START HEARING

Provider Portal Manual

www.starthearing.com

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Start Hearing's Provider Portal

The Start Hearing Portal has been created for you to see your affiliated locations, manage referrals, appointments, and orders through the program. We are excited to offer you a more user-friendly and personalized experience.

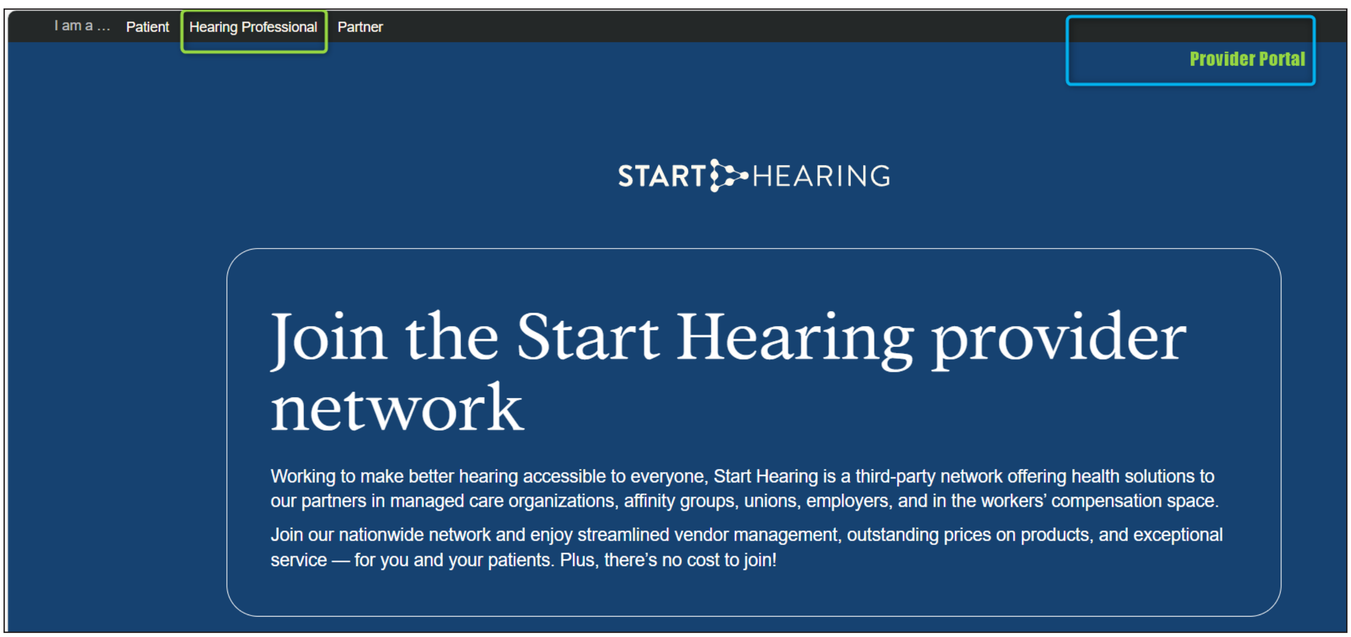
Provider Portal Assistance

For login or account information
Contact: Credentialing Team
Phone: 800-510-4194
Email: credentialing@starthearing.com

Portal Processing
Contact: Care Center Team
Phone: 855-326-8752
Email: caringcenter@starthearing.com

Portal Registration

To log in for the first time, please use the link that was sent to your inbox. If you have already logged in for the first time, sign in here: www.StartHearing.com



Login Page

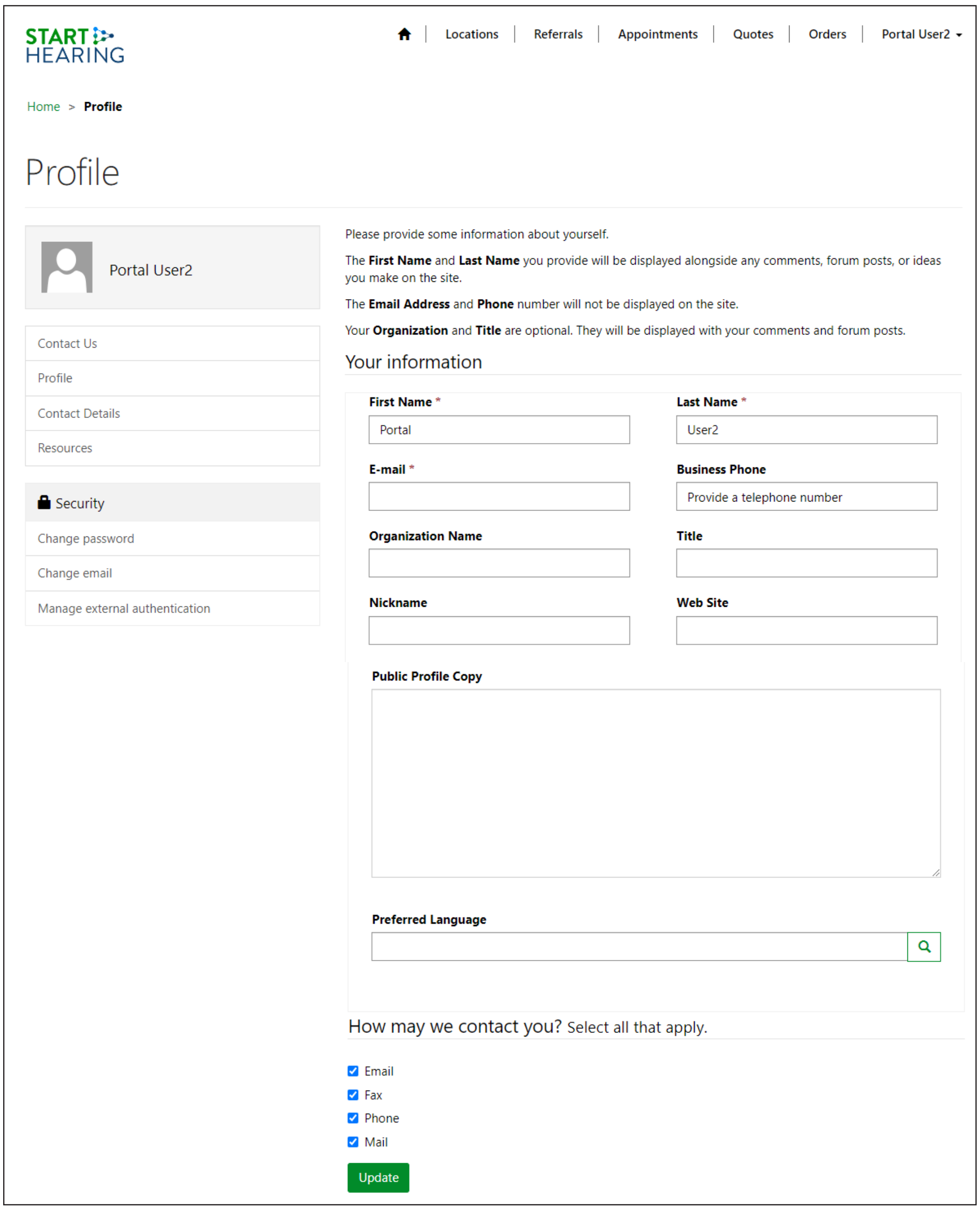
Log in with your username (registered email address) and password.

Profile Page and Other Resources

When you log in, it will take you directly to your profile.

If you ***click*** the ***down arrow*** next to your name in the top right corner – there are the following options:

- Contact Us
- Profile
- Contact Details
- Resources



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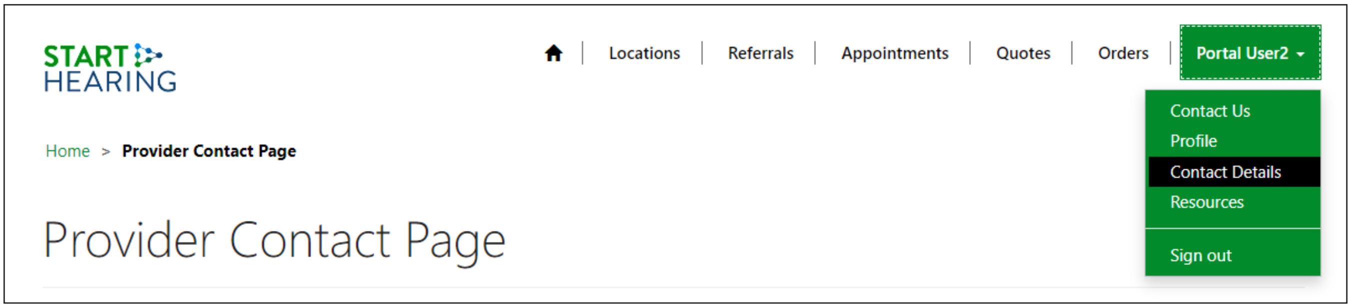
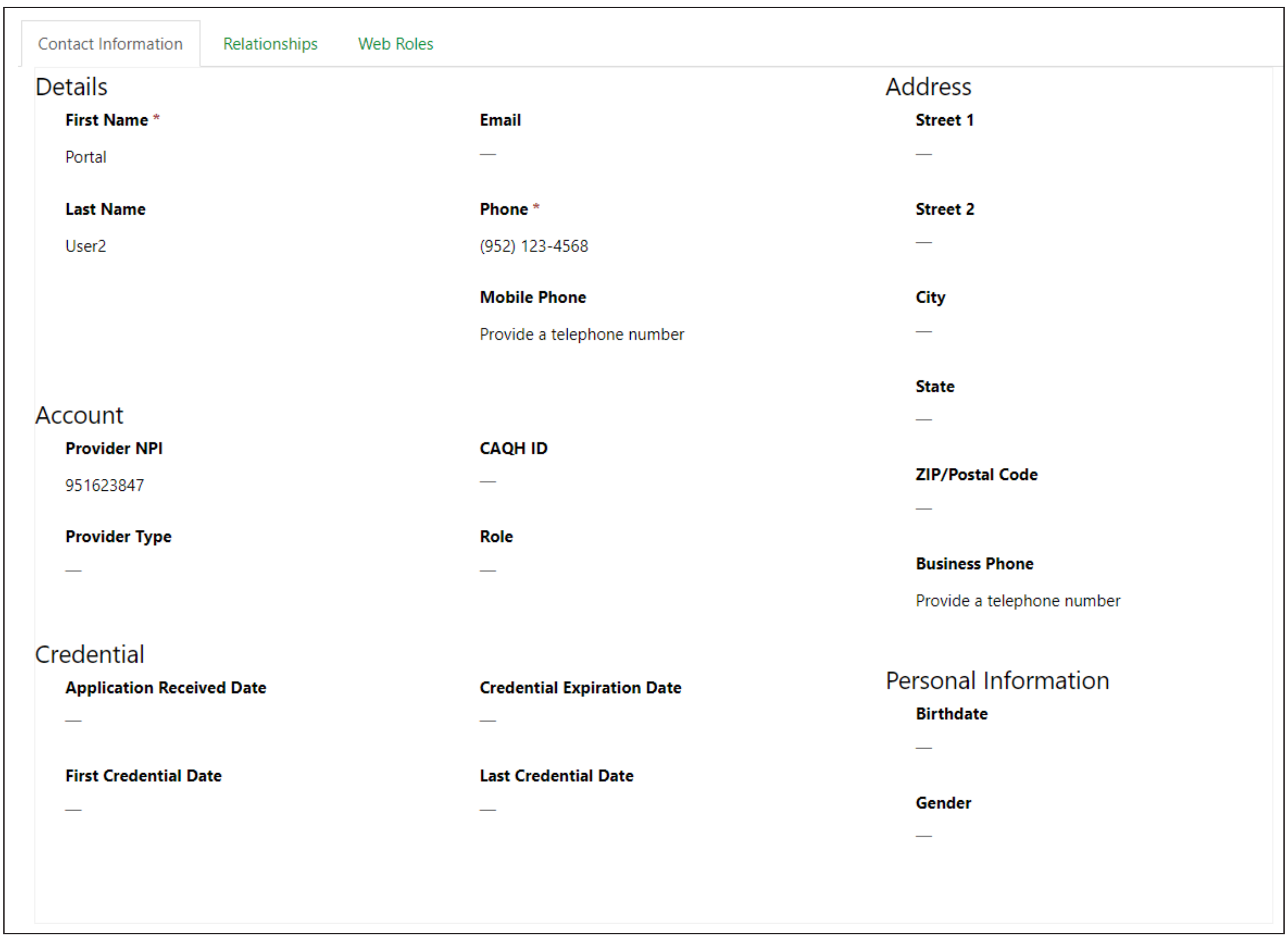
Contact Details Page

