Unit Name: Management of Hearing Aid Services**

### **DISABILITY SUPPORT SERVICES PHILOSOPHY**

The Disability Support Services (DSS) Group, a division within the Ministry of Health, is responsible for funding and planning of disability support services. The aim of DSS is to build on the vision contained in the New Zealand Disability Strategy of a fully inclusive society. New Zealand will be inclusive when people with impairments can say they live in:

**'A society that highly values our lives and continually enhances our full participation.'**

With this vision in mind, DSS aims to promote a person's quality of life and enable their community participation and maximum independence. Services should create linkages that allow a person's needs to be to be addressed holistically, in an environment most appropriate to them.

DSS works to ensure that people with impairments have control over their own lives. Support options must be flexible, responsive and needs based. They must focus on the person and, where relevant, their family and whanau, and enable people to make informed decisions about their own lives.

## **1 DEFINITIONS AND PRINCIPLES**

### **1.1 United Nations Convention on the Rights of Disabled Persons**

New Zealand is a signatory to the United Nations Convention on the Rights of Disabled Persons. The Ministry of Health ("the Ministry") supports the objectives of the Convention.

### **1.2 New Zealand Disability Strategy (NZDS)**

The focus of the Ministry of Health's Disability Support Services is based on the New Zealand Disability Strategy (April 2001). This document aims to ensure disabled people live in a society that highly values their lives, works to improve their participation in their communities and ensures their needs are considered before decisions that affect them are made.

The NZDS provides a framework to guide government agencies making policy and services impacting on disabled people.

### **1.3 Overview**

The Ministry purchases Hearing Aid Services for eligible people as assessed by Approved Assessors. The Hearing Aid Services Manager ("Services Manager") will administer these services on behalf of the Ministry. This includes processing applications for hearing aid funding and subsidies, and monitoring specific services delivered by Audiology Providers and Approved Assessors to eligible persons. Section 4 offers details about the services that are included.

The Services Manager will provide an effective and efficient service, within available funding, to eligible people to support them to overcome identified barriers through the provision of Hearing Aid Services.

The Ministry provides funding to assist eligible people to purchase hearing aids through the Hearing Aid Subsidy Scheme and the Hearing Aid Funding Scheme (the Schemes). The requirements for the provision of hearing aids to eligible people are described in the Hearing Aid Services Notice [2011], issued under section 88 of the New Zealand Public Health and Disability Act 2000.

### **1.4 Principles for Hearing Aid Services**

The Ministry wishes to ensure that the Schemes are affordable within defined budgets and service allocation, and that Hearing Aid Services can be evaluated against the following principles.

Hearing Aid Services:

- Will make an effective contribution towards helping people with hearing loss to live, as far as possible, as others do in their own homes and communities
- Will represent value for money both now and in the future
- Are allocated fairly through a consistent, principled and equitable approach
- Reflect a lifetime perspective through recognising that the services that are most appropriate for a person may change over time.

## 1.5 Intent

This Service Specification should be read with the understanding that the overarching intent of the provision of Hearing Aid Services is that the needs and outcomes of the eligible person are always at the centre of planning and service delivery.

## 1.6 Definitions and Interpretation

In this Service Specification the following terms will have these specific meanings, unless the context requires otherwise.

| Term                                  | Definition  |
|---------------------------------------|---|
| <b>Application</b>                    | An application form submitted by an Approved Assessor for the Hearing Aid Funding Scheme.   |
| <b>Accreditation Framework</b>        | An accreditation framework established by the Ministry of Health for health professionals undertaking assessments that may result in applications for equipment or modification services for people with disabilities. This includes assessments for hearing aids.<br>Further information about the Accreditation Framework can be viewed at: <a href="http://disabilityservices.hiirc.org.nz/">http://disabilityservices.hiirc.org.nz/</a> |
| <b>Approved Assessor</b>              | An Approved Assessor means a person who is approved as an assessor by the Ministry of Health under the Disability Support Services Accreditation Framework published by the Ministry.   |
| <b>Audiology Provider</b>             | An organisation or individual that employs Approved Assessors to provide Hearing Aid Services, as authorised under the Ministry's Hearing Aid Services Notice [2011]. This includes independent practitioners, private providers and District Health Boards.  |
| <b>Average Price Target</b>           | The average price target per hearing aid (GST exclusive), when measured over a rolling 6-month period, including each hearing aid and associated accessories, provided under the Hearing Aid Funding Scheme.  |
| <b>Claim</b>                          | A claim form submitted by an Approved Assessor for the Hearing Aid Subsidy Scheme.  |
| <b>Deafness Notification Database</b> | An online database containing information collected from Approved Assessors about children and young adults aged 18 years and under who are diagnosed with a hearing loss.  |
| <b>Eligible person</b>                | A person who is seeking a hearing assessment and is eligible for Hearing Aid Services funding from the Ministry of Health.  |

| Term   | Definition   |
|--|--|
|  | Refer to the Hearing Aid Services Manual for current eligibility criteria for Hearing Aid Services.  |
| <b>Eligibility Criteria for Hearing Aid Services</b> | As defined in the Ministry of Health's Hearing Aid Services Notice [2011].   |
| <b>ESS Review Panel</b>                              | <p>The Ministry of Health has an Environmental Support Services (ESS) Review Panel which considers applications that:</p> <ul style="list-style-type: none"> <li>• the person, their family or whānau or the Approved Assessor have requested a review of the decision made by the Services Manager, or</li> <li>• require clarification of the Ministry of Health's operational policy, or</li> <li>• request funding which is outside existing funding guidelines, due to exceptional circumstances.</li> </ul> <p>The objectives of the panel are to ensure that all decisions regarding applications are:</p> <ul style="list-style-type: none"> <li>• considered in a nationally consistent way</li> <li>• transparent and fair, and</li> <li>• based on the Ministry's agreed funding criteria.</li> </ul> <p>Membership of the Panel includes Ministry of Health representatives who have portfolio responsibility and experience in the following areas:</p> <ul style="list-style-type: none"> <li>• Equipment and Modification Services</li> <li>• Environmental Support Services</li> <li>• Child and youth services</li> <li>• Services for older people.</li> </ul> |
| <b>FM System</b>                                     | FM Systems (otherwise known as remote microphone devices) allow a person to talk into a hand-held microphone, which transmits the sound of their voice directly to a person wearing hearing aid(s).  |
| <b>Hearing Accessory</b>                             | <p><b>Aid</b></p> <p>In relation to a hearing aid, an accessory means equipment that has the purpose of enhancing the functionality of the hearing aid (but is not necessary for the operation or maintenance of the hearing aid) and that does not need to be replaced over time (for example, remotes, open fit tubes, speakers, and wireless devices).</p>  |
| <b>Hearing Aid</b>                                   | <p>Hearing aid means a personal electronic amplification device that is used wholly or principally by a person to alleviate the impact of their hearing loss. This includes:</p> <ul style="list-style-type: none"> <li>• FM Systems</li> <li>• bone anchored devices, and</li> <li>• other hearing aid accessories;</li> </ul> <p>but excludes:</p> <ul style="list-style-type: none"> <li>• cochlear implants</li> <li>• devices that have microphones and amplification systems that are designed primarily for other uses, such as stereos and mobile phones,</li> <li>• consumables, such as batteries,</li> <li>• second-hand hearing aids</li> </ul> <p>For the purposes of the Hearing Aid Subsidy Scheme and the Hearing Aid Funding Scheme, a hearing aid must be currently listed on the Ministry's Approved Hearing Aid List.</p>  |
| <b>Hearing Aid Services</b>                          | Hearing Aid Services means the following:  |

| Term   | Definition  |
|--|---|
|  | <ul style="list-style-type: none"> <li>• Services provided to eligible people under the Hearing Aid Funding Scheme</li> <li>• Services provided to eligible people under the Hearing Aid Subsidy Scheme.</li> </ul> <p>Hearing Aid Services also includes payment for repairs to hearing aids that have been funded under the Hearing Aid Funding Scheme.</p>   |
| <b>Hearing Aid Funding Scheme</b>              | <p>The assistance available from the Ministry towards the cost of hearing aids, associated accessories and repairs for those people whose eligibility for funding as assessed under eligibility criteria defined in the Hearing Aid Services Manual.</p> <p>Hearing aid funding is the fee (excluding GST) set out in the Ministry's Approved Hearing Aid List for a particular hearing aid to be provided by an Audiology Provider to a person who is eligible for hearing aid funding. This funding does not cover the costs for fitting the hearing aid/s or any other service costs.</p>  |
| <b>Hearing Aid Services Manager</b>            | The contracted provider that manages Ministry of Health funded Hearing Aid Services ("Services Manager").   |
| <b>Hearing Aid Subsidy Scheme</b>              | A subsidy payment per hearing aid for all eligible people not covered within the Hearing Aid Funding Scheme.  |
| <b>Hearing Aid Services Manual</b>             | A manual detailing funding guidelines and processes for accessing the Ministry of Health's Hearing Aid Services.  |
| <b>Hearing Aid Services Notice</b>             | The Hearing Aid Services Notice 2011, issued under Section 88 of the New Zealand Public Health and Disability Act 2000, sets out the terms under which the Ministry will provide funding to Audiology Providers for Hearing Aid Services to eligible people.  |
| <b>Manufacturer</b>                            | A manufacturer or distributor of hearing aids who supplies hearing aids to Audiology Providers, for supply to people under the Hearing Aid Services Notice.   |
| <b>Ministry Approved Hearing Aid List</b>      | <p>The Ministry of Health's approved list for all hearing aids and accessories it will fund under the Hearing Aid Funding Scheme and the Hearing Aid Subsidy Scheme.</p> <p>The Ministry and the Services Manager will supply the Ministry Approved Hearing Aid List to Audiology Providers and Approved Assessors.</p> <p>The Ministry Approved Hearing Aid List will also specify the following:</p> <ul style="list-style-type: none"> <li>• The minimum length of time that each of those hearing aids will be supported by the manufacturer</li> <li>• The price (excluding GST) at which manufacturers will make each of those hearing aids available to Audiology Providers</li> <li>• The amount of hearing aid funding (excluding GST) that is available under the Hearing Aid Funding Scheme for each of the hearing aids specified on the list.</li> </ul> |
| <b>New Zealand Audiological Society (NZAS)</b> | NZAS is the professional body within New Zealand which promotes the profession of audiology through leadership, advocacy and education. Its members adhere to agreed Standards of Practice issued by NZAS.  |
| <b>Professional advisor</b>                    | An audiologist, who is a current member of NZAS, engaged by the Services Manager to provide advice on applications requiring specialist technical input.  |

## 2 SERVICE OUTCOMES

### 2.1 Outcomes

2.1.1 The Services Manager will ensure that allocated funding for hearing aids is provided to eligible people, to meet their hearing needs and/or overcome barriers that result directly from their hearing loss. Specific detail about who can access Hearing Aid Services, and in what circumstances, is described in the Hearing Aid Services Notice [2011].

