



Advanced Hearing Providers Contracted Provider Guide

Effective January 2025

www.starthearing.com



Table of Contents

Start Hearing Contact Information 2

General Information 3

Process Overview 4

Billable Services 4



Start Hearing Contact Information

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

Workers Compensation Email.....wc@starhearing.com

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

Credentialing Email.....credentialing@starhearing.com

Start Hearing Website.....starhearing.com

Information Requestsrequest@starhearing.com

Provider Forms/Documents.....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 USED. PLEASE SEND THE REQUIRED PAPERWORK WITH THE
IMPRESSIONS TO AVOID POSSIBLE ORDER ERROR AND DELAY.**

General Information	
Eligibility	<ul style="list-style-type: none"> Workers Compensation patients are eligible when the contract indicates it is appropriate.
Patient Responsibility	<ul style="list-style-type: none"> Patients are not responsible for any fees for services or products approved by AHP. Patients are responsible for all fees related to non-approved products.
Earmolds & Receivers	<ul style="list-style-type: none"> All products require approval from AHP.
Replacement Earmolds & Receivers	<ul style="list-style-type: none"> Requires approval from AHP. Billable once every 12 months for receivers. Billable once every 6 months for earmolds.
Services	<ul style="list-style-type: none"> 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.
Repairs	<ul style="list-style-type: none"> Repairs outside the warranty period will require approval from AHP.
Loss & Damage	<ul style="list-style-type: none"> All hearing aids have a 3-year warranty. One-time L&D per aid within warranty period. For L&D charges, use Start Hearing's bill to account: E6048
Exchanges	<ul style="list-style-type: none"> Must be approved by AHP. Include the new Start Hearing PO# and order will be sent to Starkey – ATTN: Start Hearing.
Returns	<ul style="list-style-type: none"> Must be processed within the 45-day trial period. Return/Exchange form can be found here. Fitting fees are not returned if the patient was fit and has worn the hearing aids
Batteries	<ul style="list-style-type: none"> One carton per aid will ship with the initial order.
Accessories	<ul style="list-style-type: none"> Available if approved by AHP. Repairs on accessories are not covered. Please request approval for any new accessories.

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. Please visit our new provider portal linked [here](#). You can process referrals, appointment outcomes, place orders, process payments and signatures all in the portal. You can access the provider portal resources [here](#) to learn more! If you're not a portal user, please continue with the steps below.
5. The provider will place hearing aid order with Starkey, using the Start Hearing bill-to-account number, [E6048](#)
 - **Order forms** can be found [here](#). Go to the bottom of the page, under Printable Forms and choose the Start Hearing tab to view the correct order forms. All active product families are available
6. Starkey will process the order and ship approved products to provider

Technology Level	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.



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

©2024 Start Hearing, Inc. All Rights Reserved. 1/25 LETR3596-04-EN-SH Version 1.0