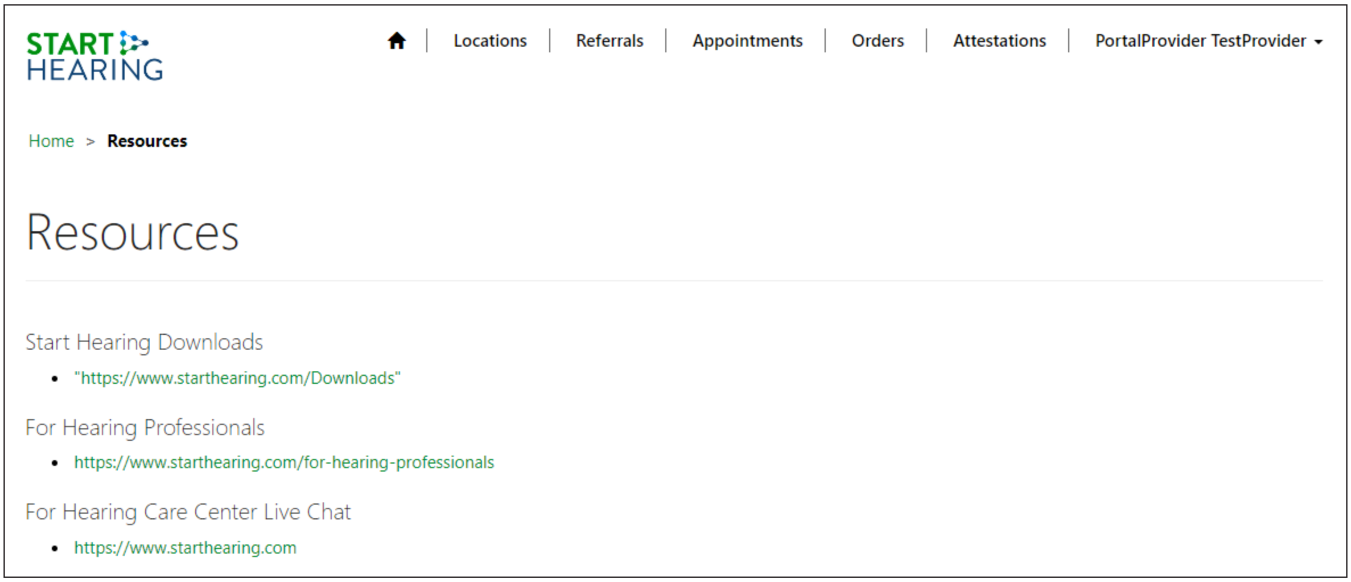
This view provides you with a quick overview of the demographic information we have on file in your contact record. If any information is inaccurate, please contact Start Hearing Credentialing (Credentialing@StartHearing.com) to update.





Resources

Provides you with easy access to the Start Hearing website – both the downloads and professional pages. There is also a link to our Website for Care Center live chat.

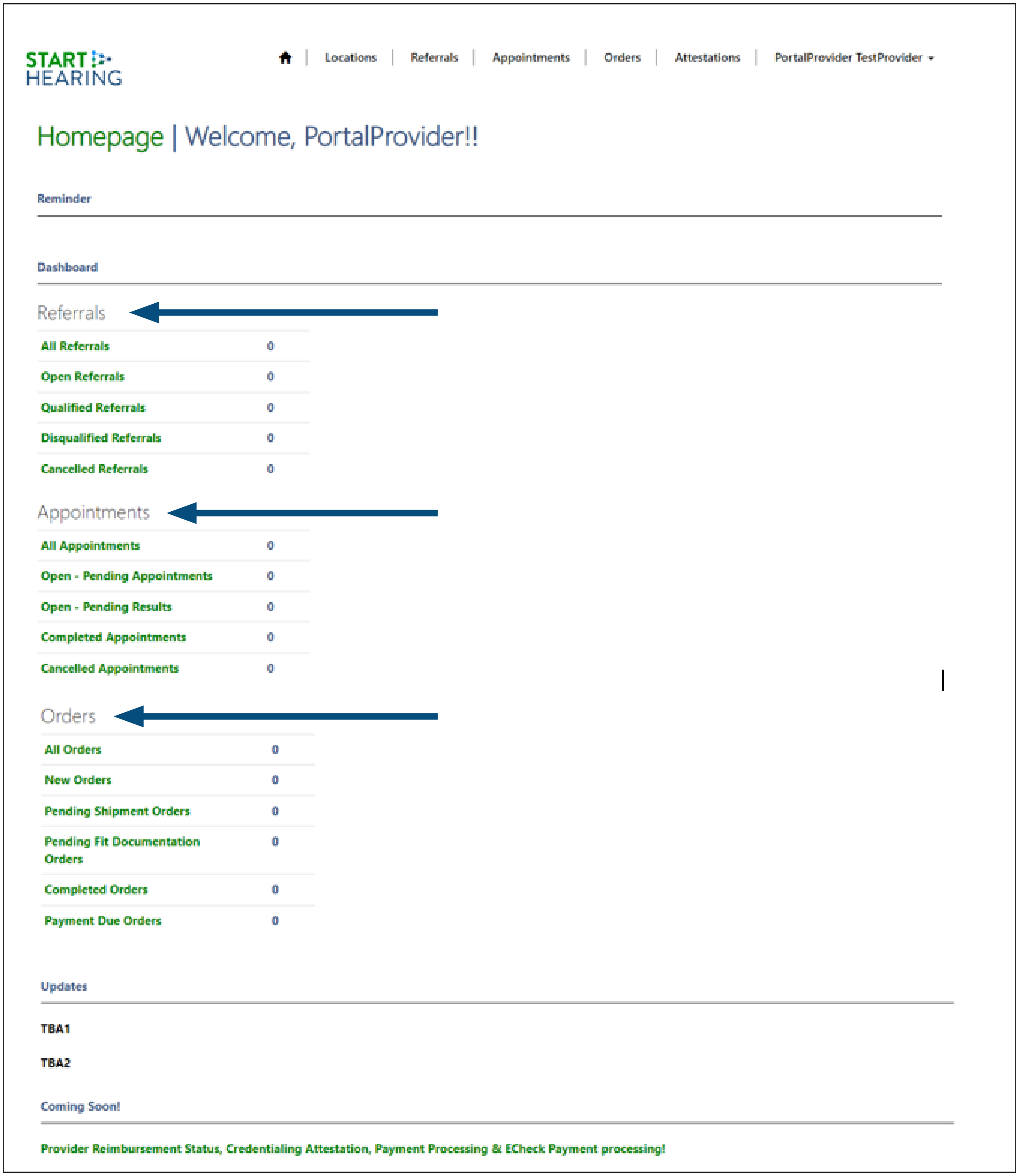


Home Page

When you ***click*** the ***home icon*** (🏠), it will take you to the Dashboard to view a summary of the following:

- Reminders
- Dashboard: Referrals, Appointments & Orders
- Updates
- Coming Soon

To review a list of patient referrals, open appointments, or sales orders by your location, you may ***click*** on the appropriate ***hyperlinks***, and it will take you to the corresponding tab.



