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Guide for audiologists and audiometrists

How to submit service requests in ENZ Hearing System

- Hearing aid subsidy scheme requests
- Hearing aid subsidy genuine and exceptional requests
- Hearing aid funding scheme requests:
 - Repairs & parts
 - Purchase of hearing aids
 - Insurance excess reimbursement
 - Genuine and exceptional requests

Version 001

Issued 21 November 2019

Document history

Document owner: Service Manager, Equipment

Version	Date	Details
001	21 November 2019	Release of ENZ Hearing Subsidy Service Request System to replace Enable Online RTL

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About this guide

This user guide is for audiologists and audiometrists submitting service requests to Enable New Zealand for Whaikaha Hearing Aid Services:

- Hearing aid subsidy scheme requests
- Hearing aid subsidy genuine and exceptional requests
- Hearing aid funding scheme requests:
 - o Repairs & parts
 - o Purchase of hearing aids
 - o Insurance excess reimbursement
 - o Genuine and exceptional requests

Support

Read our tips for using the ENZ equipment system

Find out what to do **before** you start using the ENZ equipment system.

And please read our advice to help you avoid possible delays or cancellations to your service requests. Find the guide on our website.

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

Contact us

If you need help submitting service requests, please contact us. We'll be happy to assist.

Phone: 0800 ENABLE (362 253)

Email enable@enable.co.nz

Take our survey

We're keen to hear about your experience using the ENZ hearing system, and invite you to answer 5 quick questions in this survey. Thank you!

<https://www.surveymonkey.com/r/R7CTB8L>

Submitting a service request

Step 1 Log in

Follow the instructions sent out with your login. **Please note:** Your temporary password will expire after 12 weeks.

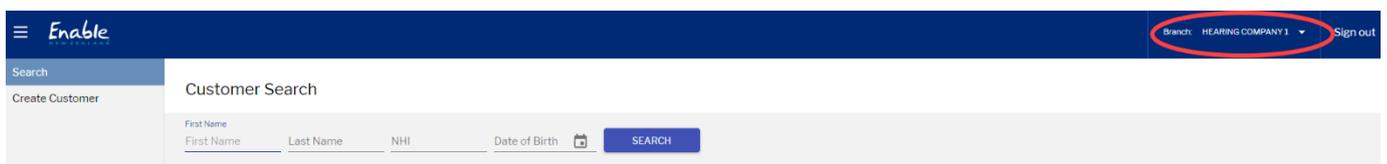
<https://hearing.enable.co.nz/>

Step 2 Select employer

Screen: Customer Search

If you have more than one employer you will need to identify which employer your service request relates to.

Click **Branch** (top right corner) and select the relevant employer.

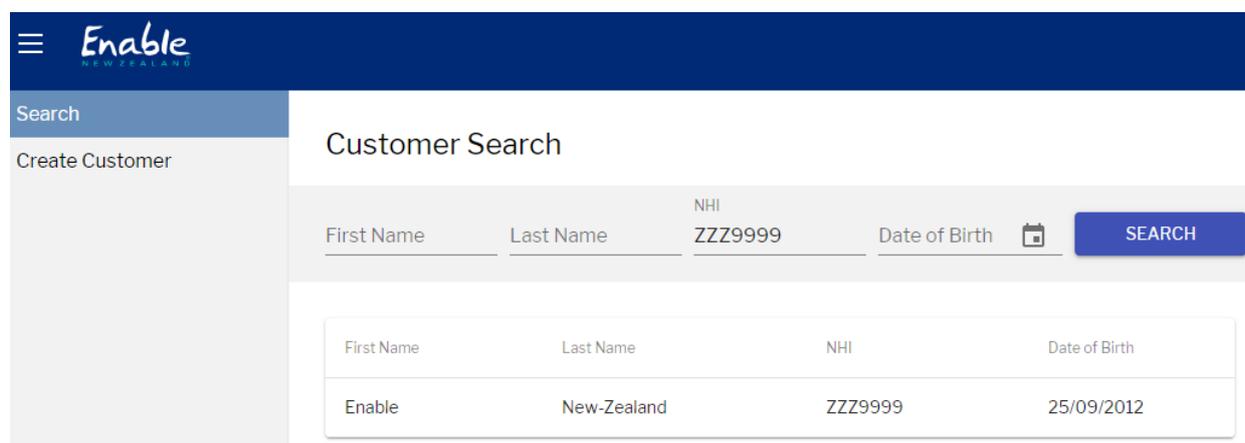


Step 3 Search for customer

Screen: ENZ hearing system home page

Always search for the customer to prevent duplicate customer records being created. For best results search by **NHI number**.

