



Independent Health Contracted Provider Guide

Effective 1/1/2023

www.starhearing.com



Start Hearing Contact Information

Start Hearing Provider Support 1-888-819-9345

Claims Email Address claims@starhearing.com

Start Hearing Credentialing Department 1-800-510-4194

Credentialing Email Address. credentialing@starhearing.com

Start Hearing Website www.starhearing.com

Information Requests request@starhearing.com

Provider Forms/Documents 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.

Independent Health – Plans Include:

- NYSHIP
- Medicare Advantage

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

- Commercial
- Self- Insured

Evaluations, fittings, and follow-up visits can be performed by any Start Hearing Credentialed Hearing Care Professional.

NYSHIP & Medicare Advantage Discount 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 7
 - c. Upon checkout, provider selects the Start Hearing Bill-To account: E6009

- 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 HCA 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 email a copy of the payment receipt (if applicable) to the provider, along with a Delivery Confirmation form that is to be completed and signed by the patient and provider.
- a. Completed Delivery Confirmation form can be returned to the Start Hearing HCA or emailed directly to Ordering-glencoe@starhearing.com
8. After the 60-day trial period, Start Hearing will issue fitting fee to provider.

Commercial & Self-Insured Discount Process Overview

1. Patient will call Start Hearing care center and speak with a Hearing Care Advisor (HCA).
2. HCA will discuss patient's needs and schedule an appointment with a Start Hearing provider.
 - If a patient does schedule directly with a network provider, please contact Start Hearing at 888-901-8141 to confirm membership eligibility.
3. A current member pricelist will be supplied with each appointment confirmation.

4. Provider will give the patient a free hearing consultation, and if necessary, perform additional testing and diagnostics in accordance with usual and customary office procedures.*
5. Payment for order will be collected by the HCA either at the time of the order or at the time of fitting.
 - All hearing aids must be paid for in full before a patient can take possession.
 - Payment can be made with check (payable to Start Hearing), credit card, eCheck, or financing.
6. Provider will place hearing aid order with Start Hearing.
 - Standard product orders may be emailed to: ordering-glencoe@starhearing.com or can be called in to 866-925-1287.
7. Provider will fit patient; at the fitting, patient will need to sign the Start Hearing Delivery Confirmation form. All fields must be completed, confirming delivery of product. At this time, the HCA will also collect any final payment due.
8. After the 60-day trial period, Start Hearing will issue dispensing fee to provider.

*Any associated fees must be disclosed BEFORE being billed to the patient.

Additional Information

Eligibility:

- All Independent Health Commercial, Self-Insured, Medicare Advantage 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 can contact Start Hearing to inform of the return and Start Hearing will collect up to \$125 per ear for the returned product and pay the provider such amount.

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 other information regarding the NSHIP or Medicare Advantage, 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

				
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 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*
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 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*
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 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*
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 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*
Economy – 1000	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		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	

***Available in CROS/BiCROS NOTE: Half Shell is not available for Audibel.**



Start Hearing, the Start Hearing logo, Audibel, the Audibel logo, the Starkey logo, Evolv, Picasoo, Arc, and DaVinci are registered trademarks of Starkey Laboratories, Inc.

©2023 Start Hearing, Inc. All Rights Reserved. 1/23 LETR3559-00-EN-SH Version 1.0