Options along the top of the home page are the following clickable header views:

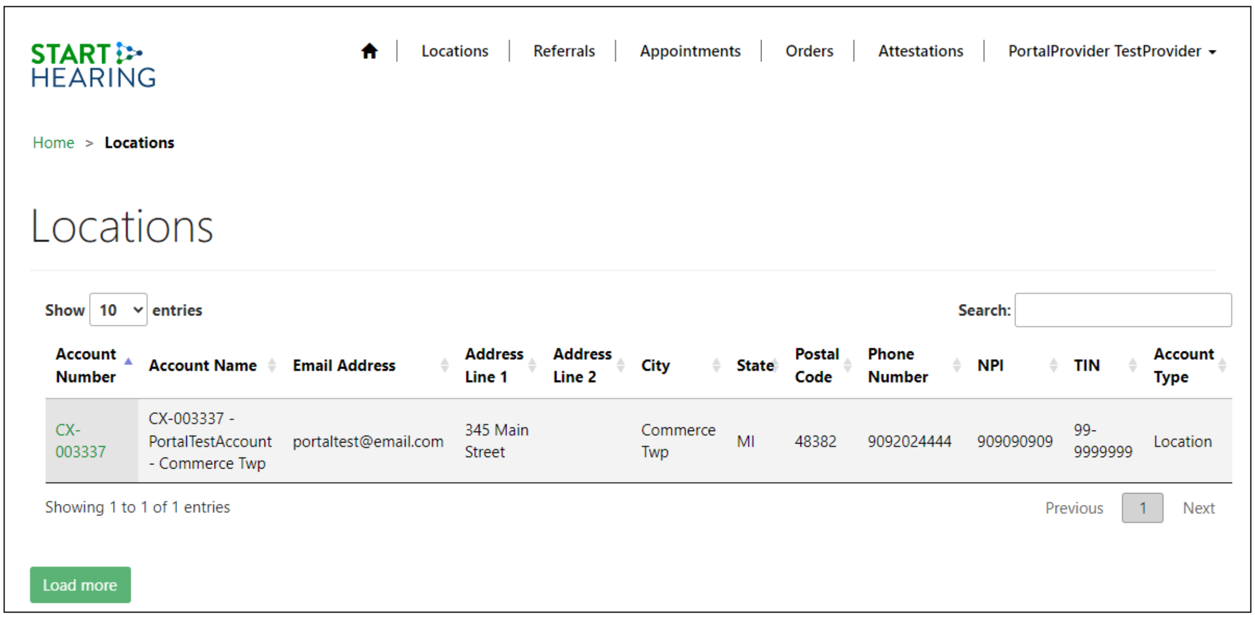
- Locations
- Referrals
- Appointments
- Orders
- Attestations

Locations

Friendly reminder, your web role will determine your current view. Here are the viewable options:

- **Owner** – Your view represents all the Owner Accounts that you have a relationship with.
- **Location Staff** – Your view represents all the Owner Accounts that you have a relationship with.
- **Provider** – Your view represents all the Location Accounts that you have a relationship with.

By ***clicking*** the ***account number***, it will open the provider account detail.



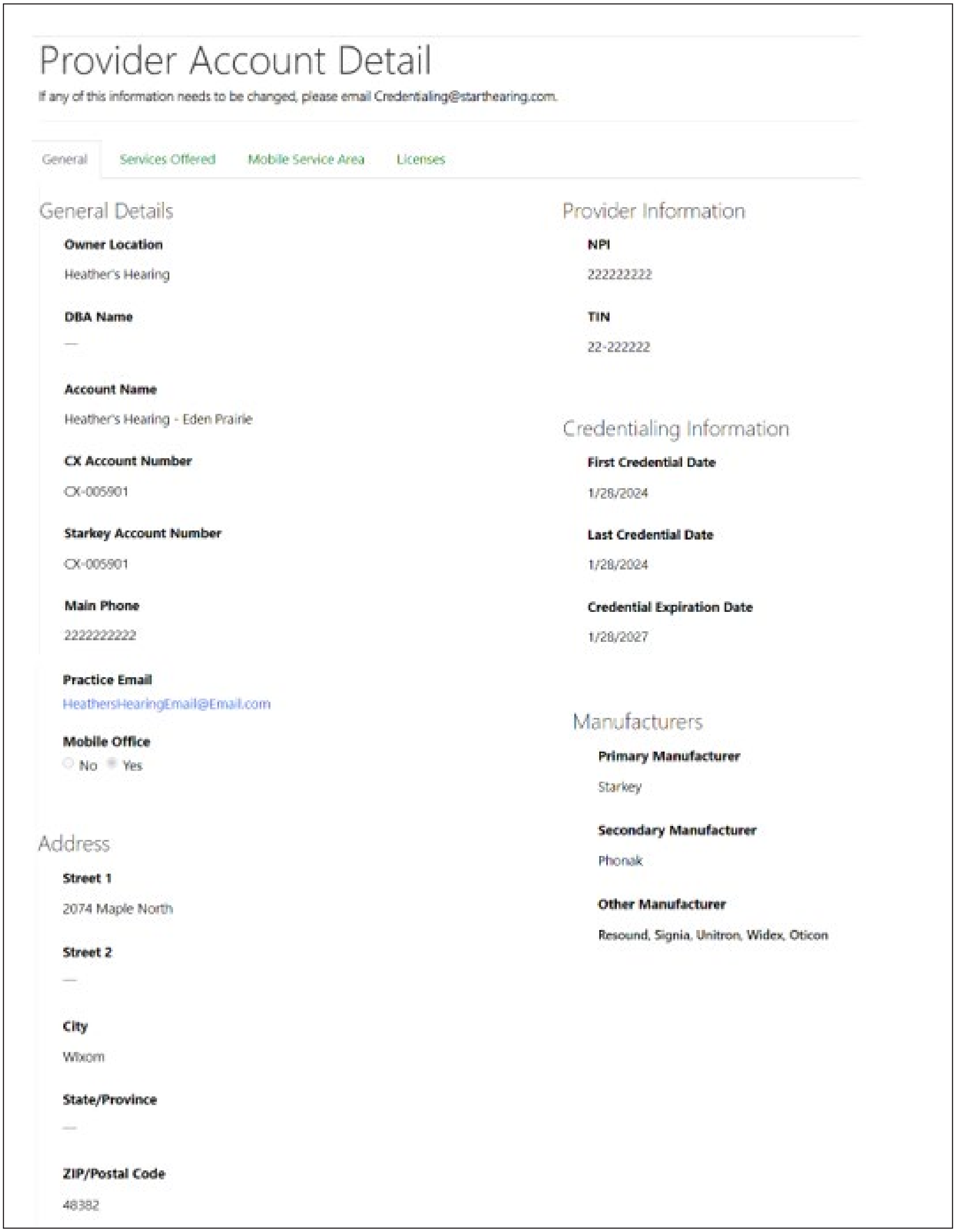
Account Number	Account Name	Email Address	Address Line 1	Address Line 2	City	State	Postal Code	Phone Number	NPI	TIN	Account Type
CX-003337	CX-003337 - PortalTestAccount - Commerce Twp	portaltest@email.com	345 Main Street		Commerce Twp	MI	48382	9092024444	909090909	99-9999999	Location

Account Detail

- **General** – Main details that we have on file for that account.
- **Services Offered** – These are the services we have offered for that account.
- **Mobile Service Area** - For mobile locations, these are the ZIP Codes for that account.
- **Locations** – Any dispensing locations we have on file for that account.
- **Providers** – Any contacts that we have on file for that account.
- **Licenses** – Any licenses we have on file for that account.

General

This view provides you with specific details for your account. Including, general demographic information for location and provider, credentialing status, and manufacturers.


Provider Account Detail

If any of this information needs to be changed, please email Credentialing@starthearing.com.

General | Services Offered | Mobile Service Area | Licenses

General Details

Owner Location
Heather's Hearing

DBA Name
—

Account Name
Heather's Hearing - Eden Prairie

CX Account Number
CX-005901

Starkey Account Number
CX-005901

Main Phone
2222222222

Practice Email
HeathersHearingEmail@Email.com

Mobile Office
No Yes

Address

Street 1
2074 Maple North

Street 2
—

City
Wixom

State/Province
—

ZIP/Postal Code
48382

Provider Information

NPI
222222222

TIN
22-222222

Credentialing Information

First Credential Date
1/28/2024

Last Credential Date
1/28/2024

Credential Expiration Date
1/28/2027

Manufacturers

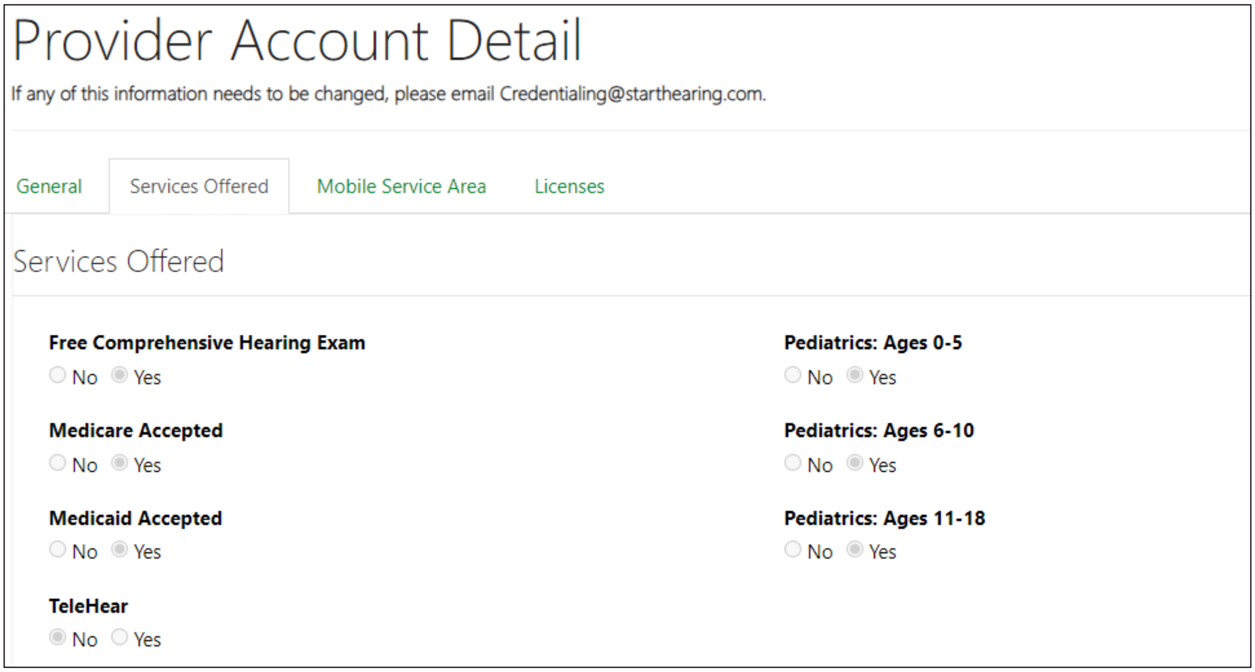
Primary Manufacturer
Starkey

Secondary Manufacturer
Phonak

Other Manufacturer
Resound, Signia, Unitron, Widex, Oticon

Services Offered

This view provides you with the services offered by your account.



