



One Call Care Management Contracted Provider Guide

Effective January 2025

www.starthearing.com

Table of Contents

| | |
|---|----------|
| Start Hearing Contact Information | 3 |
| General Information..... | 4 |
| Process Overview..... | 5 |
| Billable Services | 5 |
| Hearing Aid and Service Request Form | 7 |
| Common Services By HCPCS/CPT Code..... | 8 |



Start Hearing Contact Information

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

Claims Emailclaims@starhearing.com

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

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

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

Start Hearing Websitestarhearing.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 Workers Compensation carrier. Patients are responsible for all fees related to non-approved products. |
| Earmolds & Receivers | <ul style="list-style-type: none"> All products require approval from the workers compensation carrier. |
| Replacement Earmolds & Receivers | <ul style="list-style-type: none"> Requires approval from the workers compensation carrier. 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, all testing services, hearing aid checks, programming, cleaning, office repairs, tubes, dome changes, and adjustments are not billable to the workers compensation carrier or the patient. |
| Repairs | <ul style="list-style-type: none"> Requires approval from workers compensation carrier. |
| 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 |
| Returns | <ul style="list-style-type: none"> Must be processed within the 60-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 |
| Exchanges | <ul style="list-style-type: none"> Must be approved by the workers compensation carrier. Include the new Start Hearing PO# and order will be sent to Starkey – ATTN: Start Hearing. |
| Batteries | <ul style="list-style-type: none"> One carton per aid will ship with the initial order. Patient will contact OCCM for additional batteries at 800-848-1989. |
| Accessories | <ul style="list-style-type: none"> Available if approved by the workers compensation carrier. Repairs on accessories are not covered. Please request approval for any new accessories. |

Process Overview

1. Patient referrals will originate from One Call Care Management (OCCM) and / or provider. Start Hearing will submit all Hearing Aid and Service requests to OCCM to obtain approvals.
2. The provider will perform a hearing test.
3. Provider will send Hearing Aid and Service Request Form (see page 6) and audiogram to Start Hearing at: wc@starhearing.com
4. Start Hearing will verify all codes and products and forward to OCCM.
5. OCCM will verify benefits and approve product recommendation.
6. Start Hearing will send Confirmation of Delivery form to provider as approval.
7. 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.
8. The provider will place hearing aid order with Starkey, using the Start Hearing bill-to-account number, **E6048**.
 - a. **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 based on the technology levels below.
9. Starkey will process the order and ship approved products to the provider.
10. Provider will fit the patient and send signed Confirmation of Delivery form to: claims@starhearing.com

| Technology Level | 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

For a list of billable services, please view page 7 of this manual.

- Programming visits are not billable within the first year from the fitting date of new hearing aids.
- Clean/check visits are not billable within the first year from the fitting date of new hearing aids.

- All services require approval from OCCM. All approvals are managed by Start Hearing.

Hearing Aid and Service Request Form

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: | | OCCM Request |
|-------------------------|--|---------------------|

Patient information:

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

Office information:

| | | | |
|-------------------|--|----------------|--|
| Office Name: | | Provider Name: | |
| Address: | | Phone: | |
| City, State, Zip: | | | |

Hearing Aid Request:

| | Hearing Aid Make / Model / Style | HCPC Code | Cost (Start Hearing Use Only) |
|----------------|----------------------------------|-----------|----------------------------------|
| Right Ear: | | | \$ |
| Left Ear: | | | \$ |
| Justification: | | | |

Other Services or Accessories:

| Description | Quantity | HCPC Code | Cost (Start Hearing Use Only) |
|-------------|----------|-----------|----------------------------------|
| | | | \$ |
| | | | \$ |
| | | | \$ |
| | | | \$ |

Please attach any additional documentation and email to: wc@starthearing.com

Common Services By HCPCS/CPT Code

| Code | Service |
|-------|---|
| 92550 | Tympanometry and Reflex Test |
| 92562 | Loudness Balance Test |
| 92567 | Tympanometry |
| 92568 | Acoustic Reflex Test |
| 92587 | Otoacoustic Emissions Limited Evaluation |
| 92588 | Evaluation of Otoacoustic Emissions |
| 92591 | Hearing Aid Evaluation – Binaural |
| 92592 | Hearing Aid Check / Cleaning – Monaural |
| 92593 | Hearing Aid Check / Cleaning – Binaural |
| 92625 | Tinnitus Assessment |
| 99211 | Office Visit |
| A9901 | Earmold Shipping |
| A9901 | Hearing Aid Shipping |
| S1001 | RIC Receiver – Standard |
| S1002 | RIC Receiver – Absolute Power Custom |
| V5008 | Audiogram |
| V5011 | Clean and Check – per ear |
| V5013 | Programming |
| V5014 | Repair/Modification of a Hearing Aid |
| V5160 | Dispensing Fee, Binaural Hearing Aids |
| V5200 | Dispensing Fee, CROS Transmitter |
| V5240 | Dispensing Fee, CROS System (Hearing aid & Transmitter) |
| V5241 | Dispensing Fee, Monaural Hearing Aid |
| V5264 | Earmold – Custom |
| V5266 | Battery Size 10 (40pk) |
| V5266 | Battery Size 13 (40pk) |
| V5266 | Battery Size 312 (40pk) |
| V5266 | Battery Size 675 (40pk) |
| V5267 | Wax Guards |
| V5299 | Dispenser Repair Markup |
| V5299 | L&D Service Fee (for fitting L&D aid) |



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 LETR3587-05-EN-SH Version 1.0