

Medical Service Quotes Contracted Provider Guide



www.starthearing.com

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Start Hearing Contact Information

START HEARING WORKERS COMP TEAM 1-800-733-2588

CLAIMS EMAIL ADDRESS CLAIMS@STARTHEARING.COM

WORKERS COMPENSATION CLAIMS EMAIL ADDRESS WC@STARTHEARING.COM

START HEARING CREDENTIALING DEPARTMENT 1-800-510-4194

CREDENTIALING EMAIL ADDRESS..... CREDENTIALING@STARTHEARING.COM

START HEARING WEBSITE..... WWW.STARTHEARING.COM

MANUALS & FORMS..... WWW.STARTHEARING.COM/DOWNLOADS

INFORMATION REQUESTS 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 MSQ.**

***All requests are now processed through Start Hearing directly.**

Process Overview

1. Patient referrals will originate from Medical Service Quotes (MSQ) or provider.
2. Provider will perform hearing test.
3. Provider will send Hearing Aid Request Form (see page 5) and audiogram to Start Hearing at wc@starhearing.com
 - All requests must include the exact hearing aid(s), earmolds, receivers (standard or AP receiver), all accessory items being requested.
4. Start Hearing will verify all codes and products and forward to MSQ.
5. MSQ will verify benefits and approve product recommendation.
6. Upon approval, MSQ will send an approval PO to Start Hearing.
7. Start Hearing will reach out to provider to inform of approval and obtain full order.
8. Provider will send hearing aid order to Starkey – ATTN: Start Hearing
 - Standard hearing aid orders can be emailed to wc@starhearing.com
9. Start Hearing will process the order and ship approved products to provider.
10. Provider will fit the patient and send Confirmation of Delivery form to: claims@starhearing.com

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

Billable Services

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

Workers Compensation Hearing Aid Request

Please complete this form for new hearing aid requests and/or replacements. Do not proceed with fitting new hearing aids, or trial, until you have received written approval from Start Hearing.

Date of Request		MSQ Request
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Patient Information:

First Name		Claim Number (if known)	
Last Name		Date of Injury	
Address		Phone Number	
City, State, Zip			
Date of Birth		Diagnosis Code(s)	

Office Information:

Office Name		Provider Name	
Address		Phone	
City			
State, ZIP			
Contact email			

Hearing Aid Request:

Right Ear		Left Ear	
Justification			

Description of Current Hearing Aid(s), if applicable:

Side	Manufacturer	Model / Style	Serial Number	Fitting Date	Age of Current Hearing Aid
Right					
Left					
Repair History					

Other Request Type:



Check Appropriate Box	
Fitting / Orientation / Checking of Hearing Aid	Clean / Check Visit – Please Specify: RT LT
RIC Receiver, AP Receiver, Earmold – Qty: 1 2	Programming Visit – Please Specify: RT LT
Repair / Repair Refit – Please Specify: RT LT	Loss & Damage – Please specify: RT LT
Wax Guards	Batteries – Specify Size:
Accessory – Please Specify:	

For Work Comp Contract Use Only

Approved _____ Phone: _____
 Denied Adjuster Name (Printed)
 _____ Date: _____
 Adjuster Name (Signature)

If denied, list reason: _____

Available Products – MSQ

				
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*

***Available in CROS / BICROS**

Note: Half Shell is not available for Audibel