Provider Account Detail

If any of this information needs to be changed, please email Credentialing@starthearing.com.

General | Services Offered | Mobile Service Area | Licenses

Services Offered

Free Comprehensive Hearing Exam
No Yes

Medicare Accepted
No Yes

Medicaid Accepted
No Yes

TeleHear
No Yes

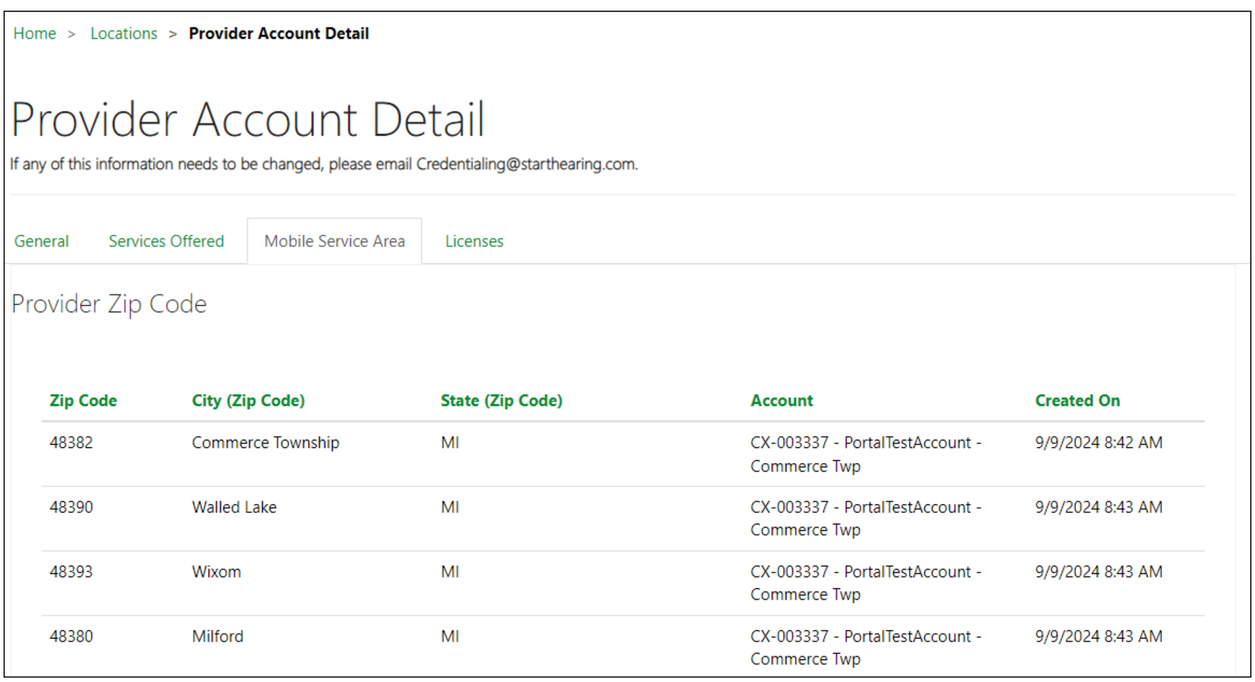
Pediatrics: Ages 0-5
No Yes

Pediatrics: Ages 6-10
No Yes

Pediatrics: Ages 11-18
No Yes

Mobile Service Area

This view provides the service ZIP codes, when an office is identified as a mobile servicing office.



Home > Locations > **Provider Account Detail**

Provider Account Detail

If any of this information needs to be changed, please email Credentialing@starthearing.com.

General | Services Offered | Mobile Service Area | Licenses

Provider Zip Code

Zip Code	City (Zip Code)	State (Zip Code)	Account	Created On
48382	Commerce Township	MI	CX-003337 - PortalTestAccount - Commerce Twp	9/9/2024 8:42 AM
48390	Walled Lake	MI	CX-003337 - PortalTestAccount - Commerce Twp	9/9/2024 8:43 AM
48393	Wixom	MI	CX-003337 - PortalTestAccount - Commerce Twp	9/9/2024 8:43 AM
48380	Milford	MI	CX-003337 - PortalTestAccount - Commerce Twp	9/9/2024 8:43 AM

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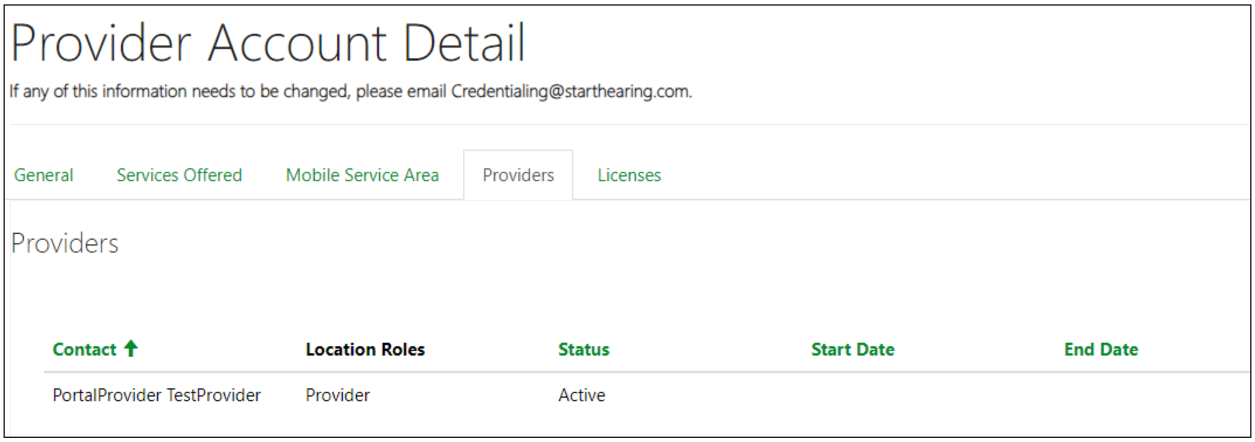
Providers

This view is only visible to the Owner and Location Staff Roles providing a listing of the current providers that we have on file for that account.



Provider Account Detail

If any of this information needs to be changed, please email Credentialing@starthearing.com.

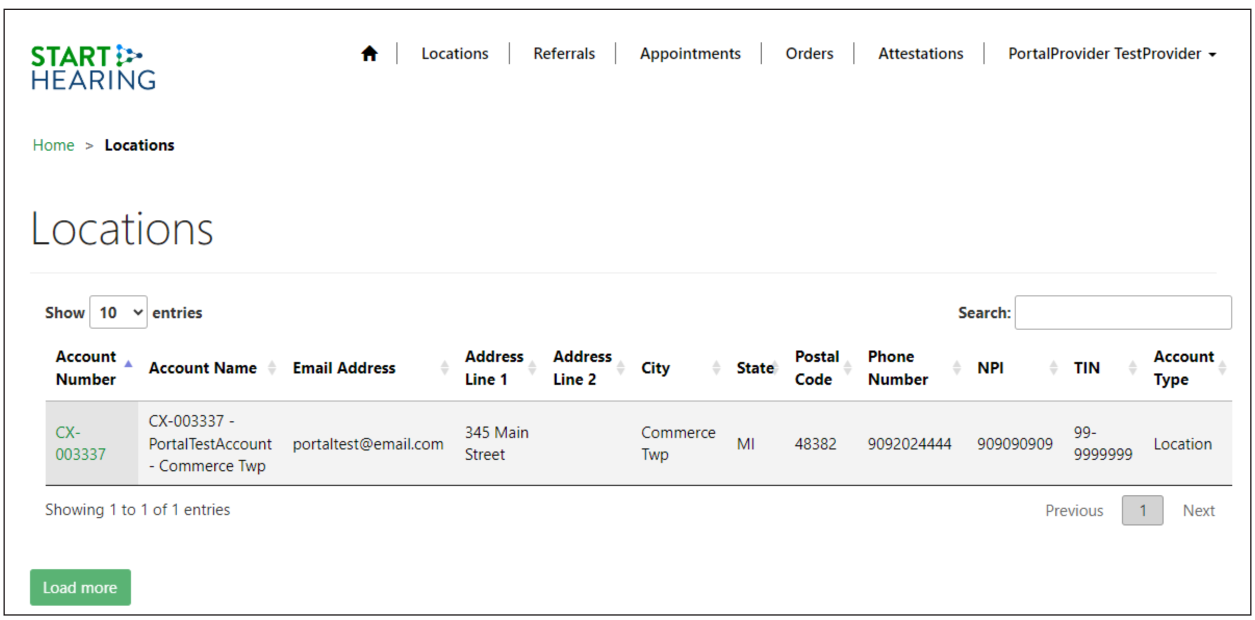
General | Services Offered | Mobile Service Area | Providers | Licenses

Providers

Contact ↑	Location Roles	Status	Start Date	End Date
PortalProvider TestProvider	Provider	Active		

Locations

This view will provide active dispensing locations.



START HEARING

Locations | Referrals | Appointments | Orders | Attestations | PortalProvider TestProvider

Home > **Locations**

Locations

Show 10 entries

Search:

Account Number	Account Name	Email Address	Address Line 1	Address Line 2	City	State	Postal Code	Phone Number	NPI	TIN	Account Type
CX-003337	CX-003337 - PortalTestAccount - Commerce Twp	portaltest@email.com	345 Main Street		Commerce Twp	MI	48382	9092024444	909090909	99-9999999	Location

Showing 1 to 1 of 1 entries

Previous 1 Next

Load more

START HEARING

Licenses

This view provides a listing of the current licenses and insurance on file for that account.

Owner Account Detail

If any of this information needs to be changed, please email Credentialing@starthearing.com.