### 2.2 Māori

2.2.1 An overarching aim of the health and disability sector is the improvement of health outcomes and reduction of health inequalities for Māori. The Services Manager will manage the provision of Hearing Aid Services to ensure increased participation, partnership and protection of Māori, and their improved wellbeing.

2.2.2 Māori Health Policy and requirements are outlined in the Provider Quality Specifications in the Hearing Aid Services contract head of agreement. In addition, the Services Manager will develop and implement a Māori Health Plan that outlines how it will contribute to improving health outcomes for Māori. The Plan will include how the Services Manager will:

- Ensure they are collecting and reporting accurate information about the use of services by Māori
- Manage consultation with Māori, if required.

## 3 WHO THE SERVICES ARE FOR

### 3.1 People who are eligible

3.1.1 To be eligible to access Hearing Aid Services a person must meet the criteria for services as defined in the Hearing Aid Services Notice [2011].

### 3.2 People who are not eligible

3.2.1 Those people who do not meet eligibility criteria for access to funding under the Hearing Aid Services Notice [2011].

3.2.2 Those people who have entitlement or cover under the Accident Compensation Act 2001, who accept funding for hearing aids through the Accident Compensation Corporation (ACC) rather than Ministry of Health. This includes full ACC funding for hearing aid services and funding through the ACC/Ministry of Health joint funding arrangement<sup>1</sup>.

## 4 WHAT SERVICES ARE PROVIDED

### 4.1 Services included (further detail in Section 6)

4.1.1 The Hearing Aid Services Manager will be responsible for:

- Managing applications and claims
- Managing the service provision budget allocated by the Ministry

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<sup>1</sup> Changes to funding for hearing services from 1 January 2011 (ACC website:  
[http://www.acc.co.nz/PRD\\_EXT\\_CSMP/groups/external\\_claims\\_care/documents/publications\\_promotion/wpc090667.pdf](http://www.acc.co.nz/PRD_EXT_CSMP/groups/external_claims_care/documents/publications_promotion/wpc090667.pdf))

- Paying Audiology Providers for claims received through the Hearing Aid Subsidy Scheme and for applications for repairs under the Hearing Aid Funding Scheme and other approved payments
- Paying Manufacturers for hearing aids supplied through the Hearing Aid Funding Scheme
- Procuring hearing aid repairs
- Managing the Ministry's Approved Hearing Aid List
- Managing Audiology Provider and Approved Assessor registers
- Reporting on service type and demand and expenditure
- Managing the Deafness Notification Database
- Monitoring Audiology Providers and Approved Assessors
- Providing information and advice, including maintaining the Hearing Aid Services Manual.
- Managing records and information
- Managing relationships with key stakeholders.

#### **4.2 Services excluded**

4.2.1 The Hearing Aid Services Manager will not be responsible for:

- Providing of Hearing Therapy Services.
- Paying costs associated with assessment, fitting or other service fees charged by an Audiology Provider.
- Providing Hearing Assistive Technology (assistive listening devices such as visual or vibrating alert systems).
- Providing FM systems for children attending primary or secondary education up to 21 years of age. This service is provided by the Ministry of Education.
- Paying for repairs to children's hearing aids. These repairs are provided through the Ministry of Education deaf education centres.
- Paying for repairs to hearing aids funded under the Hearing Aid Subsidy Scheme. These repairs are the responsibility of the person.

#### **4.3 Changes to Hearing Aid Services**

4.3.1 Ongoing work by the Ministry around eligibility, access, targeting and prioritisation of funding, including changes in reporting requirements, for all Disability Support Services may have an impact on who can access Hearing Aid Services.

4.3.2 With a minimum of 90 days notice, the Services Manager will be notified of any changes to service access, including but not limited to eligibility for services, co-payments, target thresholds, procurement strategies and prioritisation of services.

#### **4.4 Geographical Coverage**

4.4.1 The Services Manager will manage the provision of Ministry of Health funded Hearing Aid Services nationally. They will process Hearing Aid Funding Scheme applications and Hearing Aid Subsidy Scheme claims from Approved Assessors from any geographical location within New Zealand.

#### **4.5 Fee for management of Hearing Aid Services**

- 4.5.1 The Hearing Aids Services Manager will be paid a fee to manage this service, in recognition of the costs to the provider of activities they carry out.

### **5 HOW A PERSON ACCESSES THE SERVICES**

#### **5.1 Access to Hearing Aid Services**

- 5.1.1 To access Hearing Aid Services an Approved Assessor will complete an assessment of a person's hearing and hearing needs, and recommend, if indicated, the most appropriate and cost-effective solution to meet their needs.
- 5.1.2 The Services Manager must have an efficient system in place to ensure that applications and subsidy claims can be processed and hearing aids made available to people in a timely and effective manner as set out in section 5.2 below.
- 5.1.3 The Services Manager will ensure that services (as described in this Service Specification) are:
- nationally consistent
  - equitable
  - affordable
  - timely.
- 5.1.4 The Services Manager will ensure there are no barriers to access through cultural beliefs and practices (where 'cultural' denotes age, gender, ethnicity, disability or sexual orientation).

#### **5.2 Timeframes and Prioritisation for Hearing Aid Services**

- 5.2.1 The Services Manager will ensure that Hearing Aid Services are provided to consumers within the timeframes as defined in Section 6, and according to the priority assigned to each application.<sup>2</sup>
- 5.2.2 Changes may be made to the prioritisation guidelines from time to time, depending on service demand and budget availability. The Services Manager will consult with, and seek approval from, the Ministry before any such changes are made.
- 5.2.3 Applications and claims will be assigned a priority according to the current national priority assessment process. Some applications and claims for hearing aids may therefore be waitlisted in order to manage service demand within the allocated budget. If a waiting list occurs the Services Manager will inform the person and the Approved Assessor of this in writing and provide an indication of when funding may be available.
- 5.2.4 All applications and claims that are prioritised as needing immediate approval must be processed within the agreed timeframes.

### **6 WHAT THE SERVICES OFFER**

#### **6.1 Management of applications and claims<sup>3</sup>**

- 6.1.1 The Services Manager will assess the eligibility, cost-effectiveness, appropriateness and priority of applications made under the Hearing Aid Funding Scheme, and claims made under the Hearing Aid Subsidy Scheme.
- 6.1.2 When handling applications and claims, the Services Manager will make decisions in accordance with current prioritisation guidelines, funding guidelines and policies of the Ministry, and as documented in the Hearing Aid Services Notice [2011] and the Hearing Aid Services Manual.

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<sup>2</sup> Refer to Appendix 1: Priority for Access to Hearing Aid Funding, Ministry of Health, July 2010 (Interim Prioritisation Criteria).

<sup>3</sup> Refer to Appendix 2: Application and claims process for hearing aids.

6.1.3 The Services Manager will provide an efficient and effective system for receiving, evaluating, processing and making payment for:

- all approved applications or claims from Audiology Providers, and
- invoices from manufacturers for hearing aids supplied through the Hearing Aid Funding Scheme.

6.1.4 This will include:

- Developing and modifying the databases and information systems needed to support the management of applications and claims.
- In liaison with the Ministry, preparing and circulating:
  - application and claim forms
  - manuals (describing funding guidelines, processes and procedures)
  - other necessary documentation.

6.1.5 The key requirements of the Service Manager for managing the Hearing Aid Services application and claim process are:

| <b>Management of the Hearing Aid Services Application &amp; Claim Processes</b> |   |
|---|---|
| <b>Step</b>   | <b>Key Requirements of the Services Manager</b>   |
| <b>Review eligibility and prioritisation or application of claim</b>            | <ul style="list-style-type: none"> <li>• On receipt of a completed application or claim from an Approved Assessor, the Services Manager will review the person's eligibility for the provision of hearing aid funding or subsidy, and note priority of the application, within <b>2 working days</b>.</li> </ul>  |
| <b>Incomplete application or claim form</b>                                     | <ul style="list-style-type: none"> <li>• Make contact with the Approved Assessor within <b>2 working days</b> of receipt if details on the application or claim form are incomplete.</li> <li>• Liaise with the Approved Assessor if the Hearing Aid Funding Scheme application does not clearly indicate the rationale for a hearing aid trial or recommend specific product types from the Ministry of Health's Approved Hearing Aid List.</li> </ul>   |
| <b>Correctly completed application or claim form</b>                            | <ul style="list-style-type: none"> <li>• Process all correctly completed applications or claims within <b>10 working days</b> of their receipt.</li> <li>• A processed application or claim means it has been considered, and a decision made on whether to approve or not. This decision is based on requirements documented in the Hearing Aid Services Notice [2011].</li> <li>• Unless they are waitlisted, make payments for all approved claims or applications to the Audiology Provider on or before the 22nd day of the month following receipt of the correctly completed form or invoice. If this date falls on a weekend or public holiday, the payment will be made on the next business day.</li> <li>• Once funding availability for waitlisted applications has been confirmed, make payments for all claims or applications to the Audiology Provider on or before the 22nd day of the month following receipt of the correctly completed form or invoice. If this date falls on a weekend or public holiday, the payment will be made on the next business day.</li> <li>• Make payments to manufacturers for hearing aids supplied following approval of applications submitted through the Hearing Aid Funding Scheme.</li> </ul> |

