

Advanced Hearing Providers Provider Manual

START  **HEARING**

www.starthearing.com

Table of Contents

GENERAL INFORMATION.....3
PROCESS OVERVIEW4
AVAILABLE PRODUCTS.....5

Start Hearing Contact Information

START HEARING CUSTOMER SERVICE1-800-769-0913

CLAIMS EMAIL ADDRESSCLAIMS@STARTHEARING.COM
WORKERS COMPENSATION CLAIMS EMAIL ADDRESSWC@STARTHEARING.COM

START HEARING CREDENTIALING DEPARTMENT.....1-800-510-4194
CREDENTIALING EMAIL ADDRESSCREDENTIALING@STARTHEARING.COM

START HEARING WEBSITEWWW.STARTHEARING.COM
MANUALS & FORMSWWW.STARTHEARING.COM/DOWNLOADS
INFORMATION REQUESTSINFO@STARTHEARING.COM

Starkey – ATTN: Start Hearing
6700 Washington Ave S
Eden Prairie, MN 55344-3405

WHEN SENDING CUSTOM ORDERS, PLEASE DO NOT EMAIL PAPERWORK UNLESS SCANS ON FILE ARE BEING USED. PLEASE SEND ALL REQUIRED PAPERWORK WITH THE IMPRESSIONS TO AVOID POSSIBLE ORDER ERROR AND DELAY.

General Information

- **Eligibility**
 - Workers Compensation members are eligible when the contract indicates it is appropriate.
- **Member Portion**
 - Members are not responsible for any fees on services or products approved by Workers Compensation carrier.
 - Members are responsible for all fees related to non-approved products.
- **Loss & Damage**
 - All hearing aids have a 3-year warranty.
 - Can be used once per aid.
- **Batteries**
 - One carton per aid will ship with the initial order.
- **Earmolds & Receivers**
 - All products require a PO from the workers compensation carrier.
- **Replacement earmolds & receivers**
 - Requires a PO from the workers compensation carrier.
 - Billable once every 12 months for receivers.
 - Billable once every 6 months for earmolds.
- **Exchanges**
 - Must be approved by the workers compensation carrier.
 - New PO and order will be sent to Starkey – ATTN: Start Hearing.
- **Remakes**
 - Covered under warranty for the first year.
- **Returns**
 - Must be processed within the 60-day trial period.
 - Fitting fees are not returned if the patient was fit and has worn the hearing aids.
- **Repairs**
 - Requires a PO from workers compensation carrier.
 - Repair form should include the PO and sent to Starkey – ATTN: Start Hearing.
- **Services**
 - During the first year of warranty, hearing aid checks, programming, cleaning, and adjustments are not billable to the workers compensation carrier or the patient.
- **Accessories**
 - Available if approved by the workers compensation contract.

***All services and products require a PO from Advanced Hearing Providers (AHP)**

Process Overview

1. Patient referrals will originate from Advanced Hearing Providers (AHP)
2. Provider will perform hearing test.
3. Provider will send hearing aid request to AHP.
 - AHP Phone: 800-598-5300
 - Forms will be sent to provider from AHP.
 - All requests must include the exact hearing aid(s), earmolds, receivers (standard or AP receiver), any and all accessory items being requested.
4. AHP will verify benefits and approve product recommendation
5. Copy of the PO will be sent to the provider and Start Hearing upon approval.
6. Provider will send hearing aid order to Starkey – ATTN: Start Hearing
 - Standard hearing aid orders can be emailed to wc@starhearing.com
7. Start Hearing will process the order and ship approved products to provider.
8. Provider will fit the patient and send Confirmation of Delivery form to: claims@starhearing.com

Program	Economy (1000)	Low (1200)	Select (1600)	Advanced (2000)	Premium (2400)
Out of Pocket Fees	\$0	\$0	\$0	\$0	\$0
Warranty	3 Year	3 Year	3 Year	3 Year	3 Year



Billable Services

- **Repair – In or out of warranty**
 - Billable with a PO from AHP.

- **Hearing Aid Check (V5011)**
 - Cannot be billed within the first year of the fitting date.
 - PO from AHP is required.

- **Programming (V5013)**
 - Cannot be billed within the first year of the fitting date.
 - PO from AHP is required.