General | Services Offered | Mobile Service Area | Licenses

Licenses (Location)

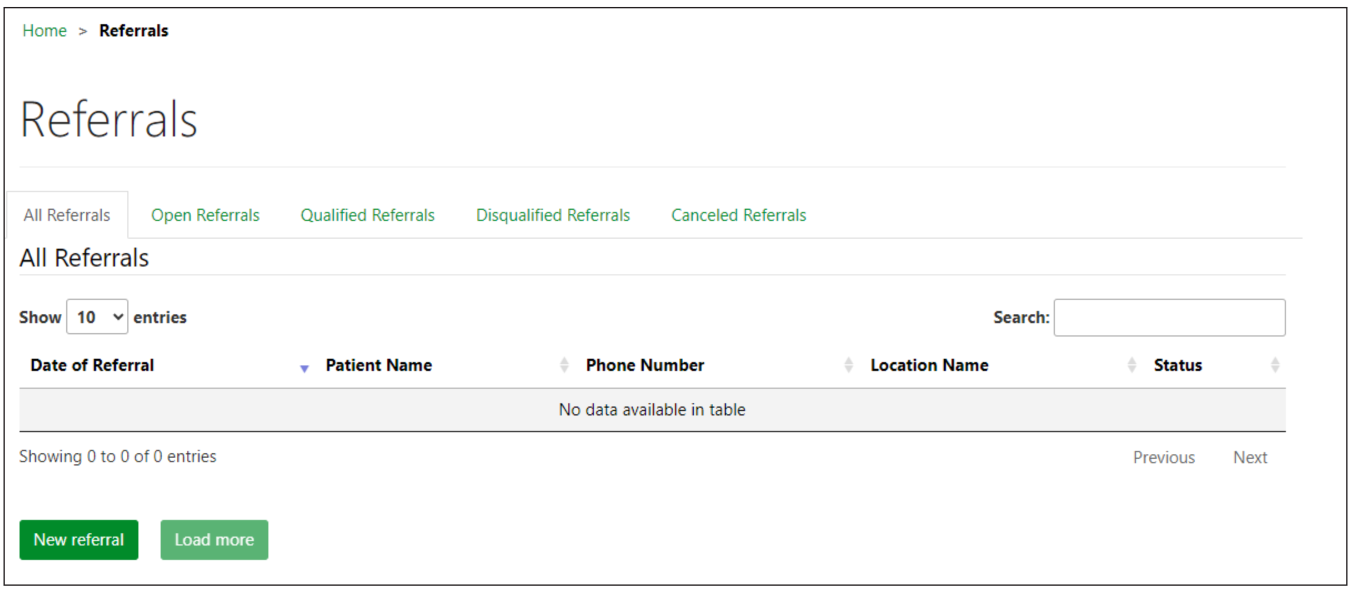
License Type	License Number	License State	Effective Date	Expiration Date ↑	License File Name
Insurance	429565911	NY	3/1/2024	3/1/2025	

Referrals

Start Hearing partners with many different types of organizations i.e., union groups, health plans and employer groups, to send referrals to your locations. This view shows you all referrals for your account and the different stages of the referral.

A Referral can be initiated by a provider entering a new referral into the portal or a referral will be present from Start Hearing.

All referrals will be visible in the portal for you, no matter the status in which the referral is in, i.e., Open, Qualified, Disqualified, or Canceled.

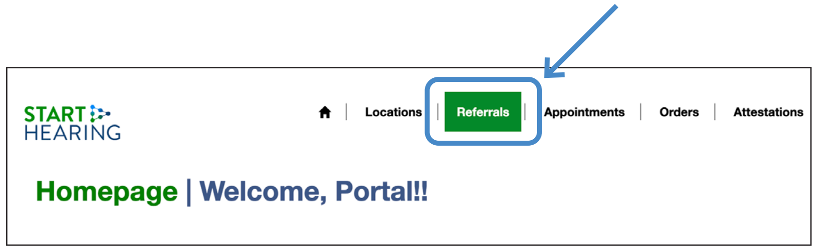


Additional tabs are available to view referrals in their respective status.

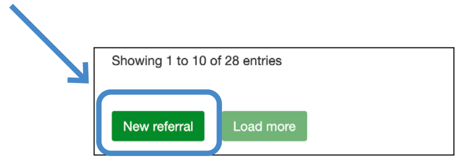
- **All Referrals** – All referrals regardless of status.
- **Open Referrals** – Referrals that are in an open status: not qualified or disqualified.
- **Qualified Referrals** – Referrals that have been qualified to an appointment.
- **Disqualified Referrals** – Referrals that have been disqualified. No appointment scheduled.
- **Canceled Referrals** – Referrals for any reason that have been canceled.

START HEARING

How To Enter a New Referral

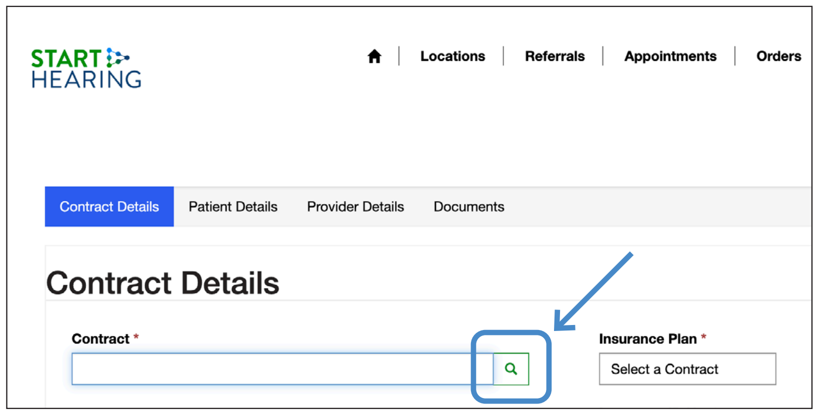


Navigate to the Referrals Tab at the top of the page and then scroll down and ***Click New Referral***.

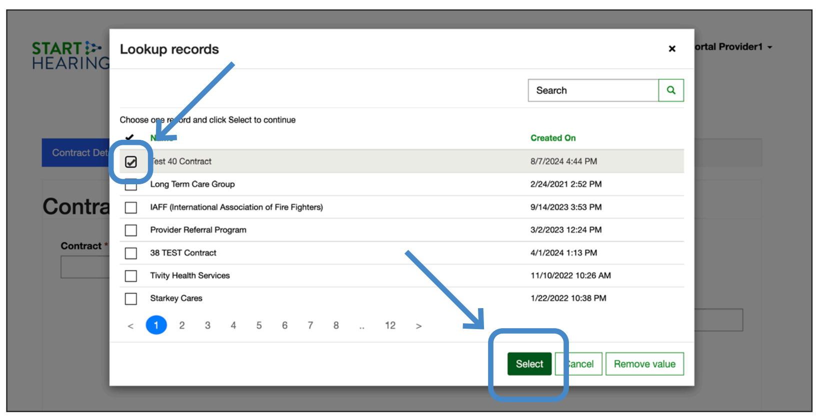


This will create a New Referral Form and will walk you through the different sections of the Referral.

Contract Details

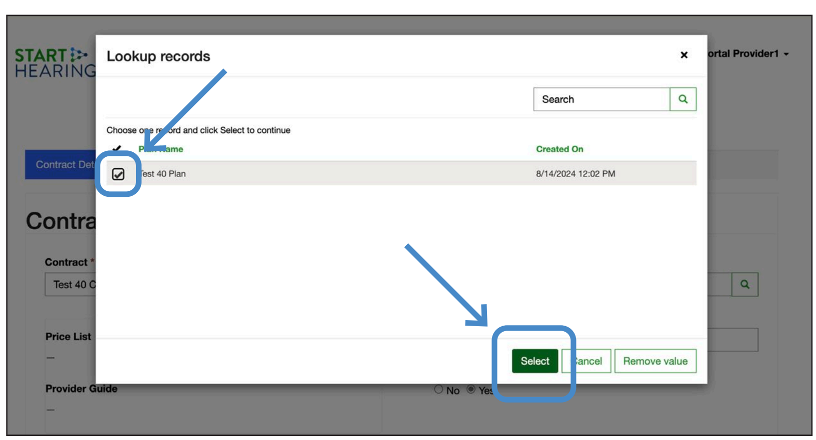


Click the Search Icon, which will open the search window. Type the contract in the search box at the top right and ***Click Enter***. It will narrow the search results. Check the correct contract. ***Click Select*** at the bottom.



That will populate the contract's Price List and Provider Guide (if applicable). You can ***click*** on these links to view them.

Insurance Plan



Click the Search Icon, which will open the search window. It will only show the available plans under the contract you selected. Check the correct plan. ***Click Select*** at the bottom.

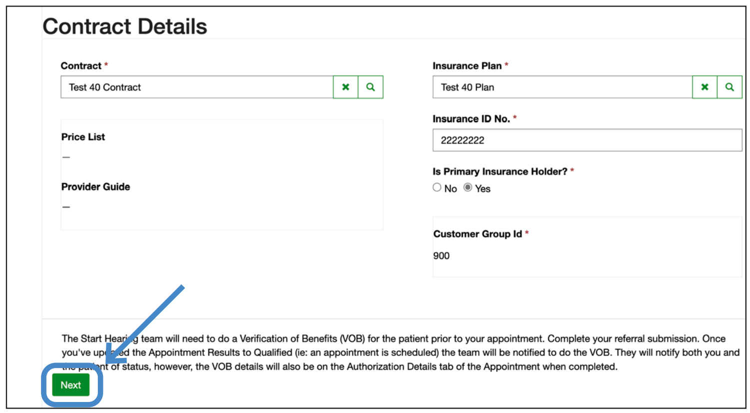
Insurance ID no. – Enter the patient's Insurance ID or claim no.

Is Patient Primary Insurance Holder? – This defaults to yes. If Start Hearing submits a claim on behalf of the patient, we will need to capture the Primary Insurance Holder, if not the patient. A message will pop up directing you to complete the referral entry then contact Start Hearing to provide the Primary Insurance Holder information (Name, Relationship, Date of Birth, ID Number, Address and Phone Number).

Customer Group ID – This is auto populated based on the selected Contract/Plan.

