

Discount Program Provider Manual

START  **HEARING**

www.starhearing.com

Contact Information

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

DISCOUNT PROGRAM ORDERSORDERING-GLENCOE@STARTHEARING.COM

START HEARING CREDENTIALING DEPARTMENT1-800-510-4194

CREDENTIALING EMAIL ADDRESS.....CREDENTIALING@STARTHEARING.COM

START HEARING WEBSITEWWW.STARTHEARING.COM

MANUALS & FORMS.....WWW.STARTHEARING.COM/DOWNLOADS

INFORMATION REQUESTSINFO@STARTHEARING.COM

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

Start Hearing Discount Programs

Referrals from Start Hearing's direct marketing efforts with groups such as Retired Teachers, US Postal Workers, and many, many more.

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).
- All available hearing aid models include a free 3-year warranty.
 - Warranty covers repair and 1-time loss and damage.
- Hearing aids will ship with 1 carton of batteries (40 cells).
 - Premium and Advanced level hearing aids also qualify for 2 extra cartons (80 cells) per aid.
 - Additional years of batteries will be shipped directly to the patient.
- Free earmolds and standard receivers when ordered with a hearing aid.
- Absolute Power (AP) receivers may be ordered for \$149.00 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.
- AP receivers may be ordered for \$149.00* each.
- 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 – Discount Program

		
<p>Premium 2400</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>Advanced 2000</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>Select 1600</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>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>

Note: Half Shell is not available for Audibel