email **enable@enable.co.nz**
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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

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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 Ministry of Health Hearing Aid Services:

- 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

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.

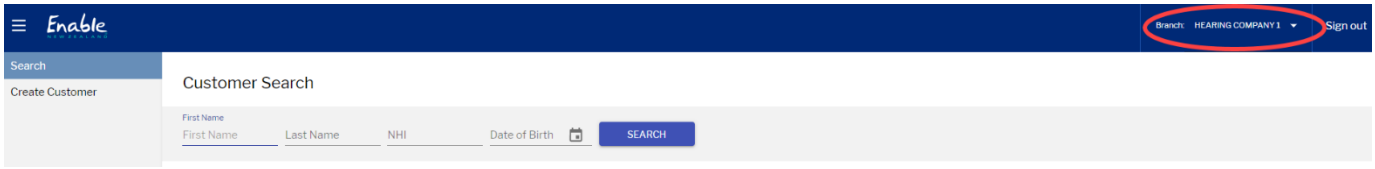
https://hearing.enable.co.nz/

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.

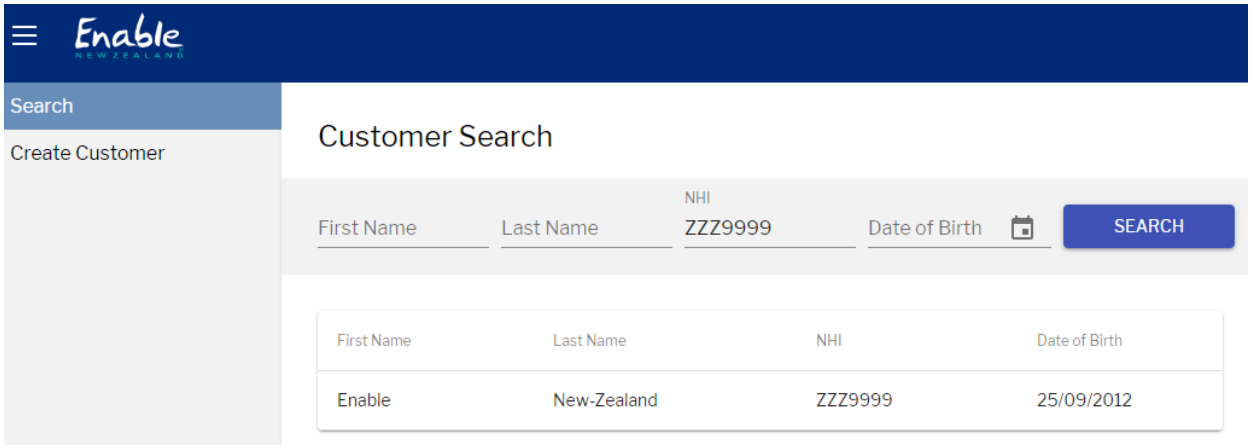


Step 3 Search for customer

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.



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

From here you can:

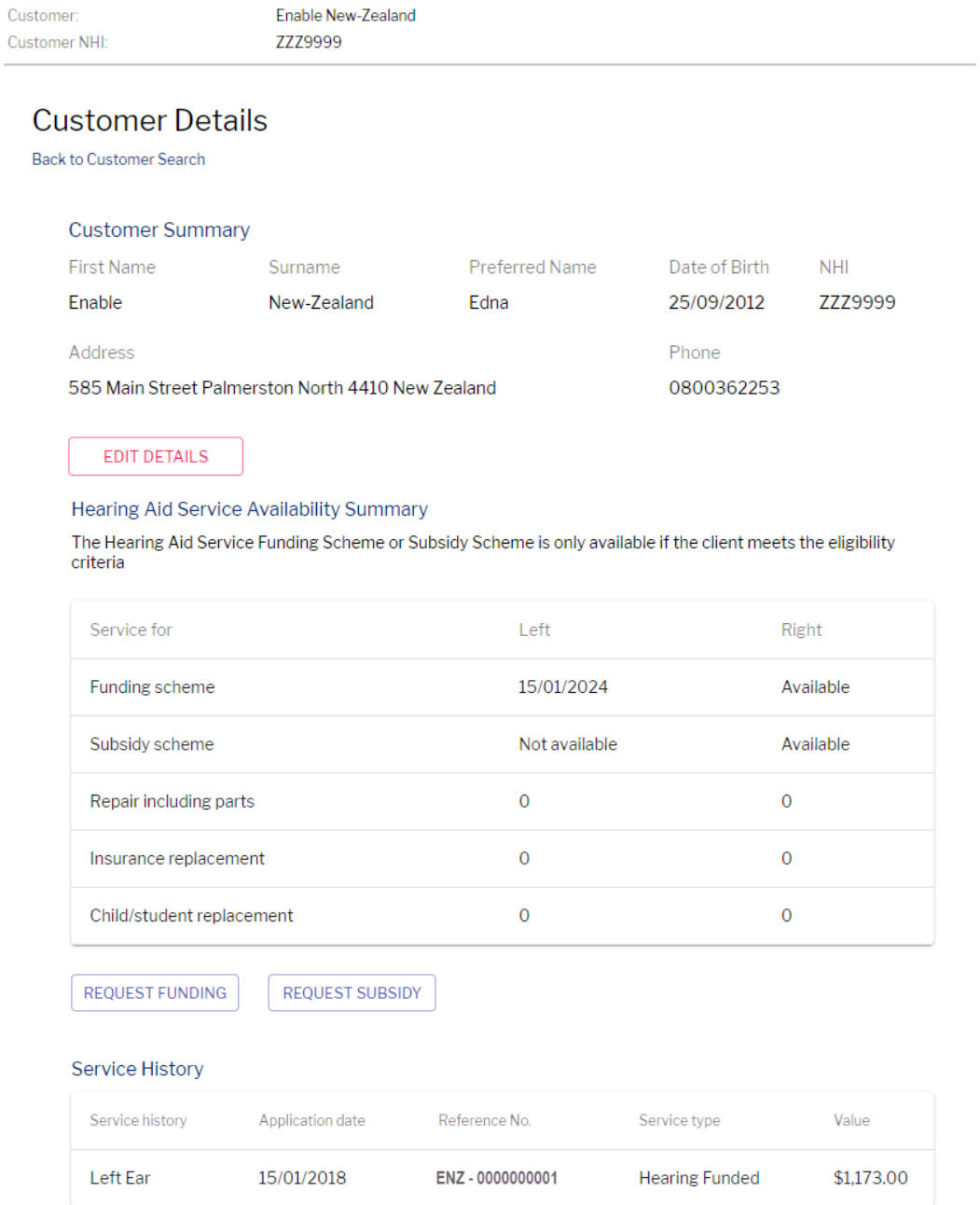
- view the customer record – see step 4a
- edit the customer's details – see step 4b
- create a new customer record – see step 4c
- request funding or subsidy – see step 4d.

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.

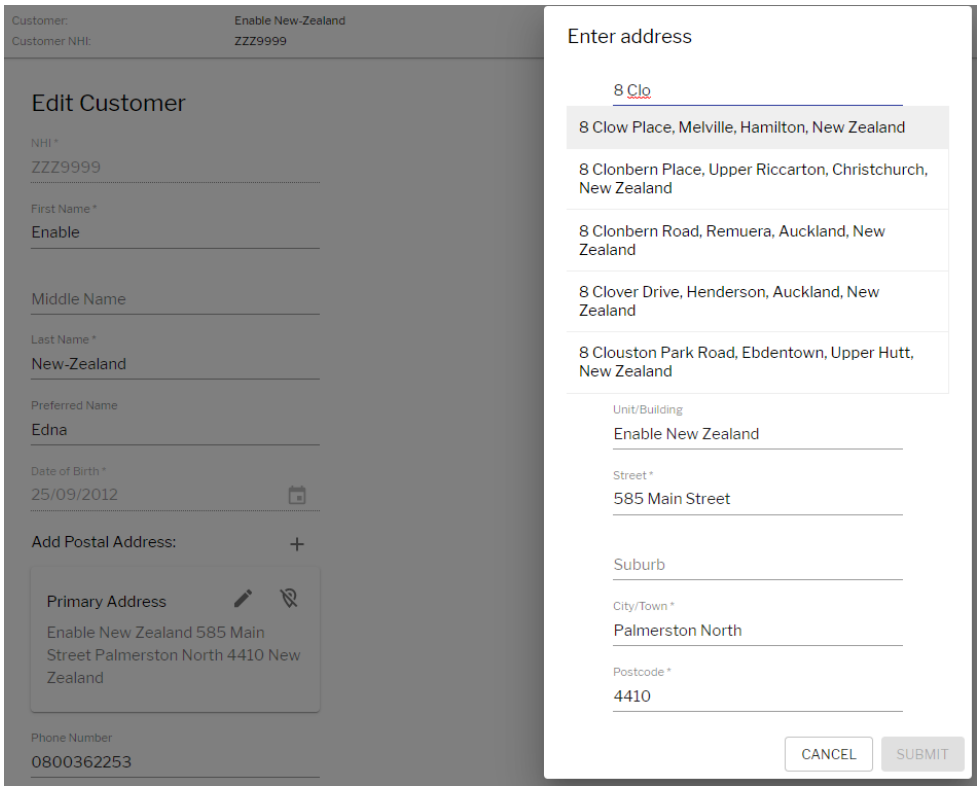


Step 4b Edit customer details

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.