| <b>Management of the Hearing Aid Services Application &amp; Claim Processes</b> |   |
|---|---|
| <b>Step</b>   | <b>Key Requirements of the Services Manager</b>   |
| <b>Written notification of approved application or claim</b>                    | <ul style="list-style-type: none"> <li>• If the application or claim has been approved the person and Approved Assessor will be advised in writing of the expected timeframe in which the funding or subsidy will be available.</li> <li>• The priority of the application or claim will be based on the eligible person's needs considered against budget availability.</li> <li>• If the approved application or claim is on a waiting list for 6 months or more, the person and Approved Assessor will be advised in writing again of the expected timeframe in which the subsidy or funding will be available.</li> </ul>   |
| <b>Review of Hearing Aid Funding Scheme application by professional advisor</b> | <ul style="list-style-type: none"> <li>• Hearing Aid Funding Scheme applications will be reviewed by a professional advisor when: <ul style="list-style-type: none"> <li>- they may not meet the access and eligibility criteria</li> <li>- they require additional information to support the application</li> <li>- the rationale provided does not support the recommended solution.</li> </ul> </li> <li>• If the application requires review by a professional advisor, the Approved Assessor must be informed of this within <b>10 working days</b> of receipt of the application.</li> <li>• A final decision about the application must be given to the Approved Assessor within <b>a further 10 working days</b>.</li> </ul> |
| <b>Written notification of declined application or claim</b>                    | <ul style="list-style-type: none"> <li>• If the application or claim is declined, the person and Approved Assessor will be advised in writing. This advice will include the reason the application or claim was declined.</li> </ul>  |
| <b>Written notification when funding becomes available</b>                      | <ul style="list-style-type: none"> <li>• Once hearing aid funding or subsidy becomes available for a waitlisted approved application or claim, the Services Manager will provide written confirmation of this to the person and Approved Assessor within <b>5 working days</b>.</li> </ul>  |

6.1.6 If a review of the decision about an application or a claim made through the Schemes is requested, the review process will be:

| <b>Process for Review of Decisions</b> |  |
|--|--|
| <b>Step</b>                            | <b>Key Requirements of the Services Manager</b>  |
| <b>Request made to review decision</b> | <ul style="list-style-type: none"> <li>• If a person is not satisfied with any decision that has been made about an application or claim, they may request a review of this decision.</li> <li>• The person will provide additional information in writing that may support a review of the decision.</li> </ul> |
| <b>First review of decision</b>        | <ul style="list-style-type: none"> <li>• The Services Manager will examine all aspects of the application or claim and reconsider the decision if appropriate.</li> <li>• Input from the professional advisor may be required.</li> </ul>  |
| <b>Timeframe for review</b>            | <ul style="list-style-type: none"> <li>• The person will be advised of the outcome of the review within <b>10 working days</b> of receipt of the request.</li> </ul>   |
| <b>Second review requested</b>         | <ul style="list-style-type: none"> <li>• If the person is still dissatisfied with the outcome of the reviewed decision, the Services Manager will forward the application to the Ministry for second review. This will be undertaken by the Ministry of Health's ESS Review Panel.</li> </ul>                    |

| <b>Process for Review of Decisions</b>       |  |
|--|--|
| <b>Step</b>                                  | <b>Key Requirements of the Services Manager</b>  |
| <b>ESS Review Panel Template</b>             | <ul style="list-style-type: none"> <li>All applications referred to the ESS Review Panel will be submitted using the agreed template: <b>ESS Review Panel Application Form – Hearing Aids</b>.<sup>4</sup></li> <li>All relevant information regarding the application or claim, including the ESS Review Panel Application Form completed by the Service Manager's professional advisor, should also be forwarded.</li> </ul> |
| <b>ESS Review Panel written notification</b> | <ul style="list-style-type: none"> <li>The ESS Review Panel will inform the Services Manager of its decision within 15 working days of receipt of the ESS Review Panel Application Form.</li> <li>The Services Manager will then advise the person of the Ministry's decision.</li> </ul>  |

## 6.2 Budget Management

The Services Manager will:

- 6.2.1 Manage the annual budget for Hearing Aid Services.
- 6.2.2 Undertake budget management in accordance with current prioritisation guidelines, funding guidelines and policies of the Ministry, and as documented in the Hearing Aid Services Manual.
- 6.2.3 Develop effective methods to manage applications and claims if demand exceeds available budget, including, but not limited to, waitlisting applications. The Services Manager will consult with, and seek approval from, the Ministry before implementing any methods for managing demand.
- 6.2.4 Comply with best practice financial management.
- 6.2.5 Manage approval of applications and claims so that the annual budget, as allocated by the Ministry of Health, is not exceeded and will comply with the agreed prioritisation guidelines.
- 6.2.6 Manage applications and claims so that expenditure is allocated in a consistent manner throughout the year. If new funds are allocated during the year, the Provider will apply best endeavours to administer funding uniformly over the remaining months, at the same time ensuring that those people who need services first are given priority for accessing recommended and available funding.
- 6.2.7 Monitor/track the value of applications and claims received against the available budget and apply best endeavours to forecast demand on available (allocated) budget.
- 6.2.8 Advise the Ministry in the monthly report of any concerns regarding the budget and expenditure. If the service cost associated with demand for services varies by 10 percent of the monthly budget allocation, the reason for the variance will be provided along with strategies to manage the increased demand if necessary.

## 6.3 Payments to suppliers

- 6.3.1 The Services Manager must ensure that they have robust and flexible management information systems, including for purchase, ordering, accounts payable and inventory-tracking.
- 6.3.2 The Services Manager will pay Audiology Providers (for the Hearing Aid Subsidy Scheme) and manufacturers (for the Hearing Aid Funding Scheme) for approved claims and applications.

<sup>4</sup> Refer to Appendix 3: ESS Review Panel Application Form – Hearing Aids.

- 6.3.3 Unless they are waitlisted, the Services Manager will pay approved applications or claims on the 22nd day of the month following receipt of the properly completed application or claim. If this date falls on a weekend or public holiday, the payment will be made on the next business day.
- 6.3.4 Once funding availability for waitlisted applications has been confirmed, the Services Manager will make payments for all claims to the Audiology Provider or applications to the Manufacturer on or before the 22nd day of the month following receipt of the correctly completed form or invoice. If this date falls on a weekend or public holiday, the payment will be made on the next business day.
- 6.3.5 The Services Manager will establish cost-effective and efficient processes for managing hearing aids ordered for trial under the Hearing Aid Funding Scheme. This includes processes for payments, credit returns and approving trials of other hearing aids if the original trial hearing aid does not meet the person's needs.

#### **6.4 Procurement of hearing aid repairs**

- 6.4.1 The Services Manager will develop and implement an efficient, cost effective system to manage all approved repairs for hearing aids in a timely manner. This service will be outsourced to third parties (generally the hearing aid manufacturers and distributors).
- 6.4.2 The Ministry will fund repairs to hearing aids when it is necessary to re-establish the proper function of the hearing aid, and the hearing aid was purchased through the Hearing Aid Funding Scheme. This includes, hearing aids which were purchased through the previous Equipment and Modification Services funding stream and the Children's Hearing Aid Fund.
- 6.4.3 The Ministry will not fund repairs to hearing aids if:
- the person is a student attending compulsory education<sup>5</sup>; or
  - the hearing aids were purchased with a contribution from the Hearing Aid Subsidy Scheme; or
  - the person no longer meets the eligibility criteria for the Hearing Aid Funding Scheme.
- 6.4.4 The Services Manager will be responsible for ensuring the most cost-effective arrangements for the provision of, and repairs to, hearing aids, taking into account product life expectancy and changing technology. This must be in keeping with the Ministry's Approved Hearing Aid List and State Sector Purchasing Policies.
- 6.4.5 The Services Manager will define the process for coordinating hearing aid repairs and payment for them, in the process section of the Hearing Aid Services Manual. Repairs will be undertaken only when it is cost effective to do so.
- 6.4.6 The Services Manager will consider the following factors when repairs are requested:
- the estimated cost of repairs
  - the age of the hearing aid(s)
  - any previous repairs to the hearing aid since it was first provided. An economic viability report may be required from the manufacturer before subsequent repairs are approved.
  - the cost of replacement hearing aid(s).

#### **6.5 Management of the Ministry's Approved Hearing Aid List**

- 6.5.1 The Services Manager will work with the hearing aid manufacturers and distributors to update the Ministry of Health's Approved Hearing Aid List four times per year, on:

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<sup>5</sup> Repairs will be undertaken through the Ministry of Education's deaf education centres.

- a. 1st August
  - b. 1st November
  - c. 1st February, and
  - d. 1st May, or the first working day following these dates,  
or on set quarterly dates as agreed with the hearing aids manufacturers.
- 6.5.2 When manufacturers and distributors wish to amend any of the information in the Ministry Approved Hearing Aid List they must advise the Services Manager. The change will not be updated on the Ministry's Approved Hearing Aid List until the next quarterly update.

## **6.6 Management of Audiology Provider and Approved Assessor registers**

The Services Manager will:

- 6.6.1 Develop and maintain a register of Approved Assessors who are entitled to complete assessments for applications and claims for Hearing Aid Services. This register will be linked to the Ministry of Health's Disability Support Services Accreditation Framework.
- 6.6.2 Develop and maintain a register of Audiology Providers who employ Approved Assessors and submit applications and claims for Hearing Aid Services.

## **6.7 Reporting requirements**

- 6.7.1 The following reporting requirements apply to this service. This requirement for reporting may change during the course of this contract but the Ministry will notify the Services Manager and involve them in relevant discussions.

