



# Hearing Rehabilitation Solutions Contracted Provider Guide

Effective March 2023

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



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**Start Hearing Contact Information**

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

Claims Email . . . . . [claims@starhearing.com](mailto:claims@starhearing.com)

Workers Compensation Claims . . . . . [wc@starhearing.com](mailto:wc@starhearing.com)

Start Hearing Credentialing Dept . . . . . 1-800-510-4194

Credentialing Email . . . . . [credentialing@starhearing.com](mailto:credentialing@starhearing.com)

Start Hearing Website . . . . . [www.starhearing.com](http://www.starhearing.com)

Information Requests . . . . . [request@starhearing.com](mailto:request@starhearing.com)

Forms & Manuals . . . . . [www.starhearing.com/downloads](http://www.starhearing.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.**

## **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 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. Start Hearing will send Confirmation of Delivery form to provider as approval.
7. A PO number is required when placing the order. Be sure to use the PO number provided by Start Hearing. The PO number is located at the top of the Confirmation of Delivery form.
8. Provider will send hearing aid order to Starkey – ATTN: Start Hearing
9. 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.
  - Custom orders: include all paperwork with the impressions.
10. Starkey will process the order and ship approved products to provider.
11. Provider will fit the patient and send signed Confirmation of Delivery form to: [claims@starhearing.com](mailto:claims@starhearing.com)

Program	Low (12)	Select (16)	Advanced (20)	Premium (24)
<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

		
<b>Premium – 24</b>	Genesis AI 24 mRIC Rechargeable Genesis AI 24 RIC RT Rechargeable* Evolv AI 2400 mRIC 312 Genesis AI 24 IIC NW 10 Genesis AI 24 CIC NW 10 Genesis AI 24 ITE Rechargeable Genesis AI 24 HS Rechargeable Genesis AI 24 ITC Rechargeable Evolv AI 2400 CIC W 312	Intrigue AI 24 mRIC Rechargeable Intrigue AI 24 RIC RT Rechargeable* Arc AI 2400 mRIC 312 Intrigue AI 24 IIC NW 10 Intrigue AI 24 CIC NW 10 Intrigue AI 24 ITE Rechargeable Intrigue AI 24 HS Rechargeable Intrigue AI 24 ITC Rechargeable Arc AI 2400 CIC W 312
<b>Advanced – 20</b>	Genesis AI 20 mRIC Rechargeable Genesis AI 20 RIC RT Rechargeable* Evolv AI 2000 mRIC 312 Genesis AI 20 IIC NW 10 Genesis AI 20 CIC NW 10 Genesis AI 20 ITE Rechargeable Genesis AI 20 HS Rechargeable Genesis AI 20 ITC Rechargeable Evolv AI 2000 CIC W 312	Intrigue AI 20 mRIC Rechargeable Intrigue AI 20 RIC RT Rechargeable* Arc AI 2000 mRIC 312 Intrigue AI 20 IIC NW 10 Intrigue AI 20 CIC NW 10 Intrigue AI 20 ITE Rechargeable Intrigue AI 20 HS Rechargeable Intrigue AI 20 ITC Rechargeable Arc AI 2000 CIC W 312
<b>Select – 16</b>	Genesis AI 16 mRIC Rechargeable Genesis AI 16 RIC RT Rechargeable* Evolv AI 1600 mRIC 312 Genesis AI 16 IIC NW 10 Genesis AI 16 CIC NW 10 Genesis AI 16 ITE Rechargeable Genesis AI 16 HS Rechargeable Genesis AI 16 ITC Rechargeable Evolv AI 1600 CIC W 312	Intrigue AI 16 mRIC Rechargeable Intrigue AI 16 RIC RT Rechargeable* Arc AI 1600 mRIC 312 Intrigue AI 16 IIC NW 10 Intrigue AI 16 CIC NW 10 Intrigue AI 16 ITE Rechargeable Intrigue AI 16 HS Rechargeable Intrigue AI 16 ITC Rechargeable Arc AI 1600 CIC W 312
<b>Low – 12</b>	Genesis AI 12 RIC RT Rechargeable* Genesis AI 12 mRIC Rechargeable Evolv AI 1200 RIC 312 Genesis AI 12 CIC NW 10 Genesis AI 12 ITE Rechargeable Genesis AI 12 HS Rechargeable Genesis AI 12 ITC Rechargeable Evolv AI 1200 CIC 312	Intrigue AI 12 RIC RT Rechargeable* Intrigue AI 12 mRIC Rechargeable Arc AI 1200 RIC 312 Intrigue AI 12 CIC NW 10 Intrigue AI 12 ITE Rechargeable Intrigue AI 12 HS Rechargeable Intrigue AI 12 ITC Rechargeable Arc AI 1200 CIC W 312

**\*Available in CROS/BICROS**





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