1. Click Search. The Customer Search screen displays.
2. Enter the customer details and click Search. Results display.



The screenshot shows the 'Customer Search' interface. On the left is a navigation menu with 'Search' and 'Create Customer'. The main area contains a search form with the following fields and values:

First Name	Last Name	NHI	Date of Birth
		ZZZ9999	

A blue 'SEARCH' button is located to the right of the form. Below the form, a table displays the search results:

First Name	Last Name	NHI	Date of Birth
Enable	New-Zealand	ZZZ9999	25/09/2012

3. Select the customer record. The **Customer Details screen** displays the customer summary and hearing aid funding history.

From here you can:

- view the customer record – see step 4a
- edit the customer’s details – see step 4b
- create a new customer record – see step 4c
- request funding or subsidy – see step 4d.

Step 4A View customer details, hearing aid availability and service history

Screen: Customer details screen

Search for customer record to open the **customer details screen**.

Here you can view the customer’s details, the hearing aid service/s they are eligible for, and a history of their service requests. You can also **request a service** from this screen.

Customer: Enable New-Zealand
 Customer NHI: ZZZ9999

Customer Details

[Back to Customer Search](#)

Customer Summary

First Name	Surname	Preferred Name	Date of Birth	NHI
Enable	New-Zealand	Edna	25/09/2012	ZZZ9999
Address			Phone	
585 Main Street Palmerston North 4410 New Zealand			0800362253	

[EDIT DETAILS](#)

Hearing Aid Service Availability Summary

The Hearing Aid Service Funding Scheme or Subsidy Scheme is only available if the client meets the eligibility criteria

Service for	Left	Right
Funding scheme	15/01/2024	Available
Subsidy scheme	Not available	Available
Repair including parts	0	0
Insurance replacement	0	0
Child/student replacement	0	0

[REQUEST FUNDING](#)

[REQUEST SUBSIDY](#)

Service History

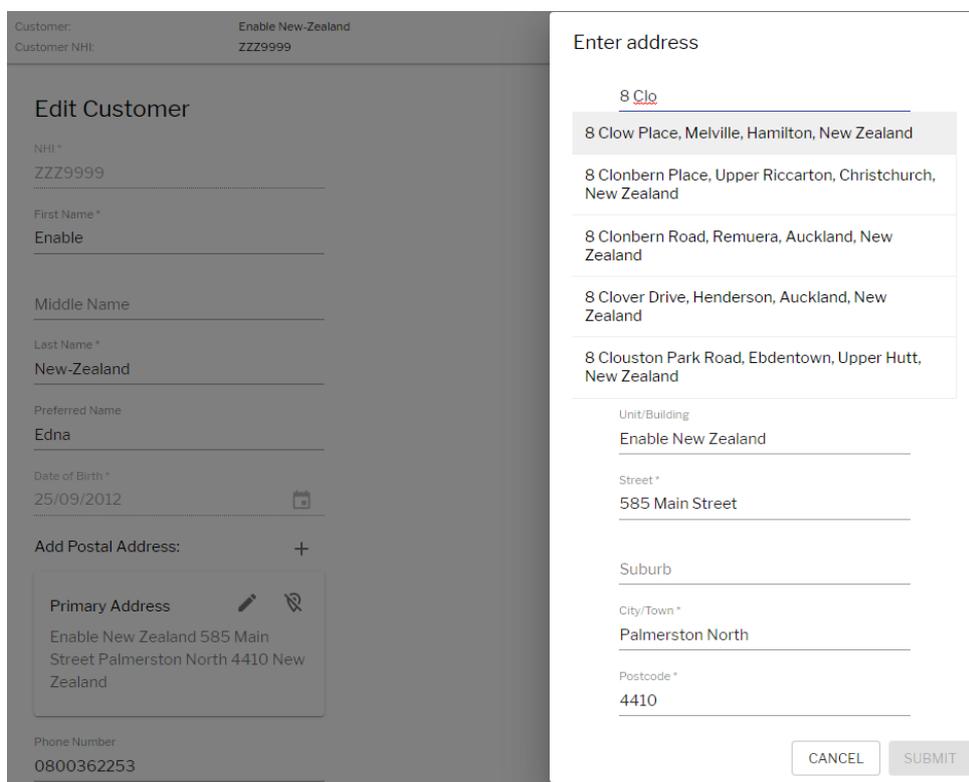
Service history	Application date	Reference No.	Service type	Value
Left Ear	15/01/2018	ENZ - 0000000001	Hearing Funded	\$1,173.00