The Services Manager will:

- 6.7.2 Complete and submit detailed reports to the Ministry on a monthly, quarterly, six-monthly or annual basis as indicated, using the report templates provided.
- 6.7.3 Submit all reports via email, one version in PDF and another in Microsoft Excel, to the Ministry's nominated Contract Relationship Manager, Financial Analyst and Principal Specialist by the 20th of the month following the period each report covers. Delays beyond this date will be notified to the Ministry of Health.
- 6.7.4 Complete a monthly report to the Ministry using an agreed template. This report will provide qualitative and quantitative information that is of benefit to the Services Manager and the Ministry of Health, and will include trend analysis, issue management and identification of any concerns about service quality or performance.
- 6.7.5 The Services Manager will include a narrative report with the monthly report, indicating any issues, concerns or highlights relating to delivery of the services. It will include reporting on any ongoing applications that have not been resolved within six months of their receipt by the Services Manager.<sup>6</sup>
- 6.7.6 Track all Hearing Aid Funding Scheme applications, and Hearing Aid Subsidy Scheme claims, which have not been responded to within the contracted timeframes, as described in this Service Specification, and include this information in monthly reporting to the Ministry.
- 6.7.7 Report, on a quarterly basis, to hearing aid manufacturers and distributors their share of hearing aids supplied under the Hearing Aid Funding and Subsidy Schemes, and the average price of hearing aids supplied under each Scheme.
- 6.7.8 Complete an annual narrative report summarising annual trends comparative to previous years.
- 6.7.9 Respond to adhoc reporting requests from the Ministry within the timeframe indicated.

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<sup>6</sup> Refer to Appendix 4: Hearing Aid Services Reporting Requirements

- 6.7.10 Meet with the Ministry's Contract Relationship Manager on a quarterly basis to discuss reporting trends and management of risks and issues, particularly in relation to budget management.

## **6.8 Management of the Deafness Notification Database**

- 6.8.1 The Services Manager will manage the Deafness Notification Database, and analyse and report on the data collected.<sup>7</sup> This data is collected from consumers by Approved Assessors, though it may also be collected by Audiologists who are not members of the NZAS.

## **6.9 Monitoring of Audiology Providers and Approved Assessors**

- 6.9.1 The Services Manager will monitor and report on Audiology Providers' and Approved Assessor's adherence to the agreed target price(s) in the Approved Hearing Aid List.
- 6.9.2 The Services Manager will, on behalf of the Ministry of Health, and according to the requirements of the Hearing Aid Services Notice [2011], measure and, if necessary, performance manage the following aspects of an Audiology Provider's service:
- Measure (on a rolling 6-month basis) the average price of hearing aids that each Audiology Provider applies for through the Hearing Aid Funding Scheme.
  - Every 3 months, assess each Audiology Provider's average price against an average price target, which the Ministry of Health will publish from time to time.
  - If an Audiology Provider's average price for hearing aids is assessed as being over the average price target, the Services Manager will write to the Audiology Provider seeking a written explanation for this.
- 6.9.3 If the Audiology Provider's written explanation is not satisfactory the Services Manager will notify, in writing, the Audiology Provider that, if they are not on or below the average price target within the next 3 months, their authorisation under the Hearing Aid Funding Scheme will be reviewed, and may be suspended for a period of up to 6 months.

## **6.10 Provision of Information and Advice**

The Services Manager will:

- 6.10.1 Manage information relating to applications and claims to meet accepted standards of professionalism, ethics and privacy.
- 6.10.2 Provide audiology advice on specialist technical matters relating to applications or claims.
- 6.10.3 Respond to any request for information from the Ministry within the requested timeframes. For example, if the Ministry needs information to respond to communications sent to the Minister of Health this must be provided within 48 hours of the request.
- 6.10.4 Notify Audiology Providers, Approved Assessors, manufacturers and other relevant parties of any changes to operational policy and operational issues that may affect ongoing service delivery. For example, by newsletters or email updates.
- 6.10.5 Develop and circulate information for consumers, using appropriate language and format (e.g. New Zealand Sign Language, plain language, websites), about the range and nature of services available. This information will be developed in consultation with sector professionals, interest groups and people who support others with hearing loss.
- 6.10.6 Develop and maintain a website that provides comprehensive information about hearing aid services. This information will include the Services Manager's complaints procedure (for complaints about its service), and up to date advice for Audiology Providers, Approved

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<sup>7</sup> In 2010 the newly launched Deafness Notification Database was managed by the New Zealand Audiological Society. For further information about the database go to the NZAS website:  
[www.audiology.org.nz/prof/Deafness%20Notification%20Database.aspx](http://www.audiology.org.nz/prof/Deafness%20Notification%20Database.aspx)

Assessors, manufacturers and consumers regarding timeframes for funding based on the range of prioritisation scores.

- 6.10.7 Maintain the Hearing Aid Services Manual, including updates to process guides, glossary and templates. The Services Manager will publish the Hearing Aid Services Manual on its website. Any changes to the funding guidelines contained in the Manual must be made by the Services Manager following approval by the Ministry of Health.

## 6.11 Record and information management

The Services Manager will:

- 6.11.1 Maintain an electronic record of all information related to the management of Hearing Aid Services. Documentation will reflect industry professional and ethical standards for record keeping.
- 6.11.2 Ensure Hearing Aid Services consumer records are linked to each individual's National Health Index (NHI) number. The NHI is a unique number that is assigned to each person using health and disability support services, enabling individuals to be positively and uniquely identified for the purposes of treatment and care, and for maintaining medical records.<sup>8</sup>
- 6.11.3 Ensure that information stored within electronic records can be provided to the Ministry of Health if requested. These must be provided in an electronic format that can be analysed if necessary, such as Microsoft Excel.
- 6.11.4 Keep and preserve records and protect the security of those records in accordance with best business practice and its legal obligations.

## 6.12 Relationship Management

- 6.12.1 The Services Manager will develop and maintain constructive relationships with consumers, Audiology Providers, Approved Assessors, hearing aid manufacturers and distributors and other key sector representatives. Refer to Section 10 of this Service Specification for a list of key organisations relevant to this service.

## 7 KEY INPUTS – STAFF SKILLS, TRAINING AND CAPACITY

### 7.1 Staffing

- 7.1.1 The Services Manager will ensure that staff have the appropriate qualifications and competencies to manage this service. Adequate numbers of staff must be maintained to ensure that the service can be provided effectively and efficiently.

### 7.2 Staff skills

- 7.2.1 Staff will have skills to enable effective:

- Service management
- Professional advice, specifically specialist hearing or audiology expertise
- Processing and payment of claims and applications
- Asset management
- Management information systems
- Financial systems

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<sup>8</sup> "The NHI and the NHI number are central to the vision of safe and secure sharing of information among health and disability support services. An NHI number is fundamental for services to link information and get a better understanding of each person's needs." NHI Frequently Asked Questions, New Zealand Health Information Service website:  
<http://www.nzhis.govt.nz/moh.nsf/pagesns/265?Open>

- Data analysis
- Procurement.

### 7.3 Staff training

- 7.3.1 Staff should have access to information and training that ensures the Services Manager is able to offer high quality services throughout the term of this contract.
- 7.3.2 The Services Manager will document a staff training plan. This will include, but not be limited to, providing staff with training, as appropriate, in the following areas:
- A general understanding of disability issues particularly in relation to hearing loss
  - Up to date knowledge of all hearing aid services' policies and procedures
  - Building relationships with Audiology Providers and Approved Assessors and fostering networks with agencies which are likely to be involved with people who have hearing loss.
  - Accurate and efficient data processing skills
  - Information technology used by the Services Manager
  - Communication skills (written and oral).

## 8 PERFORMANCE REQUIREMENTS AND MONITORING

### 8.1 Performance requirements of the Services Manager

- 8.1.1 The Ministry of Health has a responsibility to properly manage its resources and ensure it is achieving appropriate value for money for the purchase of required goods and services. This includes ensuring consideration of quality and cost effectiveness in relation to the management of the Ministry's Hearing Aid Services.
- 8.1.2 Accordingly, the following Performance Measures, Review Points<sup>9</sup> and Targets<sup>10</sup>, in respect of all services provided by the Services Manager, have been developed for service and performance monitoring. These measures will be reported against on a quarterly basis. Refer to Appendix 3: Hearing Aid Services Reporting Requirements for expected reporting for each of these Performance Measures.
- 8.1.3 It is anticipated that the Performance Measures and Reporting Requirements will evolve over time to reflect Ministry and Provider priorities. Measures may also be revised to reflect the Results Based Accountability (RBA) Framework. The headings "How Much", "How Well" and "Better Off" relate to different types of RBA measures.

**Table 1: Timeliness of Service**

| Performance Measures (How Well)   | Review Point | Target |
|---|--------------|--------|
| Correctly completed applications or claims processed within 10 working days of their receipt.   | 95%          | 98%    |
| Applications requiring review by a professional advisor, processed within 20 working days of their receipt.   | 95%          | 98%    |
| Once hearing aid funding or subsidy becomes available for a waitlisted approved application or claim, written confirmation of this is sent to the person and Approved Assessor within 5 working days. | 95%          | 98%    |

<sup>9</sup> **Review Point** means the agreed point for each Performance Measure, whereby if the Services Manager obtains a result for a Performance Measure that is outside the agreed Review Point, the Ministry may initiate performance monitoring.

<sup>10</sup> **Target** is the agreed target for each Performance Measure.

|   |     |     |
|---|-----|-----|
| If a review of a decision about an application or claim is requested, the person and their Approved Assessor will be advised of the outcome of the review within 10 working days of receipt of the request. | 95% | 98% |
|---|-----|-----|

**Table 2: Quality of Service**

| Performance Measures (How Well)   | Review Point             | Target                   |
|---|--------------------------|--------------------------|
| Complaints received from any source regarding the quality of service provided by the Services Manager | Greater than 5 per month | No more than 5 per month |

**Table 3: Reporting Requirements**

| Performance Measures (How Well)   | Review Point | Target |
|---|--------------|--------|
| All required reports are provided on time according to agreed timeframes with the Ministry. | 90%          | 100%   |
| All required reports provided are accurate and complete.                                    | 90%          | 100%   |

**8.2 Performance monitoring of the Services Manager**

- 8.2.1 The purpose of performance monitoring is to monitor progress and quality of service delivery under this agreement against expected performance. The Ministry will provide a structured process for the management of performance that falls outside of agreed Performance Measures.
- 8.2.2 The following factors may be reviewed as part of performance monitoring:
- Any Performance Measures in clause 7.1 of this Service Specification
  - Any other contractual matter.

