

# Blue365

## Discount Program

### Provider Manual

**START**  **HEARING**

[www.starhearing.com](http://www.starhearing.com)

**Contact Information**

START HEARING CONTACT CENTER (DISCOUNT PROGRAMS).....1-888-901-8141

DISCOUNT PROGRAM ORDERS .....[ORDERING-GLENCOE@STARTHEARING.COM](mailto:ORDERING-GLENCOE@STARTHEARING.COM)

START HEARING CREDENTIALING DEPARTMENT .....1-800-510-4194

CREDENTIALING EMAIL ADDRESS.....[CREDENTIALING@STARTHEARING.COM](mailto:CREDENTIALING@STARTHEARING.COM)

START HEARING WEBSITE .....[WWW.STARTHEARING.COM](http://WWW.STARTHEARING.COM)

INFORMATION REQUESTS .....[INFO@STARTHEARING.COM](mailto:INFO@STARTHEARING.COM)

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

## Start Hearing Blue365 Discount Program

All Start Hearing credentialed hearing professionals may participate in the discount program.

### Process Overview

- 1) Patient will call Start Hearing referral center and speak with a Hearing Care Advisor (HCA).
- 2) HCA will discuss patient's situation and schedule an appointment with a Start Hearing provider.
  - If a patient does schedule directly with a network provider, please contact Start Hearing at 888-901-8141 to confirm membership eligibility.
- 3) A current member pricelist will be supplied with each appointment confirmation.
- 4) Provider will give the patient a free hearing consultation, and if necessary perform additional testing and diagnostics in accordance with usual and customary office procedures.\*
- 5) Payment for order will be collected by the HCA either at the time of the order or at the time of fitting.
  - All hearing aids must be paid for in full before a patient can take possession.
  - Payment can be made with check (payable to Start Hearing), credit card, eCheck, or financing.
- 6) Provider will place hearing aid order with Start Hearing.
  - Standard product orders may be called in to 866-925-1287.
- 7) Provider will fit patient; at the fitting, patient will need to sign the Start Hearing Bill of Sale. All fields must be completed, confirming delivery of product. At this time, the HCA will also collect any final payment due.
- 8) After the 60-day trial period, Start Hearing will issue dispensing fee to provider.

### Program Benefits



- Office visits within the first year are at no charge to the patient (limit of 6 visits).
- Premium, Advanced, and Select level hearing aids come with a 3-year warranty.
  - Low and Economy levels have a standard 2-year warranty.
  - Warranty covers in-warranty repair and 1-time loss and damage.
- Hearing aids will ship with 1 carton of batteries (40 cells).
  - All level hearing aids also qualify for 2 extra cartons (80 cells) per aid.
  - Additional years of batteries will be shipped directly to the patient.
- Standard receivers are at no cost when ordered with a hearing aid.
- Absolute Power (AP) receivers may be ordered for \$149.00\* each.
- Earmolds may be ordered for \$50.00\* each.

### Other Fees

- Repairs, remakes, and L&D replacement will be processed under provider's commercial account. Standard fees apply.\*
  - A processing fee of \$250\* per hearing aid for the replacement may be billed directly from the office to the patient upon disclosure of the fee.
- Hearing aids are remade for fit issues only.
- Remakes for the same ear and/or shell type will be covered under the new product warranty for one year.
- Exchanges may only take place within the 60-day trial period. Please contact your dedicated HCA to initiate the exchange process.
- If aids are returned, provider may collect \$100\* per aid as a return service fee.
- Provider reimbursement is not paid on returned products. If a fee has already been paid, provider must remit amount to Start Hearing within 30 days of the return. Provider may also have Start Hearing collect the fee from a future payment.

**\*Any associated fees must be disclosed BEFORE being billed to the patient.**

**Available Products – Blue365 Discount Program**

		
<p><b>Premium – 2400</b></p>	<p>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*</p>	<p>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*</p>
<p><b>Advanced – 2000</b></p>	<p>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*</p>	<p>Arc AI 2000 ITE Rechargeable                      Arc AI 2000 ITC Rechargeable                      Arc AI 2000 RIC Rechargeable*                      Arc AI 2.00 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*</p>
<p><b>Select – 1600</b></p>	<p>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*</p>	<p>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>

<p><b>Low 1200</b></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><b>Economy 1000</b></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 under Audibel