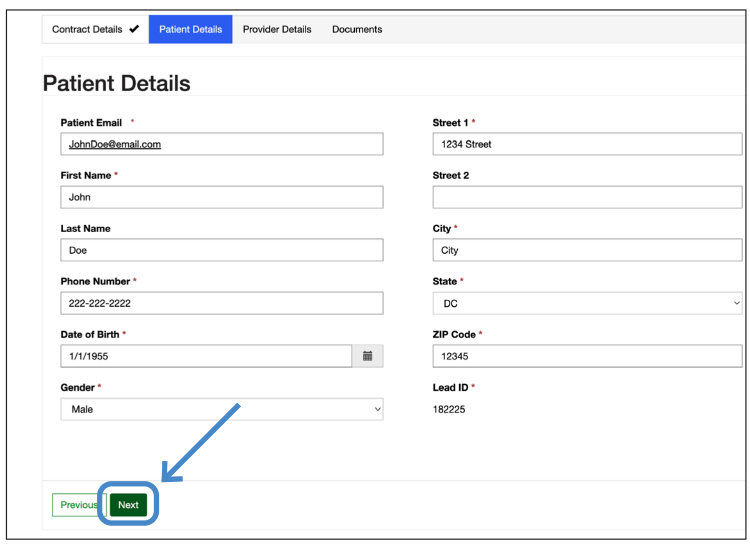
Note: If Customer Group ID is noted as 900, the Start Hearing team will need to do a Verification of Benefits (VOB) for the patient prior to the appointment. Complete the Referral submission. Once you've updated the Appointment Results to Qualified (i.e., an appointment is scheduled) the team will be notified to do the VOB. The team will then notify both you and the patient of the benefit status. Also, the VOB details will be on the ***Authorization Details tab*** *of the Appointment when completed.*

Click Next at the bottom.

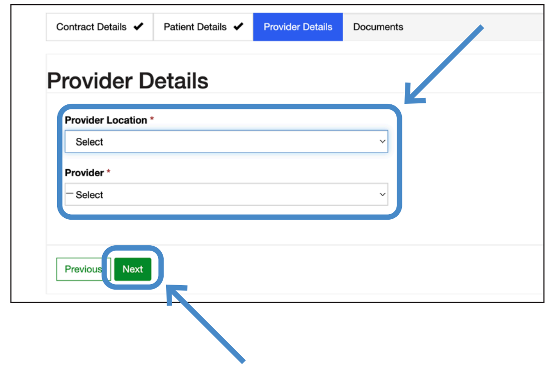


Patient Details

That will take you to the Patient Details section of the form. All fields on this form are required, fill out accordingly and ***Click Next*** at the bottom.



Provider Details



After filling out and submitting Patient Details you will be taken to the Provider Details page.

- ***Click the dropdown for Provider Location*** and it will provide a listing of all accounts (dispensing locations) that Start Hearing has related to your login.
- ***Click the dropdown for the Provider*** and it will provide a list of all active providers that we have related to your login. Note: it might take a minute for the options to populate.
- ***Click Next*** at the bottom.

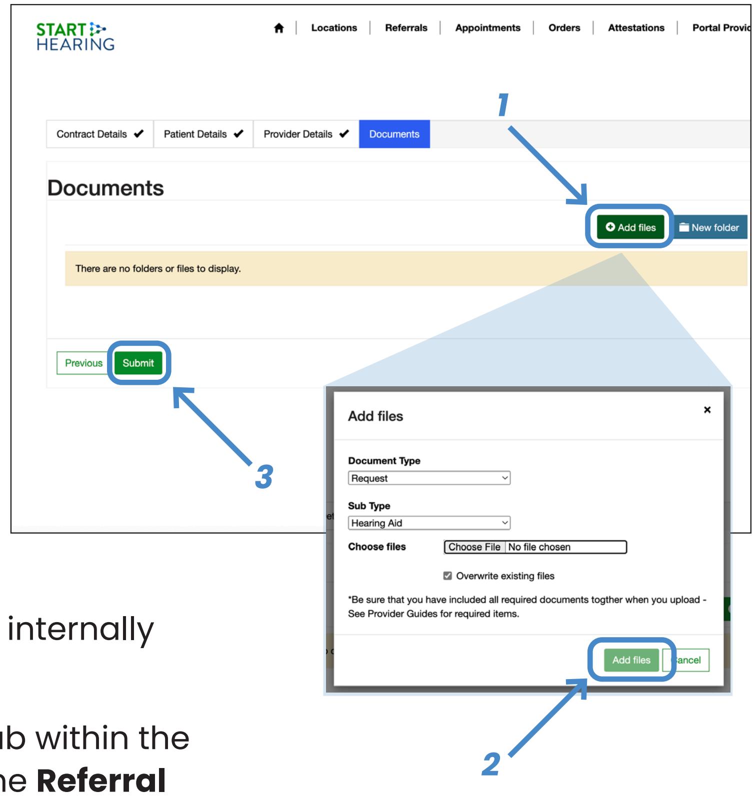
Documents

Depending on the contract you may have to submit documents, this is where you would upload them. Please refer to the Provider Guide to ensure you are providing the necessary documents.

Note: It is recommended that you combine all necessary documents.

- **Workers Compensation and Coal Contracts:** These contracts require prior approval; therefore, specific documents are required before scheduling the appointment or servicing the patient. Those requirements can be found in the Provider Guide. You can find the Provider Guide in the Contract Details section of the referral. You'll want to upload the documents accordingly.

(1) Click Add Files and it will pop open the Add Files window. Select the Document Type, Sub Type, Choose the file from where you have it saved locally, then ***(2) Click Add files.***



Whether you have added files or not, ***(3) Click Submit*** at the bottom to complete your Referral entry.

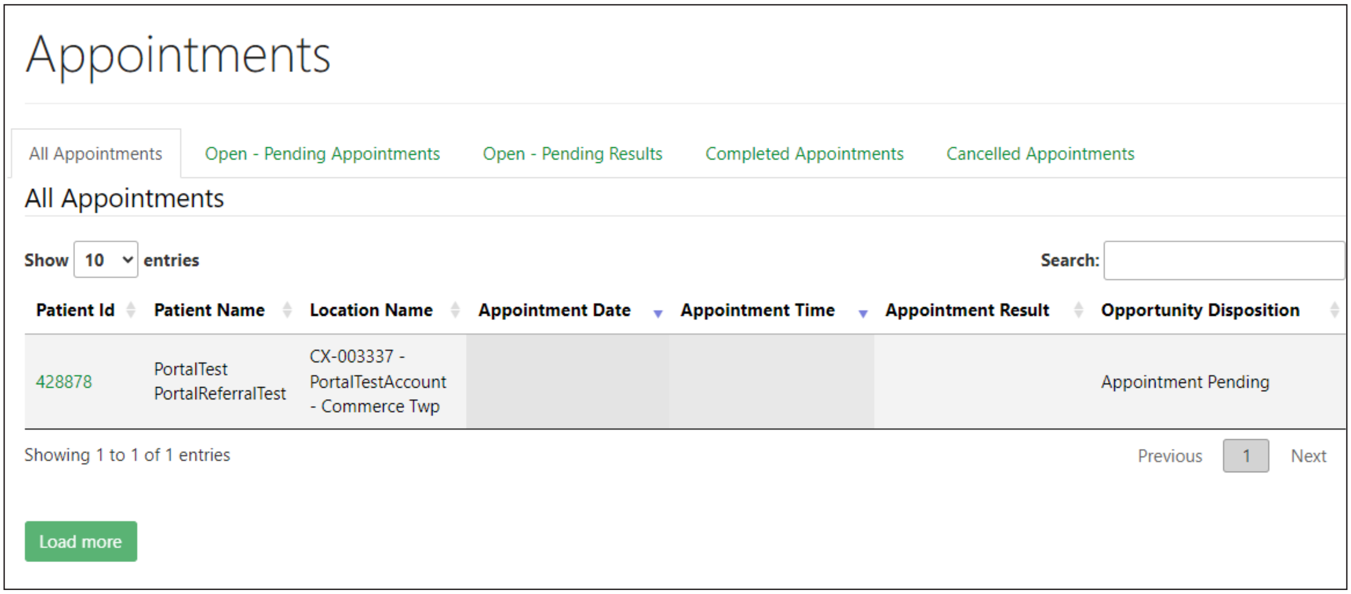
If there were documents uploaded, this will generate an internal case for Start Hearing informing the team that there is something that they need to process internally related to the referral.

That will take you back to the main tab within the Provider Referral where you will see the **Referral Results Tab** that has now been added.

- The Referral Results Tab is where you will disposition the Referral when ready.
  - **Qualified:** if an appointment was scheduled.
  - **Disqualified:** if an appointment was not scheduled.
  - *Note: once a Referral has been dispositioned, it cannot be changed.*

Appointments

For all Referrals that have been qualified, they will be located under the **Appointments** tab. You can search for the patient's name in the **Search box** in the top right corner. ***Click*** the ***Patient ID*** link for your patient record to open.



- **All Appointments** – All Appointments in any respective status.
- **Open – Pending Appointments** – Appointments that are waiting to be scheduled or have a future dated appointment.
- **Open – Pending Results** – Appointments that have occurred, but the status has not been reported.
- **Completed Appointments** – Appointments that have been reported.
- **Canceled Appointments** – Appointments for any reason that have been canceled.

Update the Appointment tab

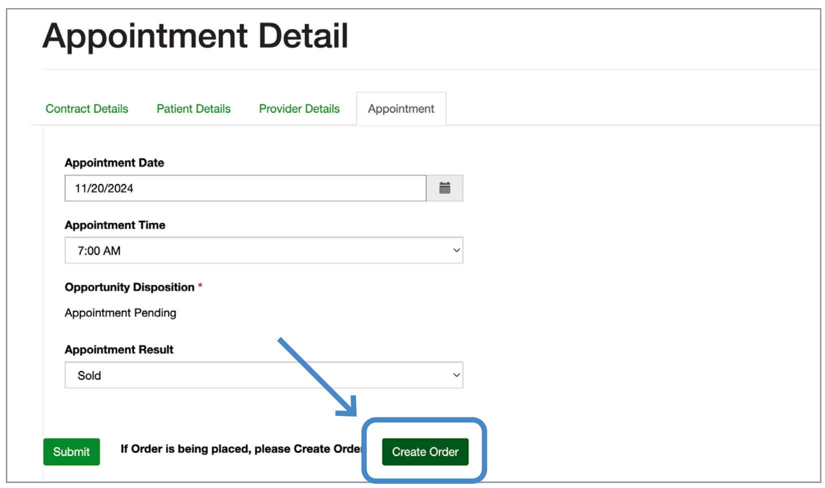
After locating the patient record, navigate to the Appointment tab within.
The Appointment Date and Appointment Time (should already be populated).