**8.3 Performance monitoring process**

The performance monitoring process will consist of the following steps:

- 8.3.1 Analysis of performance monitoring data will occur after the Ministry receives each quarterly "Management of Hearing Aid Services Performance Report".
- 8.3.2 A letter advising that the Ministry wishes to discuss performance will be sent to the Services Manager when their service delivery falls outside the review points at 8.2.2 and/or if the Ministry identifies any concerns related to overall performance of the Service Manager.
- 8.3.3 Discussion between the Services Manager and the Ministry will occur to better understand the data and decide if performance could be expected to change or if there are other factors that provide a reasonable basis for the identified performance issues.
- 8.3.4 If a change in performance is deemed appropriate then further data analysis and a follow-up discussion will be undertaken 3 months after the initial discussion between the Services Manager and the Ministry.

- 8.3.5 If a change is observed, and performance is back within appropriate parameters, then the Ministry will provide feedback to the Services Manager and revert to ongoing routine monitoring.
- 8.3.6 If the Ministry determines that a change in performance is still required a Performance Review may be initiated.
- 8.3.7 The Performance Review will include an issues based audit of the Service Manager's performance, and a report to the Ministry on findings and recommendations.
- 8.3.8 Depending on the outcome of the Performance Review the Services Manager may be given notification of an appropriate period of time by which to achieve a change in performance.
- 8.3.9 Data analysis and further review will occur at the end of the stated period. If no change is observed the Ministry may issue a notice of breach of contract in accordance with Section A20.1.

## 9 QUALITY REQUIREMENTS

The service is required to comply with the Ministry **General Terms & Conditions and DSS Service Type Terms and Conditions**. In addition, the Ministry Provider Quality Specifications will apply to this service as determining quality standards.

### 9.1 Provider Specific Quality Requirements

It is anticipated that the Performance Measures and Reporting Requirements will evolve over time to reflect Ministry and Provider priorities. Measures may also be revised to reflect the Results Based Accountability (RBA) Framework. The headings "How Much", "How Well" and "Better Off" relate to different types of RBA measures.

The following specific quality requirements apply:

| <b>Quality Requirements for Hearing Aid Services Manager</b> |   |
|--|---|
| <b>Documents and Processes</b>                               | <ul style="list-style-type: none"> <li>Standard documents and processes are established for the services and are kept up to date.</li> <li>Processes to maintain the management and prioritisation of waiting lists are in place.</li> </ul>  |
| <b>Information Technology</b>                                | <ul style="list-style-type: none"> <li>Establishment and maintenance of management information systems.</li> </ul>  |
| <b>Workforce</b>   | <ul style="list-style-type: none"> <li>Adequate numbers of competent and experienced staff are employed to provide the service in an effective, efficient and timely manner.</li> <li>Staff will maintain skills by undertaking ongoing relevant professional development.</li> </ul> |
| <b>Relationship Management</b>                               | <ul style="list-style-type: none"> <li>Networks are established and maintained with appropriate individuals and organisations.</li> </ul>   |

| <b>Quality Requirements for Hearing Aid Services Manager</b> |  |
|--|--|
| <b>Service Quality<br/>(How Well/Better Off)</b>             | <ul style="list-style-type: none"> <li>Regular consumer surveys will be conducted by the Services Manager at least once a year, to ensure outcomes are being achieved and people are satisfied with the service they receive. Analysis of the feedback will be undertaken and reported to the Ministry of Health.</li> <li>Surveys will also be available to people to complete on an adhoc basis at any time.</li> <li>Respondents to these surveys will include Audiology Providers, Approved Assessors and people who have received the service.</li> <li>A comprehensive quality improvement system is in place that incorporates areas such as feedback on services, feedback on assessors, complaints, risk management/incidents which identifies changes to be implemented to continually improve service delivery</li> </ul> |
| <b>Monitoring<br/>(How Well/Better Off)</b>                  | <ul style="list-style-type: none"> <li>Information about Approved Assessors prescribing practice and achievement of target pricing is provided to Audiology Providers and Approved Assessors at three monthly intervals.</li> <li>Has effectively followed up with any Audiology Providers who have not achieved the average target price within the required timeframe.</li> <li>This information is also published on the Service Manager's website in a generic form.</li> </ul>  |

## 9.2 Complaints Resolution

9.2.1 The Services Manager has a clear complaints process that will ensure that any complaints about the services provided by the Services Manager are resolved satisfaction of both parties. This will include that:

- There is a process to resolve complaints.
- There is mediation support available if parties are unable to resolve the complaint.
- The mediator is agreeable to both parties.
- All complaints are logged in a complaints register with responses and resolution documented.

## 9.3 Risk Management

9.3.1 The Services Manager has a Risk Management Plan that will address such matters as:

- Management of crises and incidents, including documentation about these events in an incident register
- Health and safety policy that includes safety and security of staff and people who receive services.

## 9.4 Safety

The Services Manager will:

9.4.1 Ensure that all aspects of health and safety legislative requirements are met.

9.4.2 Have a system for ensuring that hearing aids funded by the Ministry are safe for people to use.

## 9.5 Effectiveness

9.5.1 Service effectiveness will be demonstrated by:

- Consumer satisfaction survey
- Audiology Provider satisfaction survey
- Demonstration of linkages with relevant services.

9.5.2 The Services Manager will demonstrate that budget has been utilised in an effective manner through achievement of target prices for hearing aids and minimal waiting times for people.

9.5.3 The Ministry wishes to see increased savings in this area being applied to the purchase of more hearing aids or subsidies for eligible people.

## 10 SERVICE LINKAGES

The Services Manager will develop strong links and service relationships with at least the following groups. This list is not exhaustive and there may be others for whom regular contact and liaison is relevant and necessary.

| <b>Audiologists</b>   | <b>Contact Details</b>  |
|---|---|
| <b>Audiologists in Public Hospitals</b><br>Listed on NZAS website<br><b>Audiologists in Private Practices</b><br>Listed on NZAS website | <a href="http://www.audiology.org.nz/Public/FindAnAudiologist.aspx">http://www.audiology.org.nz/Public/FindAnAudiologist.aspx</a> |

| <b>Disability provider organisations</b>         | <b>Contact Details</b>   |
|--|--|
| <b>Deaf Aotearoa New Zealand</b>                 | 09 828 3282<br><a href="mailto:national@deaf.co.nz">national@deaf.co.nz</a><br><a href="http://www.deaf.org.nz">www.deaf.org.nz</a>                  |
| <b>Hearing Association of New Zealand</b>        | 0800 233 445<br><a href="mailto:enquiries@hearing.org.nz">enquiries@hearing.org.nz</a><br><a href="http://www.hearing.org.nz">www.hearing.org.nz</a> |
| <b>The Blind Foundation (DeafBlind services)</b> | 0800 24 33 33<br><a href="mailto:general@rnzfb.org.nz">general@rnzfb.org.nz</a><br><a href="http://www.rnzfb.org.nz">www.rnzfb.org.nz</a>            |
| <b>National Foundation for the Deaf</b>          | 0800 867 446<br><a href="mailto:enquiries@nfd.org.nz">enquiries@nfd.org.nz</a><br><a href="http://www.nfd.org.nz">www.nfd.org.nz</a>                 |

| <b>District Health Boards</b>   | <b>Contact Details</b>   |
|---|--|
| The Taranaki DHB search engine searches all of New Zealand's websites | <a href="http://www.tdhb.org.nz/dhb_search.shtml">www.tdhb.org.nz/dhb_search.shtml</a> |

| <b>Equipment and Modification Services Service Managers</b> | <b>Contact Details</b>   |
|---|--|
| <b>Accessible</b>   | 0508 001 002<br><a href="mailto:info@accessible.co.nz">info@accessible.co.nz</a><br><a href="http://www.accessable.co.nz">www.accessable.co.nz</a> |
| <b>Enable New Zealand</b>                                   | 0800 17 19 81  |

|  |  |
|--|--|
|  | <a href="mailto:enable@enable.co.nz">enable@enable.co.nz</a><br><a href="http://www.enable.co.nz">www.enable.co.nz</a> |
|--|--|

| Government Agencies  | Contact Details   |
|--|---|
| <b>Ministry of Health</b>  | (04) 496 2000<br><a href="http://www.moh.govt.nz">www.moh.govt.nz</a>                                     |
| <b>Ministry of Social Development (Work and Income)</b>  | 0800 559 009 <a href="http://www.workandincome.govt.nz">www.workandincome.govt.nz</a>                     |
| <b>ACC</b>   | 0800 101 996<br><a href="http://www.acc.co.nz">www.acc.co.nz</a>  |
| <b>Ministry of Education</b>   | (04) 463 8000<br><a href="mailto:enquiries.national@minedu.govt.nz">enquiries.national@minedu.govt.nz</a> |
| <b>Veterans' Affairs New Zealand:</b> An operational unit within the New Zealand Defence Force. Veterans' Affairs provides funding for hearing aids for military personnel whose hearing has been damaged as a result of their military service. | 0800 483 8372<br><a href="http://www.veteransaffairs.mil.nz">www.veteransaffairs.mil.nz</a>               |

| Hearing Therapy Services   | Contact Details  |
|--|--|
| <b>LIFE Unlimited:</b> Funded by the Ministry of Health, Hearing Therapy Services are free of charge to people aged 16 years and over, and provide assistance to individuals/family/whanau with managing the impact of hearing loss. | 0800 008 011<br><a href="mailto:htsinfo@life.nzl.org">htsinfo@life.nzl.org</a><br><a href="http://www.life.nzl.org">www.life.nzl.org</a> |

| Professional Associations representing Audiologists and Audiometrists | Contact Details   |
|---|---|
| <b>New Zealand Audiological Society (NZAS)</b>                        | 0800 625 166 <a href="mailto:mail@audiology.org.nz">mail@audiology.org.nz</a><br><a href="http://www.audiology.org.nz">www.audiology.org.nz</a> |

| Other sector representatives   | Contact Details   |
|--|---|
| <b>New Zealand Hearing Industry Association (NZHIA)</b>  | Registered Offices<br>PO Box 13126<br>Christchurch  |
| <b>Hearing Instruments Manufacturers and Distributors Association (HIMADA)</b><br>HIMADA's membership consists of New Zealand registered companies involved in the manufacturing, importing or wholesale distribution of hearing instruments within New Zealand. | Private Bag 92066<br>Auckland 1030<br><br>Email: <a href="mailto:Michael.Burgess@EMA.co.nz">Michael.Burgess@EMA.co.nz</a> |

