



Medical Service Quotes Contracted Provider Guide

Effective June 2023

www.starthearing.com



Table of Contents

Start Hearing Contact Information3
General Information4
Process Overview6
Available Products7
Hearing Aid and Service Request Form8



Start Hearing Contact Information

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

Claims Email claims@starhearing.com

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 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 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, Wax Guards, and Domes

- One carton per aid will ship with the initial order.
- To request additional batteries, wax guards, or domes, please email Lisa Mehlhop at lisa_mehlhop@starkey.com to place the order. Please indicate what size batteries and domes are needed. Start Hearing will ship items directly to the member's home or the providers office, whichever is requested.

Earmolds & Receivers

- All products require approval from the workers compensation carrier.

Replacement earmolds & receivers

- Requires approval 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.
- Include the new Start Hearing 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 approval from workers compensation carrier.
- Repair form should include the Start Hearing 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 approval from MSQ. All requests are managed and 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 and Service Request Form (page 8) and audiogram to Start Hearing at: wc@starhearing.com
4. Start Hearing will verify all codes and products and forward to MSQ.
5. MSQ will verify benefits and approve product recommendation.
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 place order through Starkey. 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.
9. Starkey will process the order and ship approved products to provider.
10. Provider will fit the patient and send signed Confirmation of Delivery form to: claims@starhearing.com

Program	Low (12)	Select (16)	Advanced (20)	Premium (24)
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 approval. Start Hearing will obtain approval from MSQ when applicable.



Hearing Aid Check (V5011)

- Cannot be billed within the first year of the fitting date.
- Billable with approval. Start Hearing will obtain approval from MSQ when applicable.

Programming (V5013)

- Cannot be billed within the first year of the fitting date.
- Billable with approval. Start Hearing will obtain approval from MSQ when applicable.

Available Products

		
Premium - 24	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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**



Hearing Aid and Service Request Form

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 Number
City, State, Zip	
Fax Number	

Insurance Information:

Adjuster	MSQ	Phone Number
TPA		
Date Services Needed		

Hearing Aid Request:

Manufacturer: Starkey	HCPCS
Model	Date of Service
Fit Type	Date existing hearing aids received
Quantity	Date audiogram completed (Include copy with request)
Supplies/Services	
Comments	



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