- After the appointment has occurred, you will have to select the Appointment Result in the dropdown menu and ***click Submit.***

Appointment Results:

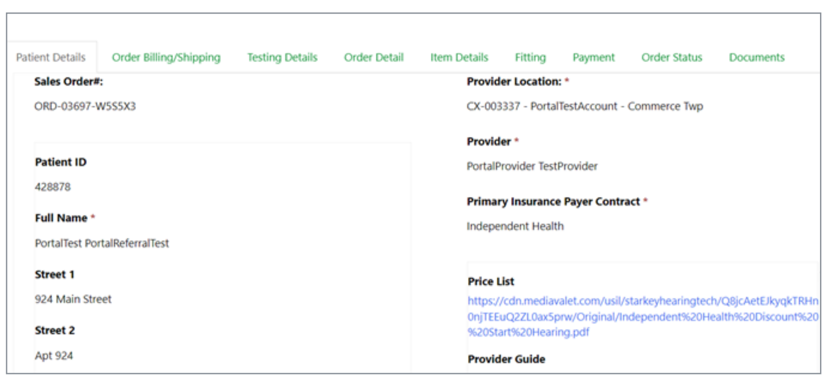
- **Sold** – The patient is interested in purchasing hearing aids.
- **Loss No sale** – The patient tested with a loss, but is not interested in purchasing hearing aids.
- **Medical Referral** – The patient tested with a loss, but it's recommended that they see a medical professional.
- **Insurance** – The patient tested with a loss, has a medical benefit, and is going to submit the claim through that benefit (only in cases where Start Hearing isn't able to bill for the medical benefits).
- **No Show** – The patient was a no show to the appointment.
- **Rescheduled** – The patient wants to reschedule but has not set the date yet. If the patient chose a date to reschedule, you'll update the date in the form.
- **Canceled** – The patient canceled the appointment with no rescheduled date.

If the Appointment Result was Sold, after you click Submit, ***click Create Order***.



You will see a message at the top indicating your request is being processed.

This will create an order for you to complete. You will **fill in the first 4 tabs**. Your order will be in a New (or draft) status until you hit the Submit on the Item Details tab and then it will be in a Pending (submitted to Start Hearing) status.



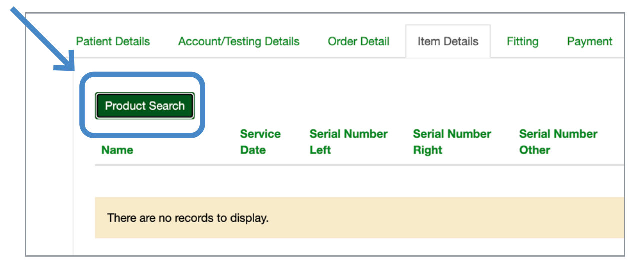
Tab 1: Patient Details - You'll see the demographic information that was entered for the referral.

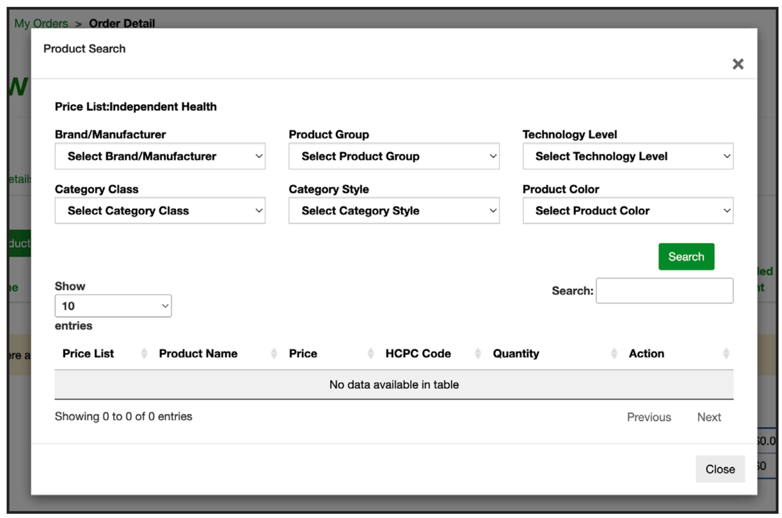
Tab 2: Account/Testing Details - Select the appropriate Start Hearing Bill-To-Account and enter your office Ship-To-Account. Also select the appropriate Hearing Loss Type and Diagnosis Codes (up to 3) then ***click Submit***.

Tab 3: Order Detail - Similar to an order form, provide the appropriate information. Each field has dropdown options. You can fill in Special Instructions with any additional requests.

Tab 4: Item Details - This is where you will add the product, service and/or accessory line items pertaining to the patient order.

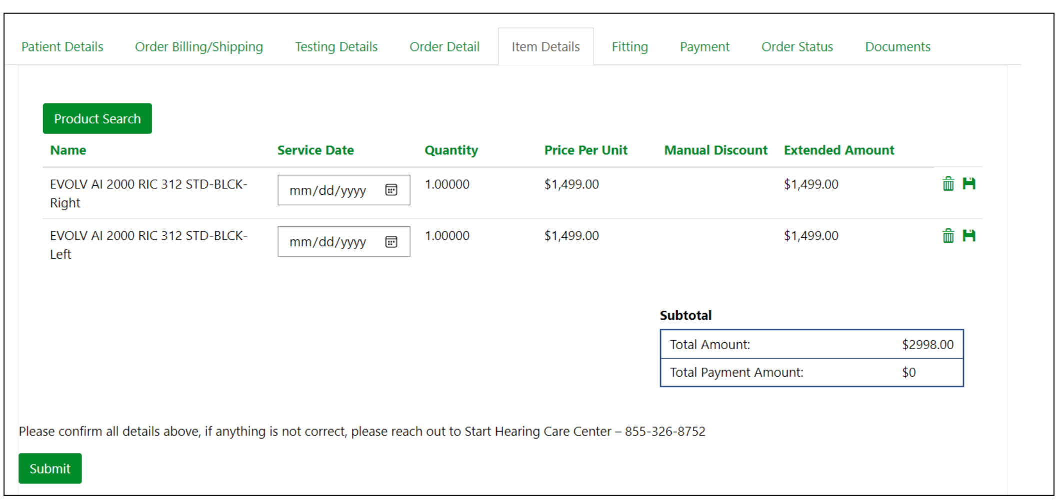
Click on Product Search. That will open the Product Search window. Use the top dropdown menus to narrow your search accordingly. Then, select your items. You have to select one item at a time. To select ***click Add*** (to the right of that item). When it's been added you'll see a message at the top indicating "Successfully added sales product". ***Click OK*** to clear that message and add any other item desired.





Once you have added all your items ***click Close*** at the bottom right. That will close out the Product Search window and take you back to the Item Details tab with your items chosen.

If you want to remove an item, ***click the Trash Can*** at the right of that line item.



Once you have reviewed and are ready to submit your order to Start Hearing, ***click Submit*** at the bottom of the Item Details tab.

Note: your order will remain in the New (or draft) status until you hit the Submit button on the Item Details tab. Then it will be in a Pending (submitted to Start Hearing) status.

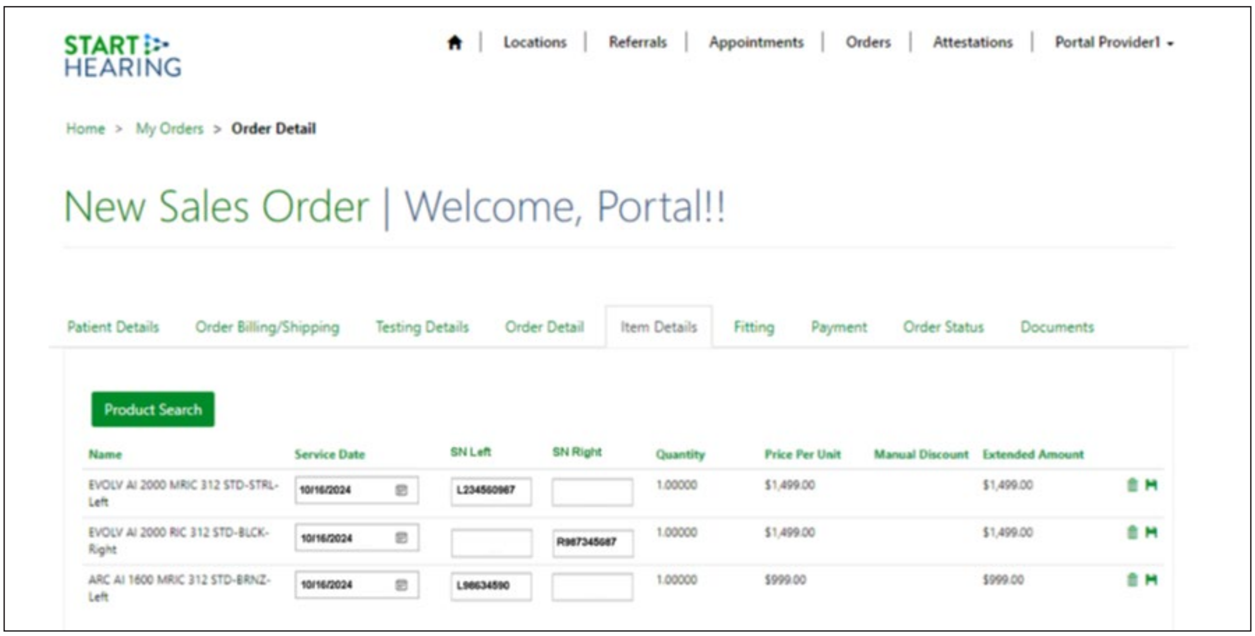
Orders

You'll find your orders by selecting Orders at the top.

- **All Orders** – All Orders in any respective status.
- **New Sales Orders** – Orders that have not yet been submitted and remain in a draft status.
- **Pending Sales Orders** – Orders that have been submitted but not shipped.
- **Pending Fit Documentation Orders** – Orders that have shipped and Start Hearing hasn't received the Confirmation of Delivery document from your office.
- **Completed Sales Orders** – Orders that have received the Confirmation of Delivery document and have been invoiced by Start Hearing.
- **Payments Due Sales Orders** – Orders with payments due and need to be collected at time of fitting.

