

Medical Service Quotes Provider Manual

START  **HEARING**

www.starthearing.com

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Start Hearing Contact Information

START HEARING CUSTOMER SERVICE..... 1-800-769-0913

CLAIMS EMAIL ADDRESS CLAIMS@STARTHEARING.COM

WORKERS COMPENSATION CLAIMS EMAIL ADDRESS WC@STARTHEARING.COM

START HEARING CREDENTIALING DEPARTMENT 1-800-510-4194

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

START HEARING WEBSITE..... WWW.STARTHEARING.COM

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

INFORMATION REQUESTS INFO@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.
 - Patient will receive instructions one year after fitting on how to order additional batteries.
- **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 Medical Service Quotes (MSQ)**

Process Overview



1. Patient referrals will originate from Medical Service Quotes (MSQ)
2. MSQ will provide Start Hearing with a 'Quote Award' (QA) indicating provider and patient information.
 - Medical Service Quotes (MSQ): 888-894-3599
3. Start Hearing will contact provider listed on quote award informing office to proceed with the order.
4. Start Hearing will obtain the standard order over the phone or request the provider send in the custom order form with the impressions and a QA number.
5. Start Hearing will process the order.
6. Provider will return the completed Confirmation of Delivery form within 24 hours of fitting by emailing it to: claims@starthearing.com

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

Billable Services

- **Repair – In or out of warranty**
 - Billable with a QA from MSQ.
- **Hearing Aid Check (V5011)**
 - Cannot be billed within the first year of the fitting date.
 - QA from MSQ is required.
- **Programming (V5013)**
 - Cannot be billed within the first year of the fitting date.
 - QA from MSQ is required.

Available Products – MSQ

		
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 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*
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*
Low 1200	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*	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*

*Available in CROS / BICROS

Note: Half Shell is not available for Audibel