**11 PURCHASE UNITS**

The following purchase unit(s) apply to this service.

| PU ID  | PU Short Name | PU Measure                         | REPORTING REQUIREMENTS |  |
|--------|---------------|------------------------------------|------------------------|--|
|        |               |                                    | Frequency              | Information  |
| DSS240 | EMS           | Management of Hearing Aid Services | Monthly                | <b>Volume and Dollar Expenditure (GST excl)</b><br>See attached reporting requirements |

## 12 APPENDICIES

Appendix 1: Priority for Access to Hearing Aid Funding, Ministry of Health, July 2010 (Interim  
Prioritisation Criteria)

|                     |                      |              |                      |
|---------------------|----------------------|--------------|----------------------|
| Client Name:        | <input type="text"/> | Audiologist: | <input type="text"/> |
| Date of assessment: | <input type="text"/> |              |                      |

## Prioritisation criteria

|  |                      |                          |                             |
|--|----------------------|--------------------------|-----------------------------|
| <b>Duration of hearing loss (Select 1 only)</b>                              |                      |                          |                             |
| Since childhood  | 20                   | <input type="checkbox"/> |                             |
| Sudden & severe  | 20                   | <input type="checkbox"/> |                             |
| Other  | 0                    | <input type="checkbox"/> |                             |
| <b>Other disability (Select 1 only)</b>                                      |                      |                          |                             |
| Significant visual disability  | 20                   | <input type="checkbox"/> |                             |
| Other major physical or intellectual disability                              | 20                   | <input type="checkbox"/> |                             |
| No applicable major disability   | 0                    | <input type="checkbox"/> |                             |
| <b>Financial status (Select 1 only)</b>                                      |                      |                          |                             |
| CSC holder   | CSC #: <sup>11</sup> | Expiry Date:             | 10 <input type="checkbox"/> |
| SGC holder with CSC Card   | #: <sup>12</sup>     | Expiry Date:             | 10 <input type="checkbox"/> |
| Not applicable   |                      |                          | 0 <input type="checkbox"/>  |
| <b>Hearing Loss (3FA<sup>13</sup>) (Select 1 only per ear)</b>               |                      | Better ear               | Worse ear                   |
| Severe (>70 dB)  | 15                   | <input type="checkbox"/> | 5 <input type="checkbox"/>  |
| Moderately severe (56-70)  | 15                   | <input type="checkbox"/> | 5 <input type="checkbox"/>  |
| Moderate (41-55)   | 10                   | <input type="checkbox"/> | 5 <input type="checkbox"/>  |
| Mild (26-40)   | 7                    | <input type="checkbox"/> | 3 <input type="checkbox"/>  |
| Slight (16-25)   | 3                    | <input type="checkbox"/> | 2 <input type="checkbox"/>  |
| Normal   | 0                    | <input type="checkbox"/> | 0 <input type="checkbox"/>  |
| <b>High Hearing Needs (Select 1 only)</b>                                    |                      |                          |                             |
| Education <sup>14</sup>  | 10                   | <input type="checkbox"/> |                             |
| Communication at work (paid/unpaid)  | 10                   | <input type="checkbox"/> |                             |
| Safety at work (if hearing aid use feasible in work environment)             | 10                   | <input type="checkbox"/> |                             |
| Care of dependents   | 10                   | <input type="checkbox"/> |                             |
| Not applicable   | 0                    | <input type="checkbox"/> |                             |
| <b>Perceived Disability<sup>15</sup> (Select 1 only)</b>                     |                      |                          |                             |
| HHI score ≥25  | 10                   | <input type="checkbox"/> |                             |
| HHI score 10 – 24  | 5                    | <input type="checkbox"/> |                             |
| HHI score 0 - 10   | 0                    | <input type="checkbox"/> |                             |
| Could not test   | 0                    | <input type="checkbox"/> |                             |
| <b>Expected Outcome / Previous Use (Select 1 only)</b>                       |                      |                          |                             |
| Good capacity & motivation to benefit/ high use in past                      | 10                   | <input type="checkbox"/> |                             |
| Medium benefit / historical use  | 5                    | <input type="checkbox"/> |                             |
| Poor benefit / use   | 0                    | <input type="checkbox"/> |                             |
| <b>Hearing aid/s Use and Function (Select 1 only)</b>                        |                      |                          |                             |
| Both (or only) aid/s currently not functioning and/or beyond economic repair | 10                   | <input type="checkbox"/> |                             |
| 1 of 2 aids currently not functioning  | 8                    | <input type="checkbox"/> |                             |

<sup>11</sup> CSC # & expiry date<sup>12</sup> Or # & expiry date of Super Gold Card with CSC certification<sup>13</sup> Average hearing loss over 3 worst frequencies of 500 Hz, 1 kHz, 2 kHz and 4 kHz<sup>14</sup> Enrolled in formal tertiary education<sup>15</sup> Score on HHI-ES or HHI-AS (of maximum 40)

|   |   |                          |
|---|---|--------------------------|
| Never worn aids before                          | 8 | <input type="checkbox"/> |
| Frequent breakdowns                             | 6 | <input type="checkbox"/> |
| Aids inadequate for current hearing level       | 4 | <input type="checkbox"/> |
| Hearing aids functioning normally / or adequate | 0 | <input type="checkbox"/> |
| Date current hearing aid/s provided:            |   |                          |

|   |                  |                          |
|---|------------------|--------------------------|
| <b>Educational, occupational or psychological status</b> <i>(Select 1 only)</i>   |                  |                          |
| Immediately threatened  | 10 <sup>16</sup> | <input type="checkbox"/> |
| Threatened but not immediately  | 8                | <input type="checkbox"/> |
| Not threatened but more difficult   | 6                | <input type="checkbox"/> |
| <i>Comment:</i>   |                  |                          |
| <i>Note: Prioritisation will be based upon the needs of the client – the threshold score for Priority 1 or Priority 2 may vary according to demand for services and budget availability</i> |                  |                          |
| <b>Prioritisation:</b>  | Score            |                          |

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<sup>16</sup> Provide written evidence

## Appendix 2: ESS Review Panel Application Form – Hearing Aids

MINISTRY OF HEALTH  
ESS REVIEW PANEL APPLICATION FORM – HEARING AIDS

|   |  |   |  |
|---|--|---|--|
| <b>Date of Receipt of Application</b><br><i>By Hearing Aid Services Manager</i> |  | <b>Date submitted to ESS Review Panel</b> |  |
|---|--|---|--|

| Client Information   |  |            |  |
|--|--|------------|--|
| <b>Name of Client</b>  |  |            |  |
| <b>Address</b>   |  |            |  |
| <b>DOB</b>   |  | <b>NHI</b> |  |
| <b>Description of the client's hearing loss and impact of hearing loss on their life</b> |  |            |  |

| Assessor Information  |  |
|---|--|
| <b>Name of Approved Assessor</b>                                    |  |
| <b>Approved Assessor Contact Details</b>                            |  |
| <b>Professional Advisor</b> ( <i>Hearing Aid Services Manager</i> ) |  |

| Reason for Review                                       |  |
|---|--|
| <b>Review of Decision</b>                               |  |
| <b>Clarification of Ministry Policy</b>                 |  |
| <b>Funding request due to exceptional circumstances</b> |  |

| Proposed Options and Rationale for Hearing Aids |  |
|---|--|
|---|--|

|   |  |
|---|--|
| <b>Hearing Aids Recommended</b><br><i>Please include cost and reasons for</i> |  |
|---|--|

|  |  |
|--|--|
| <i>recommendation of specific type</i> |  |
|--|--|

|   |  |
|---|--|
| <b>Approved Assessor's Recommendation</b> |  |
|---|--|

|  |  |
|--|--|
| <b>Professional Advisor's Recommendation</b> |  |
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| <b>Ministry of Health Summary and Recommendation:</b> |
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**On behalf of the ESS Review Panel  
Disability Support Services  
Ministry of Health**

**Date:**

### Appendix 3: Hearing Aid Services Reporting Requirements

It is anticipated that the Performance Measures and Reporting Requirements will evolve over time to reflect Ministry and Provider priorities. Measures may also be revised to reflect the Results Based Accountability (RBA) Framework. The headings “How Much”, “How Well” and “Better Off” relate to different types of RBA measures.

- Reports 1 – 3 will be provided to the Ministry of Health every month.
- Report 4 and 5 will be provided to the Ministry of Health every three months
- Report 6 will be provided to the Ministry of Health every six months.
- **Narrative reports** will be submitted by the Services Manager to raise issues related to service quality and/or risks the Ministry may be exposed to. These reports can be raised at any time.
- **Ad hoc reporting:** some of the data collected by the Services Manager will not be reported on in the standard reports listed below. However, the Ministry may request ad hoc reports utilising this data. These will be done in consultation with the Services Manager to agree a suitable timeframe for the reports to be delivered.