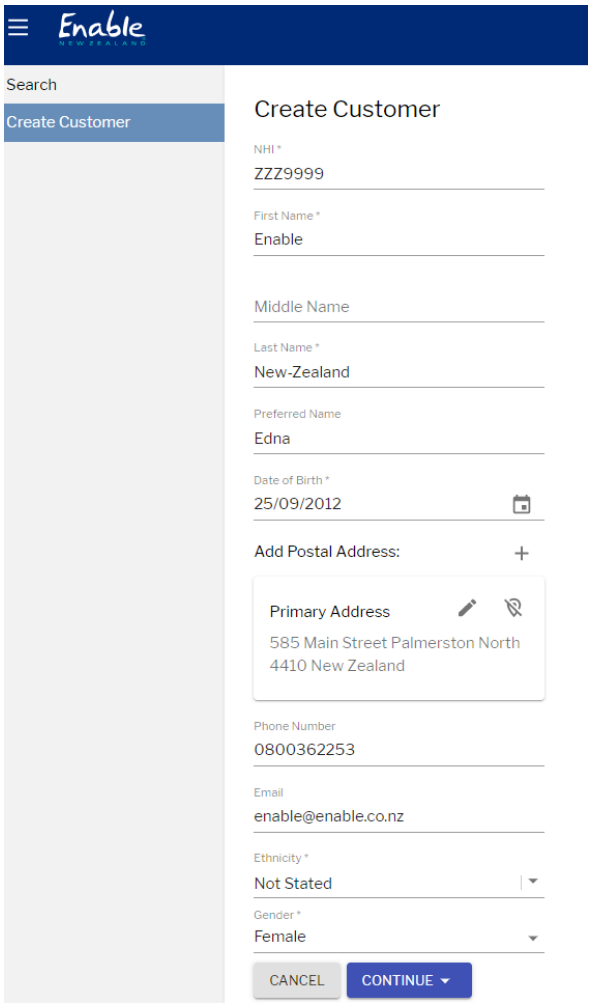
- Click **Submit** to save your changes. The **Customer Search screen**.
- Search for your customer to continue with your service request.

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.



- 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

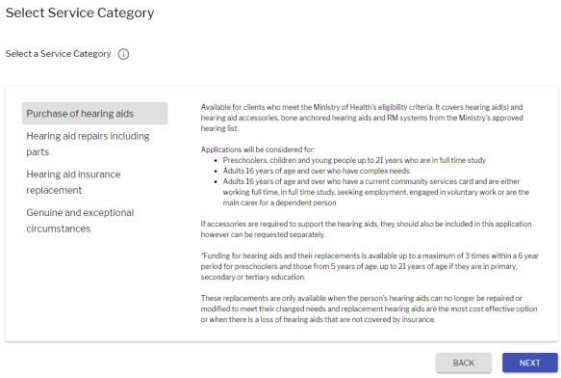
Screen: Select Service Category

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

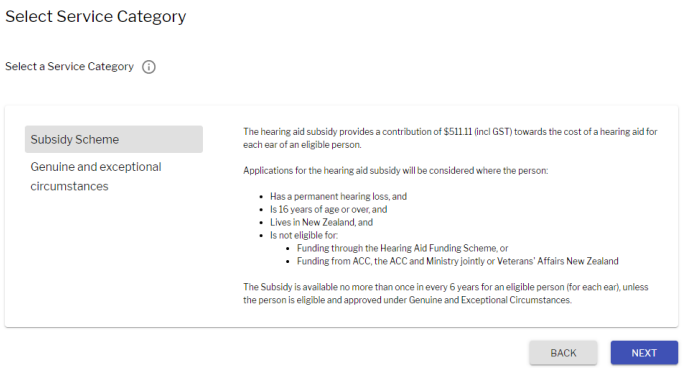
Click **Next** to go to **eligibility screen**.