Step 4b Edit customer details

Screen: Customer Details

You can edit all details **except** NHI number and date of birth. In those cases, please contact ENZ.

- Search for customer record to open the **customer details screen**.
- Click **Edit Details** to open the edit customer screen.
- To edit address, click . The **Enter address** screen pops up.



The screenshot shows the 'Edit Customer' screen with an 'Enter address' modal open. The 'Edit Customer' screen displays the following information:

- Customer: Enable New Zealand
- Customer NHI: ZZ9999
- NHI: ZZ9999
- First Name: Enable
- Middle Name: (empty)
- Last Name: New-Zealand
- Preferred Name: Edna
- Date of Birth: 25/09/2012
- Add Postal Address: +
- Primary Address: Enable New Zealand 585 Main Street Palmerston North 4410 New Zealand
- Phone Number: 0800362253

The 'Enter address' modal displays a list of address suggestions:

- 8 Clo
- 8 Clow Place, Melville, Hamilton, New Zealand
- 8 Clonbern Place, Upper Riccarton, Christchurch, New Zealand
- 8 Clonbern Road, Remuera, Auckland, New Zealand
- 8 Clover Drive, Henderson, Auckland, New Zealand
- 8 Clouston Park Road, Ebdentown, Upper Hutt, New Zealand

Below the suggestions, the following address details are entered:

- Unit/Building: Enable New Zealand
- Street: 585 Main Street
- Suburb: (empty)
- City/Town: Palmerston North
- Postcode: 4410

Buttons for CANCEL and SUBMIT are visible at the bottom right of the modal.

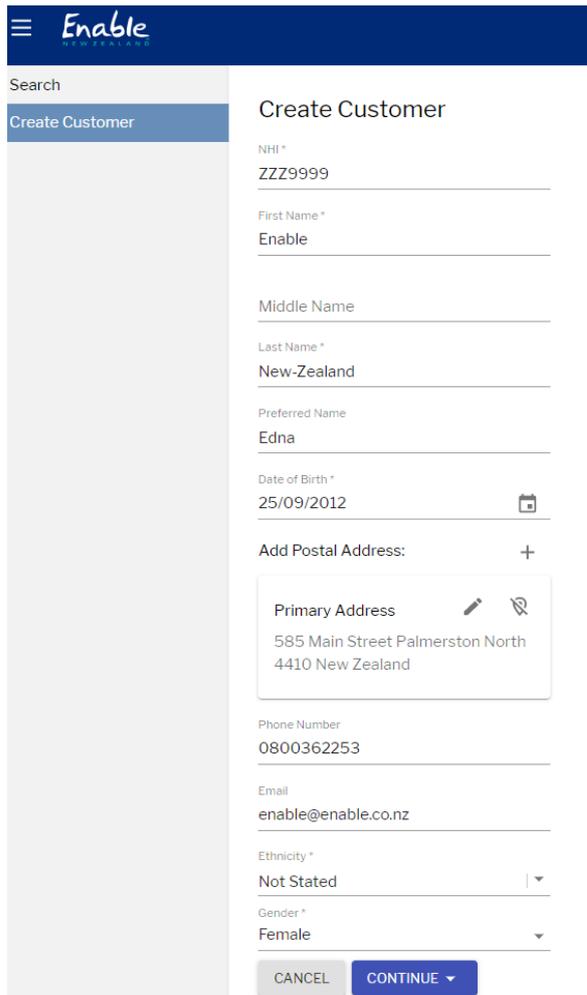
- Click **Submit** to save your changes. The **Customer Search screen**.
- Search for your customer to continue with your service request.