Available Products – AHP

		
Premium 2400	Evolv AI 2400 ITE Rechargeable Evolv AI 2400 HS Rechargeable Evolv AI 2400 ITC Rechargeable Evolv AI 2400 RIC Rechargeable* Evolv AI 2400 BTE Rechargeable Evolv AI 2400 CIC Evolv AI 2400 NW CIC 312 Evolv AI 2400 NW CIC 10 Evolv AI 2400 NW IIC 10 Evolv AI 2400 BTE 13* Evolv AI 2400 BTE 13 Power Plus Evolv AI 2400 mRIC 312 Evolv AI 2400 RIC 312*	Arc AI 2400 ITE Rechargeable Arc AI 2400 ITC Rechargeable Arc AI 2400 RIC Rechargeable* Arc AI 2400 BTE Rechargeable Arc AI 2400 CIC Arc AI 2400 NW CIC 312 Arc AI 2400 NW CIC 10 Arc AI 2400 NW IIC 10 Arc AI 2400 BTE 13* Arc AI 2400 BTE 13 Power Plus Arc AI 2400 mRIC 312 Arc AI 2400 RIC 312*
Advanced 2000	Evolv AI 2000 ITE Rechargeable Evolv AI 2000 HS Rechargeable Evolv AI 2000 ITC Rechargeable Evolv AI 2000 RIC Rechargeable* Evolv AI 2000 BTE Rechargeable Evolv AI 2000 CIC Evolv AI 2000 NW CIC 312 Evolv AI 2000 NW CIC 10 Evolv AI 2000 BTE 13* Evolv AI 2000 BTE 13 Power Plus Evolv AI 2000 mRIC 312 Evolv AI 2000 RIC 312*	Arc AI 2000 ITE Rechargeable Arc AI 2000 ITC Rechargeable Arc AI 2000 RIC Rechargeable* Arc AI 2000 BTE Rechargeable Arc AI 2000 CIC Arc AI 2000 NW CIC 312 Arc AI 2000 NW CIC 10 Arc AI 2000 BTE 13* Arc AI 2000 BTE 13 Power Plus Arc AI 2000 mRIC 312 Arc AI 2000 RIC 312*
Select 1600	Evolv AI 1600 ITE Rechargeable Evolv AI 1600 HS Rechargeable Evolv AI 1600 ITC Rechargeable Evolv AI 1600 RIC Rechargeable* Evolv AI 1600 BTE Rechargeable Evolv AI 1600 CIC Evolv AI 1600 NW CIC 312 Evolv AI 1600 NW CIC 10 Evolv AI 1600 BTE 13* Evolv AI 1600 BTE 13 Power Plus Evolv AI 1600 mRIC 312 Evolv AI 1600 RIC 312*	Arc AI 1600 ITE Rechargeable Arc AI 1600 ITC Rechargeable Arc AI 1600 RIC Rechargeable* Arc AI 1600 BTE Rechargeable Arc AI 1600 CIC Arc AI 1600 NW CIC 312 Arc AI 1600 NW CIC 10 Arc AI 1600 BTE 13* Arc AI 1600 BTE 13 Power Plus Arc AI 1600 mRIC 312 Arc AI 1600 RIC 312*

<p>Low 1200</p>	<p>Evolv AI 1200 ITE Rechargeable Evolv AI 1200 HS Rechargeable Evolv AI 1200 ITC Rechargeable Evolv AI 1200 RIC Rechargeable* Evolv AI 1200 BTE Rechargeable Evolv AI 1200 CIC Evolv AI 1200 NW CIC 312 Evolv AI 1200 NW CIC 10 Evolv AI 1200 BTE 13* Evolv AI 1200 BTE 13 Power Plus Evolv AI 1200 mRIC 312 Evolv AI 1200 RIC 312*</p>	<p>Arc AI 1200 ITE Rechargeable Arc AI 1200 ITC Rechargeable Arc AI 1200 RIC Rechargeable* Arc AI 1200 BTE Rechargeable Arc AI 1200 CIC Arc AI 1200 NW CIC 312 Arc AI 1200 NW CIC 10 Arc AI 1200 BTE 13* Arc AI 1200 BTE 13 Power Plus Arc AI 1200 mRIC 312 Arc AI 1200 RIC 312*</p>
<p>Economy 1000</p>	<p>Livio 1000 ITE Rechargeable Livio 1000 Half Shell Rechargeable Livio 1000 ITC Rechargeable Livio 1000 BTE Rechargeable Livio 1000 RIC Rechargeable Livio 1000 BTE 13 Livio 1000 RIC 312 Livio 1000 mRIC 312</p>	<p>Via 1000 ITE Rechargeable Via 1000 ITC Rechargeable Via 1000 BTE Rechargeable Via 1000 RIC Rechargeable Via 1000 BTE 13 Via 1000 RIC 312 Via 1000 mRIC 312</p>

*Available in CROS / BICROS

Note: Half Shell is not available for Audibel