Examples of selecting

Request Funding



Request Subsidy



Step 6 Complete eligibility details

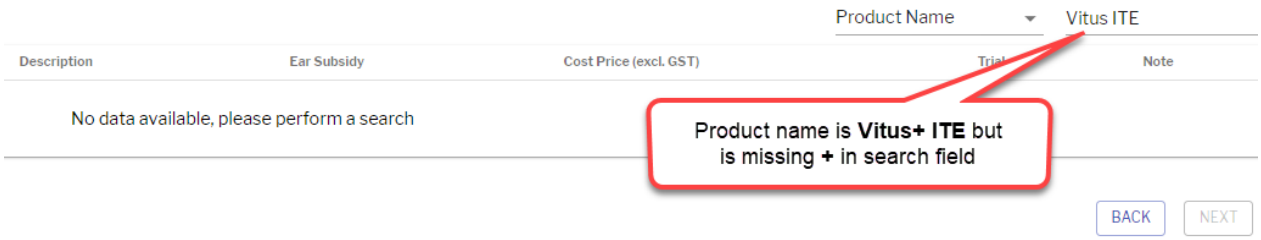
Screen: [Name of service] Eligibility

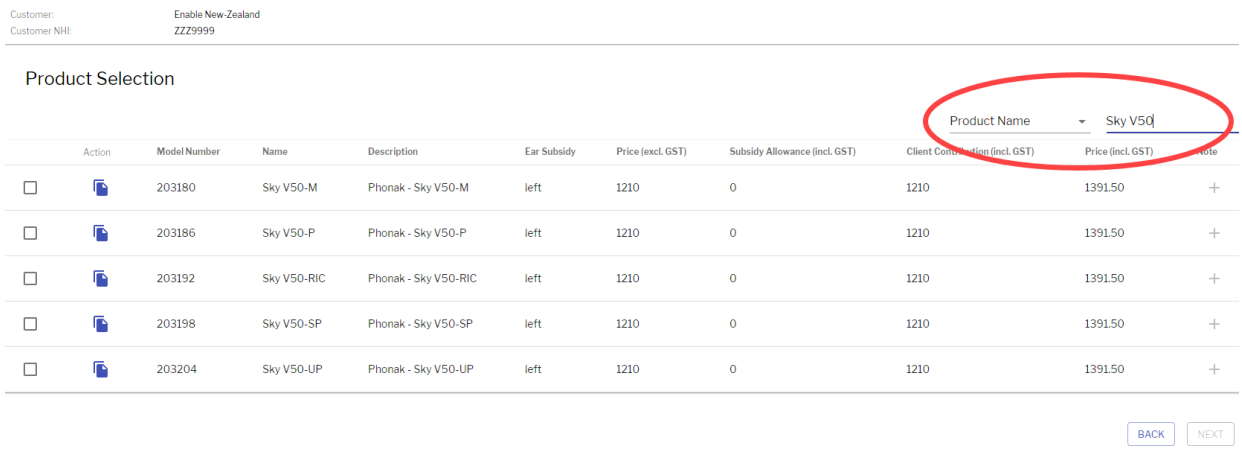
1. Enter **assessment date** (must be less than 6 months ago).
2. Select all **criteria** that apply to the customer. **Please note:** You may be directed to several screens to do this.
3. Complete mandatory fields, including rationale.
4. Attach any documents required. Select **Add Attachment**, upload 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.





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

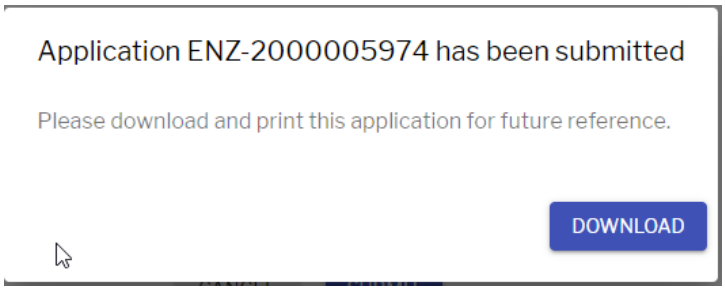
- All customers over 2 ½ years old require an audiogram.
- Add attachments required.
- Click **Submit.**

Step 9 Download application confirmation PDF

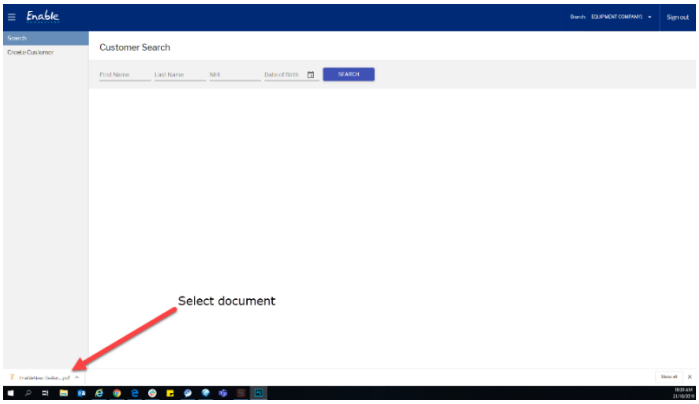
Pop-up box: Confirmation and ENZ reference number

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.