

Provider Portal Quick Guide

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.

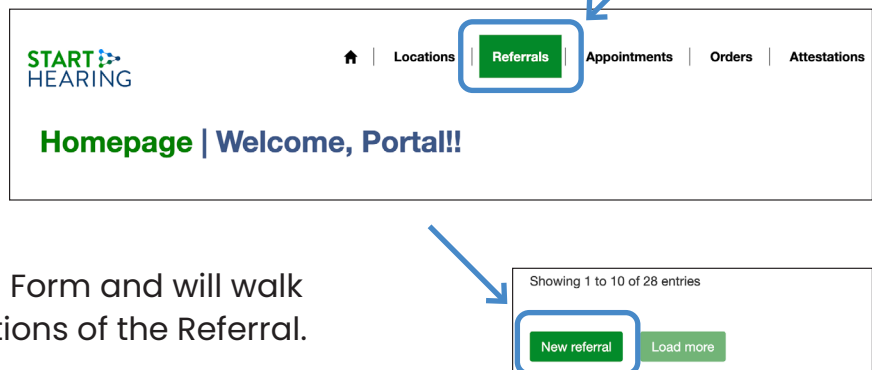
All referrals will be visible in the portal for you, no matter the status in which the referral is in, i.e., Open, Qualified, Disqualified, or Cancelled.

- **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 cancelled.

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.



STEP 1: 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 then populate the contract's Price List and Provider Guide (if applicable). You can click on these links to view them.

	Created On
<input checked="" type="checkbox"/> Test 40 Contract	8/7/2024 4:44 PM
<input type="checkbox"/> Long Term Care Group	2/24/2021 2:52 PM
<input type="checkbox"/> IAFF (International Association of Fire Fighters)	9/14/2023 3:53 PM
<input type="checkbox"/> Provider Referral Program	3/2/2023 12:24 PM
<input type="checkbox"/> 38 TEST Contract	4/1/2024 1:13 PM
<input type="checkbox"/> Tivity Health Services	11/10/2022 10:26 AM
<input type="checkbox"/> Starkey Cares	1/22/2022 10:38 PM

Insurance Plan

	Created On
<input checked="" type="checkbox"/> Test 40 Plan	8/14/2024 12:02 PM

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 your appointment. Complete your 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.

Contract Details

Contract *
Test 40 Contract

Insurance Plan *
Test 40 Plan

Insurance ID No. *
22222222

Is Primary Insurance Holder? *
☐ No ☒ Yes

Customer Group Id *
900

The Start Hearing team will need to do a Verification of Benefits (VOB) for the patient prior to your appointment. Complete your 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. They will notify both you and the patient of status, however, the VOB details will also be on the Authorization Details tab of the Appointment when completed.

Next

STEP 2: 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.

Patient Details

Patient Email *
JohnDoe@email.com

First Name *
John

Last Name *
Doe

Phone Number *
222-222-2222

Date of Birth *
1/1/1955

Gender *
Male

Street 1 *
1234 Street

Street 2

City *
City

State *
DC

ZIP Code *
12345

Lead ID *
182225

Next

STEP 3: 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 (servicing locations) that Start Hearing has related to your login.
- **Click the dropdown for the Provider** and it will provide a list of all professional providers that we have related to your login. Note: it might take a minute for the options to populate.
- **Click Next** at the bottom.

Provider Details

Provider Location *
Select

Provider *
Select

Next

STEP 4: 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.

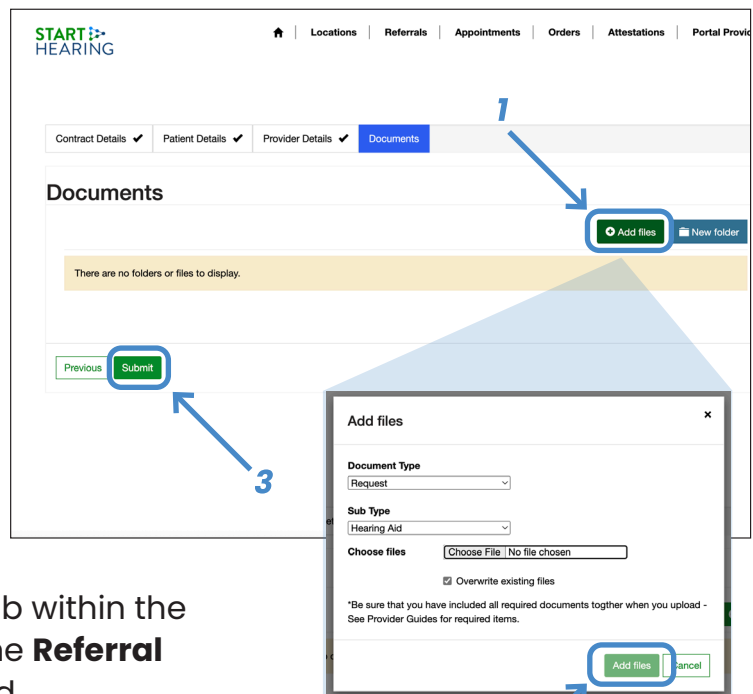
- **Workers Compensation and Coal Contracts:** These contracts require prior approval; therefore, specific documents are required before scheduling the appointment or servicing the patient. Those requirements can be found in the Provider Guide. You can find the Provider Guide in the Contract Details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

STEP 5: Appointment

If the Referral is Qualified, it will bring up the **Appointments** section, **Click on the Appointment tab** and add the Appointment Date and Time. **Click Submit.**

The screenshot shows the 'Appointment Detail' page in the Start Hearing system. The page has a navigation bar at the top with links: Home, Locations, Referrals, Appointments, Orders, Attestations, and Portal Provider. Below the navigation bar, the breadcrumb trail is 'Home > Appointments > Appointment Detail'. The main heading is 'Appointment Detail'. There are four tabs: 'Contract Details', 'Patient Details', 'Provider Details', and 'Appointment'. The 'Appointment' tab is selected. A blue box highlights the 'Appointment Date' and 'Appointment Time' fields. The 'Appointment Date' field shows '11/28/2024' and the 'Appointment Time' field shows '10:15 AM'. Below these fields, there is a section for 'Opportunity Disposition' with a dropdown menu showing 'Appointment Scheduled'. Below that is a section for 'Appointment Result' with a dropdown menu. At the bottom left, there is a green 'Submit' button. A blue arrow points to the 'Submit' button. Another blue arrow points to the 'Appointment' tab. A third blue arrow points to the 'Appointment Date' and 'Appointment Time' fields. At the bottom right, there is a green 'Create Order' button. Below the 'Submit' button, there is a note: 'If Order is being placed, please Create Order.'

*Note: If the Referral was for a **Workers Compensation and Coal Contract that required prior approval**, the Start Hearing team will still send you an email confirmation, you'll see the status on the **Authorization Details tab** of the referral. This tab is only visible for those contracts. The Start Hearing team will qualify these Referrals upon approval. Being that these testing appointments have already occurred, they will default on the Appointment Date and Time on the Referral to the date it was approved.*

See Quick Guide Order for next steps