START HEARING

Advanced Hearing Providers Contracted Provider Guide

Effective March 2024

START HEARING

Table of Contents

START HEARING

Start Hearing Contact Information

Start Hearing Workers Comp Dept 1-800-733-2588

Workers Compensation Email . . . . wc@starthearing.com

Start Hearing Credentialing Dept 1-800-510-4194
Credentialing Email . . . . credentialing@starthearing.com

Start Hearing Website . . . . .www.starthearing.com
Information Requests . . . . .request@starthearing.com
Forms & Manuals . . . . starthearing.com/downloads

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 REQUIRED PAPERWORK WITH THE IMPRESSIONS TO AVOID POSSIBLE ORDER ERROR AND DELAY.

START HEARING

General Information

Eligibility

- Workers Compensation members are eligible when AHP indicates it is appropriate.

Member Portion

- Members are not responsible for any fees on services or products approved by AHP
- 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.
- For L&D charges, use Start Hearing's bill to account: E6048

Batteries

- One carton per aid will ship with the initial order.

Earmolds & Receivers

- All products require approval from AHP.
- For ordering earmolds & receivers, use Start Hearing's bill to account: E6048

Replacement earmolds & receivers

- Requires approval from AHP.
- Billable once every 12 months for receivers.
- Billable once every 6 months for earmolds.
- For ordering replacement earmolds & receivers, use Start Hearing's bill to account: E6048

Exchanges

- Must be approved by AHP.
- Include the new AHP 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 45-day trial period.

- Fitting fees are not returned if the patient was fit and has worn the hearing aids.

Repairs

- Requires approval from AHP.

- Repair form should include the AHP 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 AHP or the patient. After the first year of service, all requests should be sent to AHP.

Accessories

- Available if approved by the workers compensation contract.

*All Hearing Aids, Accessories and Repairs require approval from Advanced Hearing Providers (AHP).

Process Overview

1. Patient referrals will originate from Advanced Hearing Providers (AHP)
2. Provider will send hearing aid request to AHP
    -   AHP Phone: 800-598-5300
    -   Forms will be sent to provider from AHP
3. AHP will send a copy of the PO to the provider and Start Hearing upon approval
4. Provider will send hearing aid order to Starkey – ATTN: Start Hearing
    -   Product orders can be placed through Starkey's eStore: https://order.starkeypro.com/login?/estore or by calling Starkey customer service at 1-800-328-8602.
5. A PO number is required when placing the order. Be sure to use the patient specific PO number provided by AHP.
6. Starkey will process the order and ship approved products to provider

Program	Economy (1000)	Low (12)	Select (16)	Advanced (20)	Premium (24)
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 approval from AHP.

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

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

Available Products

	Starkey		Audibel	
Premium – 24	Genesis AI 24 IIC NW 10 Genesis AI 24 CIC NW 10 Genesis AI 24 RIC 312* Genesis AI 24 CIC W 312 Evolv AI 2400 CIC W 312 Evolv AI 2400 mRIC 312	Genesis AI 24 ITE R Genesis AI 24 HS R Genesis AI 24 ITC R Genesis AI 24 mRIC R Genesis AI 24 RIC RT R* Signature Series 24 CIC NW R	Intrigue AI 24 IIC NW 10 Intrigue AI 24 CIC NW 10 Intrigue AI 24 RIC 312* Intrigue AI 24 CIC W 312 Arc AI 2400 CIC W 312 Arc AI 2400 mRIC 312	Intrigue AI 24 ITE R Intrigue AI 24 HS R Intrigue AI 24 ITC R Intrigue AI 24 mRIC R Intrigue AI 24 RIC RT R* Signature Series 24 CIC NW R
Advanced – 20	Genesis AI 20 IIC NW 10 Genesis AI 20 CIC NW 10 Genesis AI 20 RIC 312* Genesis AI 20 CIC W 312 Evolv AI 2000 CIC W 312 Evolv AI 2000 mRIC 312	Genesis AI 20 ITE R Genesis AI 20 HS R Genesis AI 20 ITC R Genesis AI 20 mRIC R Genesis AI 20 RIC RT R*	Intrigue AI 20 IIC NW 10 Intrigue AI 20 CIC NW 10 Intrigue AI 20 RIC 312* Intrigue AI 20 CIC W 312 Arc AI 2000 CIC W 312 Arc AI 2000 mRIC 312	Intrigue AI 20 ITE R Intrigue AI 20 HS R Intrigue AI 20 ITC R Intrigue AI 20 mRIC R Intrigue AI 20 RIC RT R*
Select – 16	Genesis AI 16 IIC NW 10 Genesis AI 16 CIC NW 10 Genesis AI 16 RIC 312* Genesis AI 16 CIC W 312 Evolv AI 1600 CIC W 312 Evolv AI 1600 mRIC 312	Genesis AI 16 ITE R Genesis AI 16 HS R Genesis AI 16 ITC R Genesis AI 16 mRIC R Genesis AI 16 RIC RT R*	Intrigue AI 16 IIC NW 10 Intrigue AI 16 CIC NW 10 Intrigue AI 16 RIC 312* Intrigue AI 16 CIC W 312 Arc AI 1600 CIC W 312 Arc AI 1600 mRIC 312	Intrigue AI 16 ITE R Intrigue AI 16 HS R Intrigue AI 16 ITC R Intrigue AI 16 mRIC R Intrigue AI 16 RIC RT R*
Low – 12	Genesis AI 12 CIC NW 10 Genesis AI 12 RIC 312* Genesis AI 12 CIC W 312 Evolv AI 1200 RIC 312 Evolv AI 1200 CIC 312	Genesis AI 12 ITE R Genesis AI 12 HS R Genesis AI 12 ITC R Genesis AI 12 RIC RT R* Genesis AI 12 mRIC R	Intrigue AI 12 CIC NW 10 Intrigue AI 12 RIC 312* Intrigue AI 12 CIC W 312 Arc AI 1200 CIC W 312 Arc AI 1200 RIC 312	Intrigue AI 12 ITE R Intrigue AI 12 HS R Intrigue AI 12 ITC R Intrigue AI 12 RIC RT R* Intrigue AI 12 mRIC R
Economy – 1000	Evolv AI 1000 BTE 13 Evolv AI 1000 MRIC 312 Evolv AI 1000 RIC 312	Evolv AI 1000 RIC R Evolv AI 1000 BTE R Evolv AI 1000 ITE R Evolv AI 1000 HS R Evolv AI 1000 ITC R	Arc AI 1000 BTE 13 Arc AI 1000 MRIC 312 Arc AI 1000 RIC 312	Arc AI 1000 RIC R Arc AI 1000 BTE R Arc AI 1000 ITE R Arc AI 1000 HS R Arc AI 1000 ITC R

Available in CROS/BICROS