Step 4c Create new customer

Screen: Create Customer

If no record is found for your customer, and you have searched thoroughly, you may create a new customer record.

- Click the Create Customer tab. The Create Customer screen displays.



The screenshot shows the 'Create Customer' form with the following details:

- NHI ***: ZZZ9999
- First Name ***: Enable
- Middle Name**: (empty)
- Last Name ***: New-Zealand
- Preferred Name**: Edna
- Date of Birth ***: 25/09/2012
- Add Postal Address:** +
- Primary Address**: 585 Main Street Palmerston North, 4410 New Zealand
- Phone Number**: 0800362253
- Email**: enable@enable.co.nz
- Ethnicity ***: Not Stated
- Gender ***: Female
- Buttons**: CANCEL, CONTINUE

- Complete all mandatory fields (*).
- Click Continue.

Step 4d Request subsidy or funding

Screen: Customer Details

Select **Request funding** or **Request subsidy**. The **Select service category screen** displays.

Click **Next** button, if displayed.

Step 5 Select service category

Screen: Select Service Category

Select a service. A description of the service and any requirements displays.

Click **Next** to go to **eligibility screen**.

Examples of selecting

Request Funding

Select Service Category

Select a Service Category ⓘ

Purchase of hearing aids

Available for clients who meet the Ministry of Health's eligibility criteria. It covers hearing aids and hearing aid accessories, bone anchored hearing aids and RM systems from the Ministry's approved hearing list.

Applications will be considered for:

- Preschoolers, children and young people up to 21 years who are in full-time study
- Adults 16 years of age and over who have complex needs.
- Adults 16 years of age and over who have a current community services card and are either working full-time, in full-time study, seeking employment, engaged in voluntary work or are the main carer for a dependent person.

If accessories are required to support the hearing aids, they should also be included in this application however can be requested separately.

*Funding for hearing aids and their replacements is available up to a maximum of 3 times within a 6 year period for preschoolers and those from 5 years of age up to 21 years of age if they are in primary, secondary or tertiary education.

These replacements are only available when the person's hearing aids can no longer be repaired or modified to meet their changed needs and replacement hearing aids are the most cost effective option or when there is a loss of hearing aids that are not covered by insurance.

BACK NEXT

Request Subsidy

Select Service Category

Select a Service Category ⓘ

Subsidy Scheme

The hearing aid subsidy provides a contribution of \$5111 (incl GST) towards the cost of a hearing aid for each ear of an eligible person.

Applications for the hearing aid subsidy will be considered where the person:

- Has a permanent hearing loss, and
- Is 16 years of age or over, and
- Lives in New Zealand, and
- Is not eligible for:
 - Funding through the Hearing Aid Funding Scheme, or
 - Funding from ACC, the ACC and Ministry jointly or Veterans' Affairs New Zealand

The Subsidy is available no more than once in every 6 years for an eligible person (for each ear), unless the person is eligible and approved under Genuine and Exceptional Circumstances.

BACK NEXT

Step 6 Complete eligibility details

Screen: [Name of service] Eligibility

1. Enter **assessment date** (must be less than 6 months ago).
2. Select all **criteria** that apply to the customer. **Please note:** You may be directed to several screens to do this.
3. Complete mandatory fields, including rationale.
4. Attach any documents required. Select **Add Attachment**, upload documents from your computer.
5. Click **Next** to either complete any further requirements or continue to product selection.

Step 7 Select products and accessories

Screen: Product Selection

Tip: For best results, enter the product details **exactly as written** in our hearing aid product/price list. That, is including symbols, dashes, capital letters etc. You may wish to have the hearing aid list open so you can copy and paste.

