



Advanced Hearing Providers Contracted Provider Guide

Effective February 2024

www.starthearing.com



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Start Hearing Contact Information

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

Workers Compensation Email wc@starhearing.com

Start Hearing Credentialing Dept 1-800-510-4194

Credentialing Email credentialing@starhearing.com

Start Hearing Website www.starhearing.com

Information Requests request@starhearing.com

Forms & Manuals 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 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.

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

		
Premium – 24	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
Advanced – 20	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
Select – 16	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
Low – 12	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
Economy – 1000	Evolv AI 1000 ITE Rechargeable Evolv AI 1000 HS Rechargeable Evolv AI 1000 ITC Rechargeable Evolv AI 1000 BTE 13 Evolv AI 1000 MRIC 312 Evolv AI 1000 RIC 312 Evolv AI 1000 RIC Rechargeable* Evolv AI 1000 BTE Rechargeable	Via AI 1000 ITE Rechargeable Via AI 1000 HS Rechargeable Via AI 1000 ITC Rechargeable Via AI 1000 BTE 13 Via AI 1000 MRIC 312 Via AI 1000 RIC 312 Via AI 1000 RIC Rechargeable* Via AI 1000 BTE Rechargeable

**Available in CROS/BiCROS*



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