

Independent Health & NYSHIP Provider Manual

START  **HEARING**

888-821-4126

www.starthearing.com

Independent Health Medicare Advantage and NYSHIP

Evaluations, fittings, and follow-up visits must be performed by a Start Hearing Credentialed audiologist.

Process Overview

1. Independent Health (IH) members are referred to a Start Hearing network provider using the IH provider locator or by calling IH customer Service at 716-631-8701 or 800-736-5771.
2. Providers may contact IH Provider Relations for general questions at 716-631-3282 or 800-736-5771.
3. Provider contacts IH to verify member benefits.
4. Provider performs hearing test and submits testing claim paperwork directly to IH.
- 5. Processing orders:**
 - a. Provider logs onto the Starkey eStore
 - eStore support is available by calling 800-328-8602 ext. 5557
 - b. Provider selects eligible hearing aids
 - Please review the Available Product list on page 4
 - c. Upon checkout, provider selects the Start Hearing Bill-To account: E6048
 - d. Provider selects Independent Health as the contract. Provider will need to enter the following information:
 - i. Patient first name
 - ii. Patient last name
 - iii. Patient phone number
 - iv. First character of the Patient ID (the drop-down will allow you to select 'A' or '9' only)
 - e. Provider checks out / submits the order
- 6. Payment Processing:**
 - a. Once an order is received by Start Hearing, a Start Hearing representative will call the patient to discuss the payment options and collect payment.
 - b. Patients can pay Start Hearing directly by supplying account information over the phone or Start Hearing can send a payment link via email to the patient to submit their payment electronically.
 - c. Third-party financing through Wells Fargo Health Advantage or CareCredit Patient Financing plans may be available for those who qualify.
7. Once payment is collected, Start Hearing will e-mail a copy of the payment receipt (if applicable) to the provider, along with a bill of sale that is to be completed and signed by the patient and provider.
 - a. Completed bills of sale can be returned to the Start Hearing representative or e-mailed directly to Ordering-glencoe@starthearing.com
8. After the 60-day trial period, Start Hearing will issue fitting fee to provider.

Additional Information

Eligibility:

- All Independent Health Medicare Advantage members and NYSHIP Commercial members are eligible for this plan.

Batteries:

- 40 batteries per hearing aid are included at the time of delivery unless a rechargeable hearing aid is chosen.

Office Visits:

- Member receives three follow-up visits after fitting at no charge.

Loss & Damage:

- There is a one-time loss & damage coverage per hearing aid during the warranty period.
- Loss & damage claims will be processed on the Start Hearing account at no charge to the provider.
- Providers may charge the member up to \$125 for fitting each replacement hearing aid.

Exchanges:

- Must be processed within the 60-day trial period.

Returns:

- Must be processed within the 60-day trial period.
- Prior to fitting the hearing aids, providers must disclose any service fee charges that may be incurred as a result of returning the hearing aids. If such a disclosure is made, providers may charge the member directly up to \$125 per ear as a fee for fitting the hearing aids.

Earmolds:

- Earmolds are ordered directly from the provider at the provider's usual and customary fees.

Accessories:

- Any accessories are ordered directly from the provider at the provider's usual and customary fees.

Warranty Extension:



- Extended warranties are ordered directly from the provider at the provider's usual and customary fees.

For pricing or other information, please visit the Independent Health website or call Independent Health Customer Service.

Independent Health Customer Service: 716-631-8701 or 800-736-5771

Independent Health Website: www.independenthealth.com

Available Products - Independent Health Medicare Advantage and NYSHIP

		
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>

Note: Half Shell is not available for Audibel