Product Name Vitus ITE

Description	Ear Subsidy	Cost Price (excl. GST)	Trial	Note
No data available, please perform a search				

Product name is **Vitus+ ITE** but is missing **+** in search field

Customer: Enable New Zealand
Customer NHI: ZZZ9999

Product Selection

Action	Model Number	Name	Description	Ear Subsidy	Price (excl. GST)	Subsidy Allowance (incl. GST)	Client Contribution (incl. GST)	Price (incl. GST)	Note	
<input type="checkbox"/>		203180	Sky V50-M	Phonak - Sky V50-M	left	1210	0	1210	1391.50	+
<input type="checkbox"/>		203186	Sky V50-P	Phonak - Sky V50-P	left	1210	0	1210	1391.50	+
<input type="checkbox"/>		203192	Sky V50-RIC	Phonak - Sky V50-RIC	left	1210	0	1210	1391.50	+
<input type="checkbox"/>		203198	Sky V50-SP	Phonak - Sky V50-SP	left	1210	0	1210	1391.50	+
<input type="checkbox"/>		203204	Sky V50-UP	Phonak - Sky V50-UP	left	1210	0	1210	1391.50	+

1. Select search category manufacturer (supplier) name, product name, model number and accessories). Example shows **product name** in the category search field.
2. Click to select the required product/s. Click the **Copy button** to select another of the same item.
3. Select the service (right ear, left ear). The system populates the price, subsidy allowance, and any client contribution details.
4. Add any notes by clicking **+** in the **Notes** column.
5. Scroll down the page and click **Next** to go to the **terms and conditions**.

Notes:

- If repairs, enter serial number and cost of repairs.
- If insurance replacement, enter serial number, if known, and cost of insurance excess.
- Do not add notes to subsidy applications as they won't be seen.

Step 8 Complete terms and conditions

Screen: Terms and Conditions

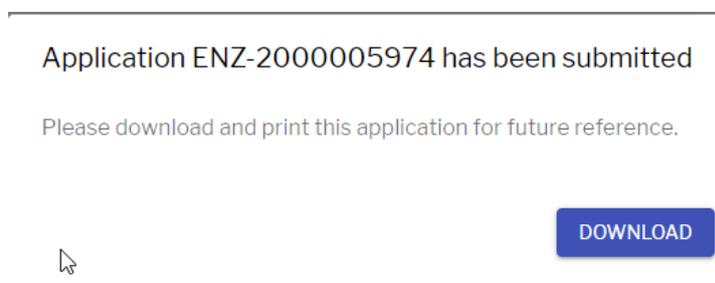
- All customers over 2 ½ years old require an audiogram.
- Add attachments required.
- Click **Submit**.

Step 9 Download application confirmation PDF

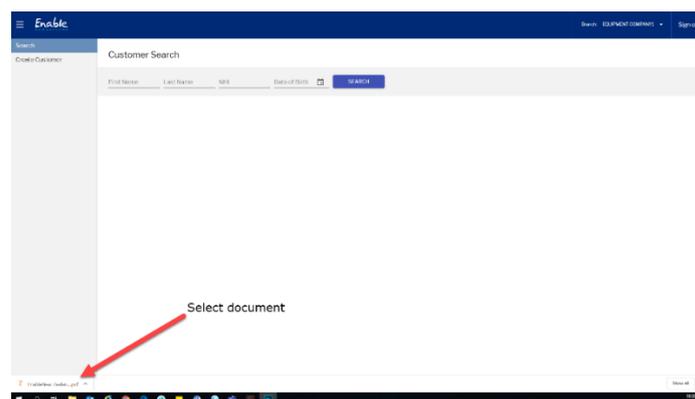
Pop-up box: Confirmation and ENZ reference number

Important!

- Ensure you download and save a copy of the PDF to your computer.
- This is **your record** of the application.
- Save it **now**, as you won't be able to retrieve it later.



Click **Download**. The **Download Document** tab displays on the bottom of the screen. Click the **tab** to open the document. **Save** the document to your computer.



Other requests

Applying for a hearing subsidy credit

If payment has been received and the amount is incorrect, email finance@enable.co.nz to arrange the return of the amount.

Any adjustments required to the customer record will be made at this time.

Please email us the following details:

Email subject line: Cancel hearing service request

- Customer name
- Customer NHI number
- Reference ENA number or copy of Application Confirmation PDF
- Amount of refund (full cancellation only)
- Reason for cancellation.