

# Hearing Rehabilitation Solutions Contracted Provider Guide



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

## Table of Contents

GENERAL INFORMATION.....3

PROCESS OVERVIEW .....4

AVAILABLE PRODUCTS .....5

## Start Hearing Contact Information

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

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

WORKERS COMPENSATION CLAIMS EMAIL ADDRESS .....[WC@STARTHEARING.COM](mailto:WC@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)

MANUALS & FORMS..... [WWW.STARTHEARING.COM/DOWNLOADS](http://WWW.STARTHEARING.COM/DOWNLOADS)

INFORMATION REQUESTS .....[INFO@STARTHEARING.COM](mailto: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 Hearing Rehab Solutions (HRS)**

## Process Overview



1. Patient referrals will originate from Hearing Rehabilitation Solutions (HRS)
2. Provider will perform hearing test.
3. Provider will send hearing aid request to HRS
  - HRS Phone: 888-844-0477
  - Forms will be sent to provider from HRS.
  - All requests must include the exact hearing aid(s), earmolds, receivers (standard or AP receiver), any and all accessory items being requested.
4. HRS will verify benefits and approve product recommendation
5. Copy of the PO will be sent to the provider and Start Hearing upon approval.
6. Provider will send hearing aid order to Starkey – ATTN: Start Hearing
  - Standard hearing aid orders can be emailed to [wc@starhearing.com](mailto:wc@starhearing.com)
7. Start Hearing will process the order and ship approved products to provider.
8. Provider will fit the patient and send Confirmation of Delivery form to: [claims@starhearing.com](mailto:claims@starhearing.com)

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

## Billable Services

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

## Available Products – HRS

				
<b>Premium – 2400</b>	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 Picasso i2400 ITC Picasso i2400 ITE	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 Davinci i2400 ITC Davinci i2400 ITE	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*
<b>Advanced – 2000</b>	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 Picasso i2000 ITC Picasso i2000 ITE	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 Davinci i2000 ITC Davinci i2000 ITE	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*
<b>Select – 1600</b>	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 Picasso i1600 ITC Picasso i1600 ITE	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 Davinci i1600 ITC Davinci i1600 ITE	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*
<b>Low – 1200</b>	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 Picasso i1200 ITC Picasso i1200 ITE	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 Davinci i1200 ITC Davinci i1200 ITE	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**