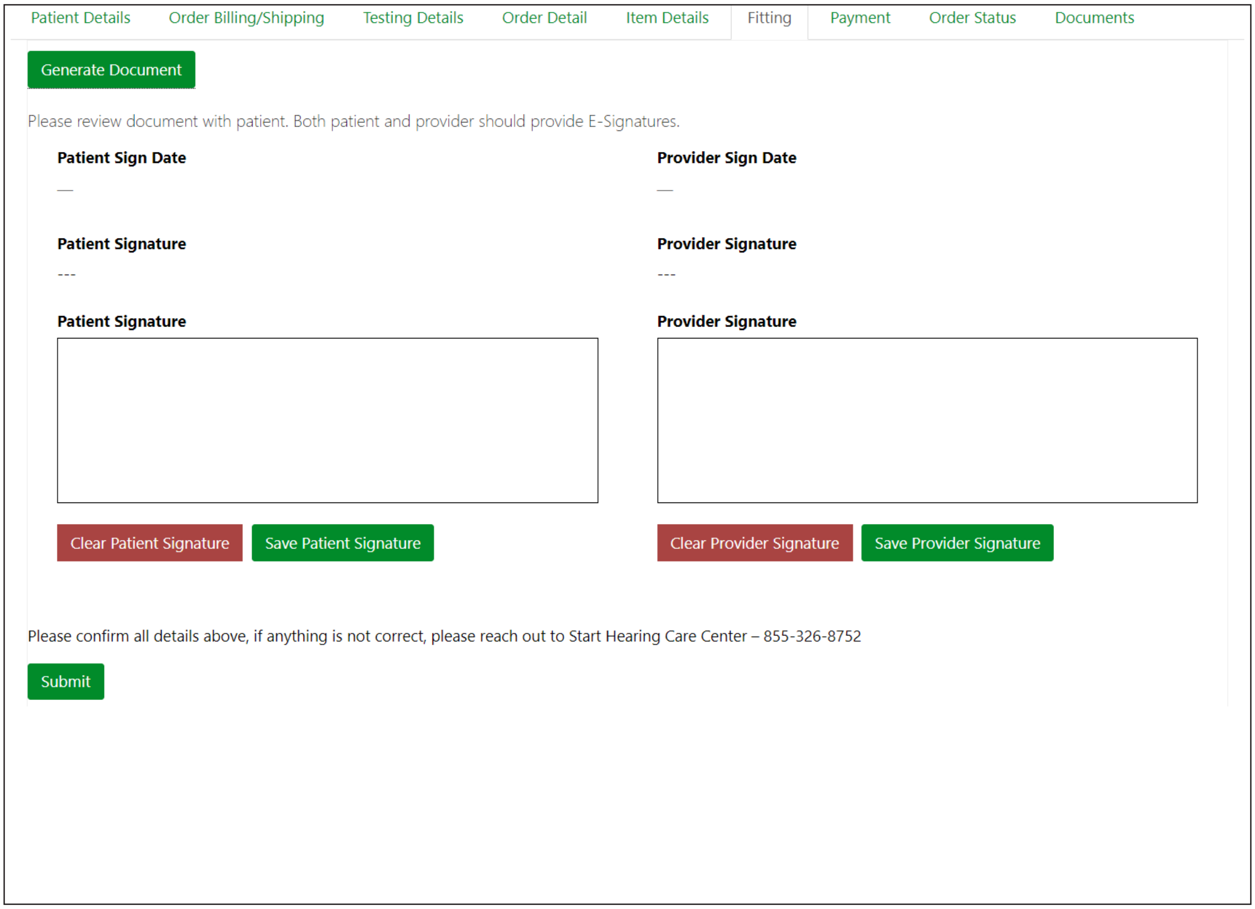
> **When you have received your shipment of the product, it is time to do your fitting. Go into the portal and open that patient's order.**

- ***Click Sales Order Number*** link to get to the Order.
- ***Click Item Details*** tab and enter today's date (date of fitting) for each line item. After each line ***click Save*** to the right of each line (appears as a disk icon).
- The Serial Numbers will populate based on how Start Hearing has entered them into our system. The smaller serial number right and larger number left. Please confirm that you are fitting based off serial number.



Delivery Document

Click Fitting tab and then ***click Generate Document***.

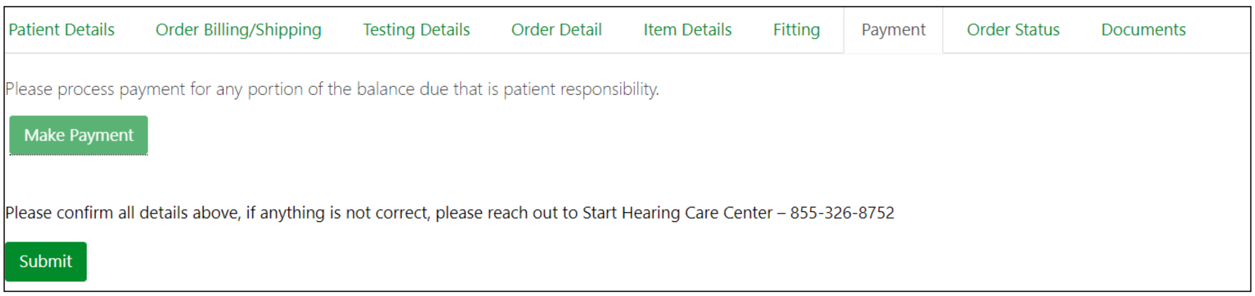


- This will open the **Confirmation of Delivery** form. All information will be filled in, including the Service Date, Serial Numbers and Warranty information, based on the information that has been entered. ***This is an important step, please verify all the information prior to generating the Confirmation of Delivery document.***
- Once the document is generated, you can use the document to review the information with the patient during the fitting.
  - Product fitting and associated pricing
  - Warranty information
  - Trial Period (verbiage included at the bottom of the document)
  - Confirm if any patient out of pocket is due, and review payment with the patient
- ***Click*** back into the ***Order***, if there is an out-of-pocket payment due, ***click Payments*** tab.

Patient Payment

Click Make Payment which will open up the Payment window. Complete the patient's payment information.

- ***Click*** back to the ***Fitting tab***. Have the patient electronically sign in the appropriate box and ***click Save Patient Signature***. Have the provider electronically sign in the appropriate box and ***click Save Provider Signature*** then ***click Submit***. This will automatically send the Confirmation of Delivery form to the Start Hearing Claims Team with portal signature information.



Attestations

As a Start Hearing Network requirement, all owners and providers are required to complete CMS Trainings annually. That information will be attested to in the portal.

Provider Attestation

Providers are attesting that they have completed annually or will complete within 90 days of approval (for new providers).

There is a link to the document in the portal for review prior to attesting.

a. Health Insurance Portability and Accountability Act (HIPAA)

b. Fraud, Waste & Abuse (FWA)

c. State Required Cultural Competency Training

d. General Compliance

The provider's attestation is documented in the portal. The portal will highlight the attestation section in red and put a reminder on the Home Page for the provider 90 days from the annual attestation.

Provider Compliance Training Attestations

The Provider has reviewed and completed or will complete all required Annual Training courses within ninety (90) days of network approval. Provider acknowledges all courses must be completed on an annual basis during network participation.

Providers must keep track of their annual training dates and completion certificates and upon request, Provider must submit any training completion certificates with dates to Start Hearing.

Required trainings are as follows:

- Health Insurance Portability and Accountability Act (HIPAA) Training
- Fraud, Waste & Abuse (FWA) Training
- State Required Cultural Competency Training
- General Compliance

The provider agrees to notify Start Hearing immediately upon discovery of any FWA, noncompliance, or suspected violation of HIPAA. Additionally, Start Hearing will notify contracted partners accordingly. Provider Training Acknowledgement

Attest

Licensing and Training Attestation?	Attestation Date	Expiration Date ↑	Attested By	Attested by Signature
Yes	10/16/2024	10/16/2025	PortalProvider TestProvider	PortalProvider TestProvider

Owner Attestation

Owners are attesting to the below exhibits that are in the Provider Manual.

There is a link to the document in the portal to review prior to attesting.

a. Fraud, Waste and Abuse Policy – Exhibit A

b. Anti-Corruption Policy - Exhibit B

c. Compliance Monitoring Policy – Exhibit C

d. Conflict of Interest Policy – Exhibit D

e. Provider Compliance Education and Training – Exhibit E

f. Reporting, Non-Retaliation and Investigations Policy – Exhibit F

The owner's attestation is documented in the portal. The portal will highlight the attestation section in red and put a reminder on the Home Page for the owner 90 days from the annual expiration of the attestation. Additionally, all locations related to the owner will be listed and the owner be able to see those provider(s) that are expired or expiration is approaching within the next 90 days, so that they can remind the provider(s) to attest.

Owner Compliance Training Attestations

As an owner of your entity, you are required to sign a Compliance Attestation on behalf of your entity and affiliated locations, providers and employees.

This attestation confirms your commitment to comply with the Centers for Medicare & Medicaid Services ("CMS") requirements. The below requirements are listed and apply to all services your organization and downstream entities provide for Start Hearing patients. This would include the entity, as well as affiliated locations, providers and employees. I attest that we have processes, policies, and procedures in place to comply with the following requirements:

- Code of Conduct
- Provider Roles and Responsibilities
- Cultural Competency
- Health Insurance Portability and Accountability Act (HIPAA)
- General Compliance

Please review the following document before submitting any attestations: Owner Compliance Attestation Document

Attest

Licensing and Training Attestation?	Attestation Date	Expiration Date ↑	Attested By	Attested by Signature
Yes	8/14/2024	8/14/2025	Portal Owner3	Portal Owner3

Provider Compliance Training Attestations

Below is a list of current active and credentialed providers that are at your related locations. Any providers that have Attestations needing their attention will be designated in red. Please have them log in and do their Attestations accordingly.

Licensing and Training Attestation?	Attestation Date	Expiration Date ↑	Attested By	Attested by Signature
Yes	10/16/2024	10/16/2025	PortalProvider TestProvider	PortalProvider TestProvider