#### 1. Hearing Aid Funding Scheme Report

| Hearing Aid Funding Scheme Report  |   | [MONTHLY]                                       |
|--|---|---|
| Measure (How Much)   | Reporting Criteria  | Extra data to be collected for ad hoc reporting |
| 1. Total number of applications <b>received</b>  | The total number of applications received (by individual)   |   |
| 2. Number of applications <b>received</b> in each fully funded group   | The number of applications received (by individual) in each fully funded group: <ul style="list-style-type: none"> <li>▪ Children up to 21 years in education</li> <li>▪ Adults with complex needs aged 16 years and over</li> <li>▪ Adults with Community Services Card</li> </ul> |   |
| 3. Total number of applications <b>received</b> for people with injury related hearing loss [but no ACC funding claimed] <sup>17</sup> | The total number of applications received (by individual) with injury related hearing loss.   |   |
| 4. Number of applications <b>received</b> for people with injury related hearing loss  | The total number of applications received (by individual) with injury related hearing loss.   |   |
| 5. Total number of applications <b>approved</b>  | The total number of applications approved (by individual)   |   |
| 6. Number of applications <b>approved</b> in each fully funded group   | The number of applications approved (by individual) in each fully funded group: <ul style="list-style-type: none"> <li>▪ Children up to 21 years in education</li> <li>▪ Adults with complex needs aged 16 years and over</li> <li>▪ Adults with Community Services Card</li> </ul> |   |
| 7. Number of applications <b>approved</b> in each category for Adults with complex needs aged 16 years and over                        | <ul style="list-style-type: none"> <li>▪ Hearing aid user from childhood</li> <li>▪ Dual or multiple disability</li> <li>▪ Sudden and severe hearing loss</li> </ul>  |   |

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<sup>17</sup> A new ACC/Ministry of Health joint funding scheme was introduced 1 January 2011. ACC will administer any applications made for under the joint ACC/Ministry of Health funding scheme.

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| 8. Number of applications <b>approved</b> in each category of employment for Adults aged 16 years and over with a current Community Services Card <sup>18</sup> | <ul style="list-style-type: none"> <li>▪ Working in paid employment for 30+ hours per week</li> <li>▪ Working less than 30+ hours</li> <li>▪ Seeking paid employment</li> <li>▪ Voluntary work for 20+ hours per week</li> <li>▪ Caring for a dependent person full time</li> <li>▪ Studying full time</li> <li>▪ Other</li> </ul> |   |
| 9. Number of applications <b>approved</b> for each hearing aid category   | <p>The number of applications approved (by individual). Report whether application was for:</p> <ul style="list-style-type: none"> <li>▪ New Hearing Aid/s</li> <li>▪ Replacement Hearing Aid/s</li> <li>▪ FM Systems</li> </ul>   |   |
| 10. Total number of applications <b>declined</b>  | The number of applications declined (by individual)  |   |
| 11. Number of applications <b>declined</b> in each fully funded group   | <p>The number of applications declined (by individual) in each fully funded group:</p> <ul style="list-style-type: none"> <li>▪ Children up to 21 years in education</li> <li>▪ Adults with complex needs aged 16 years and over</li> <li>▪ Adults with Community Services Card</li> </ul>   |   |
| 12. Number of Replacement Hearing Aid applications <b>funded</b> within 6 years of original application <sup>19</sup>   | <ul style="list-style-type: none"> <li>▪ Single ear – unilateral</li> <li>▪ Both ears – bilateral</li> </ul>   | <p>If single aid applied for:</p> <ul style="list-style-type: none"> <li>▪ Left ear – unilateral</li> <li>▪ Right ear – unilateral</li> </ul> |
| 13. Number of applications <b>received</b> for single hearing aids or for both ears   | <ul style="list-style-type: none"> <li>▪ Single ear – unilateral</li> <li>▪ Both ears – bilateral</li> </ul>   | <p>If single aid applied for:</p> <ul style="list-style-type: none"> <li>▪ Left ear – unilateral</li> <li>▪ Right ear – unilateral</li> </ul> |
| 14. Number of applications <b>received</b> by age range   | <ul style="list-style-type: none"> <li>▪ 0 – 3 years</li> <li>▪ 4 – 5 years</li> <li>▪ 6 – 15 years</li> <li>▪ 16 – 64 years</li> <li>▪ 65+ years</li> </ul>   |   |

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<sup>18</sup> If a SuperGold Card holder is applying under the work criteria (working, seeking paid employment, voluntary work, studying full time or caring for a dependent person), the data must reflect that a Community Services Card is being used rather than a SuperGold Card.

<sup>19</sup> Funding for the price of hearing aids for adults will generally be provided no more than once every six years for adults and not more than 3 times in a six year period for children, except in exceptional circumstances.

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| 15. Number of applications <b>received</b> by ethnicity  | <ul style="list-style-type: none"> <li>▪ NZ European</li> <li>▪ Maori</li> <li>▪ Pacific</li> <li>▪ Other</li> </ul>   |  |
| 16. Number of applications <b>received</b> by gender   | <ul style="list-style-type: none"> <li>▪ Male</li> <li>▪ Female</li> </ul>   |  |
| 17. Number of hearing aids <b>funded</b> by range of price (excluding GST) per hearing aid including accessories, but excluding FM Systems | <ul style="list-style-type: none"> <li>▪ \$250 - \$500</li> <li>▪ \$501 - \$1000</li> <li>▪ \$1001 - \$1500</li> <li>▪ \$1501 - \$2000</li> <li>▪ \$2000+</li> </ul> |  |
| 18. Number of FM Systems <b>funded</b> by range of price (excluding GST) per FM System   | <ul style="list-style-type: none"> <li>▪ \$ [Range to be confirmed]</li> </ul>   |  |
| 19. Average <b>actual</b> price per hearing aid including accessories, but excluding FM systems  |  |  |
| 20. Average <b>actual</b> price per FM System only   |  |  |
| 21. Number of hearing aids <b>funded</b> by model type including accessories   | Not to be included in monthly reporting but to be recorded for adhoc reporting   | Record model type of hearing aid/s or accessories funded <sup>20</sup> |
| 22. Total number of notifications of unsuccessful trials, broken down by age range <sup>21</sup>   |  |  |

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| 23. Total number of applications for repairs of hearing aids  |   |  |
| 24. Average <b>indicative</b> price for hearing aid repairs based on applications received                  | Indicative price for each repair will be identified on the invoice by the Audiology Provider.   |  |
| 25. Average <b>actual</b> price for hearing aid repairs based on invoices paid                              | Average price will be calculated based on the invoices paid for that month at the closing date of the reporting period.   |  |
| 26. Number of applications <b>waitlisted</b> in each fully funded group and how long they have been waiting | <p>The number of applications (by individual) in each fully funded group currently on waiting list:</p> <ul style="list-style-type: none"> <li>▪ Children up to 21 years in education</li> <li>▪ Adults with complex needs aged 16 years and over</li> <li>▪ Adults with Community Services Card</li> </ul> <p>Waiting list times to be classified as one of the following:</p> <ul style="list-style-type: none"> <li>▪ Less than 1 month</li> <li>▪ 1 to 5 months</li> <li>▪ 6+ months</li> </ul> |  |

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<sup>20</sup> To be used for monitoring of Audiology Providers.

<sup>21</sup> To be used for monitoring of Audiology Providers.

**2. Hearing Aid Subsidy Scheme Report**

| <b>Hearing Aid Subsidy Scheme Report</b>                                     |  | <b>[MONTHLY]</b>   |
|--|--|--|
| <b>Measure (How Much)</b>  | <b>Reporting Criteria</b>  | <b>Extra data to be collected for ad hoc reporting</b>   |
| 1. Total number of claims <b>received</b>                                    | The total number of claims received (by individual)  |  |
| 2. Number of claims <b>received</b> by age range                             | <ul style="list-style-type: none"> <li>▪ 6 – 15 years</li> <li>▪ 16 – 64 years</li> <li>▪ 65+ years</li> </ul>       | Average price of hearing aid (including accessories but excluding FM systems) as shown on Audiology Provider's invoice                 |
| 3. Number of claims <b>received</b> by ethnicity                             | <ul style="list-style-type: none"> <li>▪ NZ European</li> <li>▪ Maori</li> <li>▪ Pacific</li> <li>▪ Other</li> </ul> |  |
| 4. Number of claims <b>received</b> by gender                                | <ul style="list-style-type: none"> <li>▪ Female</li> <li>▪ Male</li> </ul>   |  |
| 5. Total number of claims <b>approved</b>                                    | The total number of claims approved (by individual)  |  |
| 6. Total number of claims <b>declined</b>                                    | The total number of claims declined (by individual)  |  |
| 7. Number of claims <b>received</b> for single hearing aids or for both ears | <ul style="list-style-type: none"> <li>▪ Single ear – unilateral</li> <li>▪ Both ears – bilateral</li> </ul>         | If single aid applied for: <ul style="list-style-type: none"> <li>▪ Left ear – unilateral</li> <li>▪ Right ear – unilateral</li> </ul> |

**3. Hearing Aid Services Monthly Expenditure Report**

| <b>Hearing Aid Services Monthly Expenditure Report [MONTHLY]</b>   |  |
|--|--|
| <b>Category (How Much)</b>   | <b>Reporting Criteria</b>  |
| 1. Monthly expenditure of each hearing aid fund based on invoices paid by (xxx date): <ul style="list-style-type: none"> <li>▪ Hearing Aid Funding Scheme</li> <li>▪ Hearing Aid Subsidy Fund</li> </ul>   | Each funding category will have a separate line on the report and will show: <ul style="list-style-type: none"> <li>▪ Expenditure per month</li> <li>▪ Year to date (YTD) expenditure</li> </ul> |
| 2. Monthly expenditure on fully funded hearing aids for Adults with complex needs aged 16 years and over, by application criteria: <ul style="list-style-type: none"> <li>▪ Hearing aid user from childhood</li> <li>▪ Dual or multiple disability</li> <li>▪ Sudden and severe hearing loss</li> </ul>  | Each criteria will have a separate line on the report and will show: <ul style="list-style-type: none"> <li>▪ Expenditure per month</li> <li>▪ Year to date (YTD) expenditure</li> </ul>         |
| 3. Monthly expenditure on fully funded hearing aids for Adults aged 16 years and over with a current Community Services Card (CSC) or SuperGold Card: <ul style="list-style-type: none"> <li>▪ SuperGold</li> <li>▪ CSC and working in paid employment for 30+ hours per week</li> <li>▪ CSC and seeking paid employment</li> <li>▪ CSC and voluntary work for 20+ hours per week</li> <li>▪ CSC and caring for a dependent person full time</li> <li>▪ CSC and studying full time</li> <li>▪ CSC and other</li> </ul> | Each criteria will have a separate line on the report and will show: <ul style="list-style-type: none"> <li>▪ Expenditure per month</li> <li>▪ Year to date (YTD) expenditure</li> </ul>         |

