



## Eligibility Criteria for Refitting

The Eligibility Criteria for Refitting (ECR) provide guidance for Contracted Service Providers of the Australian Government Hearing Services Program when deciding whether to refit a client. The ECR outline the situations where a client’s current hearing aid(s) are **no longer suitable** due to a significant change in the client’s circumstances since their last fitting. The client therefore requires new hearing aid(s) and must be refitted. The client’s current devices **must** be evaluated and found to be unsuitable before new device(s) are discussed with the client.

Eligibility Criteria for Refitting	Evidence required on file
<p>1. The current hearing aid(s) are unsuitable because they can no longer be optimised by adjustments or any other modifications to meet current gain requirements.</p>	<p>Documented evidence on file details that the current hearing aid(s) are established to be in optimal working order through manufacturer service/repair, mould/shell modification or replacement.</p> <p><b>And</b></p> <p>After adjustment/modification has been made to current hearing aid(s) to accommodate changes in thresholds, Real Ear Measurements show a poor match to targets.</p> <p><b>Or</b></p> <p>Aid specifications show that the client’s current Hearing Threshold Level (HTL) is outside the range of the current hearing aid(s) and they were previously optimally fitted.</p>
<p>2. The current hearing aid(s) are unsuitable because the client can no longer use their aid(s) due to a significant deterioration in health, dexterity or cognitive ability since last fitting.</p>	<p>Documented evidence on file describes the client’s deterioration and how this affects the client’s ability to manage their hearing aid(s) or a letter from the client’s doctor, carer, nurse, supervisor etc. giving details of how the condition affects current hearing aid usage.</p> <p><b>And</b></p> <p>Details what has been tried with the current hearing aid(s) or why they cannot be modified.</p> <p><b>And</b></p> <p>Details how the new aid(s) proposed for refitting will address the issues with the current hearing aid(s).</p>
<p>3. A change in physical condition of the ear or ear health has occurred since last fitting and the client requires a different style of hearing device(s) to accommodate this change.</p>	<p>Documented evidence on file, such as case notes, that describe the change in physical condition of the ear or ear health.</p> <p><b>And</b></p> <p>Details what has been tried with the current aid(s) or why they cannot be modified.</p> <p><b>And</b></p> <p>Details how the new hearing aid(s) proposed for refitting will address the issues with the current hearing aid(s).</p>

Eligibility Criteria for Refitting	Evidence required on file
<p>4. The current hearing aid(s) are unsuitable because the client requires a telecoil, and current hearing aid(s) do not have a telecoil and cannot be retrofitted.</p> <p><b>Please Note:</b> This situation does NOT allow for refitting with an FM system or streamer or equivalent.</p>	<p>Documented evidence on file, such as case notes, that states the specific goal which can only be met with the inclusion of a telecoil.</p> <p><b>And</b></p> <p>Indicates a change in client needs relating to telecoil since the last fitting.</p> <p><b>Please Note:</b> From 1 July 2012, client must opt-out of having a telecoil.</p> <p><b>And</b></p> <p>A statement from the manufacturer that a telecoil cannot be retrofitted without re-shelling and/or faceplate modification.</p>
<p>5. Client currently fitted with an Alternative Listening Device (ALD) and now requires hearing aid(s).</p>	<p>Documented evidence on file, such as case notes, detailing a change in client circumstances that indicates hearing aid fitting.</p>
<p>6. Client's previous initial fit or refit occurred more than five (5) years ago.</p>	<p>Evidence that no fittings have been claimed within the last five (5) years for the ear(s) proposed for refitting.</p>

### Contracted Service Provider responsibility

It is the responsibility of the Contracted Service Provider to check the client's current voucher eligibility for the new hearing aid(s) prior to refitting, and ensure that the required ECR evidence is documented on file.

The Office of Hearing Services (the Office) conducts regular Refit Audits. If the required ECR evidence supporting the case for refitting is not documented on file, the Office may initiate a recovery of inappropriate claims.

### Lost or damaged

If one hearing aid is lost or damaged beyond repair (DBR), and this hearing aid is available on the Schedule of Approved devices, the replacement should be the same hearing aid, **unless** the client's circumstances have changed and meet the Eligibility Criteria for Refitting.

### Remote control approvals

A remote control can be provided and claimed where there is documentation that a client cannot manage the devices without a remote control.

To claim a remote control: e-mail a completed Remote Control /Spare Aid Form, along with a copy of the manufacturer's invoice, and a complete manual claim form to OHS Claims:

[hearing@health.gov.au](mailto:hearing@health.gov.au)

### Spare aids

Spare aids can be claimed using the Remote Control/Spare Aid Form. Where a spare aid is lost/DBR or no longer suitable it will be a replacement claim. Contact OHS claims for advice if unsure.

(Date of Issue: 1 November 2014)

## Office of Hearing Services

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