## 4. Universal Newborn Hearing Screening Report

| Universal Newborn Hearing Screening Report  |  | [3 MONTHLY] |
|---|--|-------------|
| Category (How Much)   | Reporting Criteria   |             |
| 1. Total number of applications <b>received</b> for children aged 15 years and under  | The total number of applications received (by individual)  |             |
| 2. Number of applications <b>received</b> by age range  | <ul style="list-style-type: none"> <li>■ 0 – 3 years</li> <li>■ 4 – 5 years</li> <li>■ 6 – 15 years</li> </ul>   |             |
| 3. Number of applications <b>received</b> by ethnicity  | <ul style="list-style-type: none"> <li>■ NZ European</li> <li>■ Maori</li> <li>■ Pacific</li> <li>■ Other</li> </ul>   |             |
| 4. Number of applications <b>received</b> by gender   | <ul style="list-style-type: none"> <li>■ Male</li> <li>■ Female</li> </ul>   |             |
| 5. Number of applications <b>approved</b> for children aged 15 years and under in each hearing aid category, and broken down by age range   | <p>The number of applications approved (by individual). Report age range and whether application was for:</p> <ul style="list-style-type: none"> <li>■ New Hearing Aid/s</li> <li>■ Replacement Hearing Aid/s</li> <li>■ FM Systems</li> </ul> |             |
| 6. Number of applications <b>approved</b> for single hearing aids or for both ears, and broken down by age range                            | <p>Report age range and whether application was for:</p> <ul style="list-style-type: none"> <li>■ Left ear – unilateral</li> <li>■ Right ear – unilateral</li> <li>■ Both ears – bilateral</li> </ul>  |             |
| 7. Number of replacement hearing aid applications <b>funded</b> within 6 years of original application <sup>22</sup>                        | <ul style="list-style-type: none"> <li>■ Single ear – unilateral</li> <li>■ Both ears – bilateral</li> </ul>   |             |
| 8. How was the child referred to be fitted for a hearing aid?   | <ul style="list-style-type: none"> <li>■ Universal Newborn Hearing Screening and Early Intervention Programme</li> <li>■ Other</li> </ul>  |             |
| 9. If the child was referred to be fitted for a hearing aid via the UNHSEIP <sup>23</sup> provide data about each application               | <ul style="list-style-type: none"> <li>■ NHI number of child</li> <li>■ Name of child</li> <li>■ Bilateral or Unilateral</li> <li>■ Date of invoice of the hearing aid</li> </ul>  |             |
| 10. Number of applications <b>approved</b> for children aged 0 – 3 years who received a hearing aid but were <b>not</b> referred by UNHSEIP | <ul style="list-style-type: none"> <li>■ Date of birth of child</li> <li>■ Date of invoice of the hearing aid</li> <li>■ Previously passed the UNHSEIP assessment (Y/N)</li> </ul>   |             |

<sup>22</sup> Funding for hearing aids for adults will generally be provided no more than once every six years, except in exceptional circumstances. Funding for hearing aids for children will generally be no more than three times within a six year period.

<sup>23</sup> Universal Newborn Hearing Screening and Early Intervention Programme (UNHSEIP)

## **5. Management of Hearing Aid Services Performance Report**

| <b>Management of Hearing Aid Services Performance Report [3 MONTHLY]</b>  |  |
|---|--|
| <b>Measure (How Much)</b>   | <b>Reporting Criteria</b>  |
| 1. Total number of applications <b>received</b>   | <ul style="list-style-type: none"> <li>▪ The total number of applications received (by individual)</li> </ul>  |
| 2. Total number of claims <b>received</b>   | <ul style="list-style-type: none"> <li>▪ The total number of claims received (by individual)</li> </ul>  |
| 3. Correctly completed applications or claims processed within <b>10 working days</b> of their receipt.               | <ul style="list-style-type: none"> <li>▪ Total number of applications processed on time (according to contracted timeframes), and percentage of total received.</li> <li>▪ Total number of claims processed on time (according to contracted timeframes) and percentage of total received.</li> <li>▪ Total number of applications <b>not</b> processed on time (according to contracted timeframes), percentage of total received and average number of business days overdue.</li> <li>▪ Total number of claims <b>not</b> processed on time (according to contracted timeframes), percentage of total received and average number of business days overdue.</li> <li>▪ Reason(s) for non-performance: provide a commentary on any delays on processing of applications or claims</li> </ul> |
| 4. Applications requiring review by a professional advisor, processed within <b>20 working days</b> of their receipt. | <ul style="list-style-type: none"> <li>▪ Total number of applications processed on time (according to contracted timeframes), and percentage of total received.</li> <li>▪ Total number of applications <b>not</b> processed on time (according to contracted timeframes), percentage of total received and average number of business days overdue.</li> <li>▪ Reason(s) for non-performance: provide a commentary on any delays on processing of these applications</li> </ul>   |

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| <p>5. Once hearing aid funding or subsidy becomes available for a waitlisted approved application or claim, written confirmation of this is sent to the person and Approved Assessor within <b>5 working days</b>.</p>       | <ul style="list-style-type: none"> <li>■ Total number of waitlisted applications which now have funding available.</li> <li>■ Total number of waitlisted claims which now have subsidy available.</li> <li>■ Total number letters sent on time (according to contracted timeframes) confirming available funding for applications, and percentage of total waitlisted applications that now have funding available.</li> <li>■ Total number letters sent on time (according to contracted timeframes) confirming available subsidy for claims, and percentage of total waitlisted applications that now have funding available.</li> <li>■ Total number letters <b>not</b> sent on time (according to contracted timeframes) confirming available funding for applications, and percentage of total waitlisted applications that now have funding available.</li> <li>■ Total number letters <b>not</b> sent on time (according to contracted timeframes) confirming available subsidy for claims, and percentage of total waitlisted applications that now have funding available.</li> <li>■ Reason(s) for non-performance: provide a commentary on any delays on confirmation of funding or subsidy availability.</li> </ul> |
| <p>6. If a review of a decision about an application or claim is requested, the person and their Approved Assessor will be advised of the outcome of the review within <b>10 working days</b> of receipt of the request.</p> | <ul style="list-style-type: none"> <li>■ Total number of reviews requested.</li> <li>■ Total number of review requests responded to on time (according to contracted timeframes), and percentage of total received.</li> <li>■ Reason(s) for non-performance: provide a commentary on any delays on responding to review requests.</li> </ul>   |
| <p>7. Record reasons for applications or claims that have not been resolved within 6 months of their receipt.</p>  | <ul style="list-style-type: none"> <li>■ Name and contact details of person</li> <li>■ Name and contact details of Audiology Provider</li> <li>■ Name of Approved Assessor</li> <li>■ Reason(s) for non-performance: provide a commentary on the reasons for the extended period of delay on processing of these applications or claims, include plan for resolving.</li> </ul>   |

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| 8. Record complaints received from any source regarding the quality of service provided by the Services Manager | <ul style="list-style-type: none"> <li>■ Total number of complaints received</li> <li>■ A breakdown of complaints received by source (person, Audiology Provider, Approved Assessor) and type of complaint (e.g. customer service, delays in processing etc.).</li> <li>■ Management of complaint: provide a commentary on each complaint and how it responded to and, if possible, resolved.</li> <li>■ All complaint information will also be recorded in an electronic complaints register.</li> </ul> |
| 9. All required reports are provided on time according to agreed timeframes with the Ministry.                  | <ul style="list-style-type: none"> <li>■ If report(s) submitted late provide a commentary on reason for delay.</li> </ul>   |
| 10. All required reports provided are accurate and complete.  | <ul style="list-style-type: none"> <li>■ If report(s) submitted are incomplete provide a commentary on reason.</li> </ul>   |

## 6. Hearing Aid Services Half Yearly Report

| Hearing Aid Services Half Yearly Report  |   | [6 MONTHLY] |
|--|---|-------------|
| Category (How Much)  | Reporting Criteria  |             |
| <b>Invoice Report</b>  |   |             |
| 1. Number of invoices paid per month within each of the funding categories (include cumulative total)                            | <ul style="list-style-type: none"> <li>■ Hearing Aid Funding – Adult</li> <li>■ Hearing Aid Funding – Child</li> <li>■ Hearing Aid Subsidy</li> <li>■ Hearing Aid Repairs</li> </ul>                |             |
| 2. Number of outstanding invoices 60 – 90 days as of six months within each of the funding categories (include cumulative total) | <ul style="list-style-type: none"> <li>■ Hearing Aid Funding – Adult</li> <li>■ Hearing Aid Funding – Child</li> <li>■ Hearing Aid Subsidy</li> <li>■ Hearing Aid Repairs</li> </ul>                |             |
| 3. List outstanding invoices over 90 days including funding category, invoice date, amount and manufacturer                      |   |             |
| 4. Record reasons for the delay in payment of invoices   | This information will be provided in narrative form   |             |
| <b>Unsuccessful Trials (Hearing Aid Funding Scheme)</b>  |   |             |
| 5. Total number and percentage of unsuccessful trials  | <ul style="list-style-type: none"> <li>■ 1 unsuccessful trial</li> <li>■ 2 unsuccessful trials</li> <li>■ 3 or more unsuccessful trials</li> </ul>  |             |
| 6. Number of unsuccessful trials by category   | <ul style="list-style-type: none"> <li>■ Children up to 21 years in education</li> <li>■ Adults with complex needs aged 16 years and over</li> <li>■ Adults with Community Services Card</li> </ul> |             |

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| 7. Summary of service trends and results of any satisfaction surveys completed within the period. | This information will be provided in narrative form |
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