

Start Hearing Provider Portal FAQ

What abilities do I have in the portal?

We have 3 levels of Portal Web Roles: Owner, Provider and Location Staff. They are exactly how they sound. Their role will determine their rights within the portal.

What are the roles and how are they being assigned:

- **Owner:** Can see all locations/providers that are related to the parent account. Which means – when they enter a referral or place orders, they can select any active/credentialed location and provider under their entity. They can attest to the CMS Compliance Trainings on behalf of themselves (Owner) only.
- **Provider:** Can only see the locations they have an active/credentialed relationship with – they can only enter referrals and place orders on behalf of that provider. The provider can attest to CMS Compliance Trainings on behalf of themselves.
- **Locations Staff:** Exact same views/abilities as an Owner with the exception they cannot attest to anything - they can only view the attestations of the Owner & Providers.

What if I have multiple roles within my office?

Individuals that have more than one of these roles within the entity i.e.: they might be the owner, provider and location staff will have multiple Web Roles assigned to them.

What if I am a provider that works for multiple entities?

Providers that span across different entities will have separate logins for each entity.

How are individuals being notified:

As we roll out, the individuals will be sent an email invite. The invite will include some high-level functionality of the portal and ask them to click on a link. There are 2 versions of the invite. Being that we are part of Starkey, we have the same Starkey Tenant as eStore. Therefore, when the team sends the invite out, there is a flow that bumps against the Starkey Tenant to see if that individual's email matches one in Starkey's Tenant. If it does, it assigns the same login information to our Portal and the link will take them directly to the portal login page where they'll use the same login for us and eStore to login. If the email does not match, the link will take them to the registration set-up where they'll use the email address that the invite went to, and they'll set up their own password. Once that's been completed it'll direct them to the portal login page to login.

How to update login and password:

- **Email Change:** Reach out to the Start Hearing Credentialing team and they will make that change, and a new registration invite will be sent.
- **Forgot Login:** It is the email that we have on file for you. Reach out to Credentialing, they'll provide it to you.
- **Forgot Password:** Use the Forgot Password link at the Portal Login page.

Assistance with log in, account views/updates or need to add a staff member to the portal:

- Credentialing Team: 800-510-4194 credentialing@starhearing.com

Assistance with Portal Processing:

- Care Center Team: 855-326-8752 caringcenter@starhearing.com

Am I able to enter my own referrals?

Yes. Most referrals will be initiated by the patient calling Start Hearing to schedule the appointment. However, there are some contracts where the patient will initiate by scheduling the appointment directly with the office. You can enter those referrals in the portal. All referrals will be visible within the portal regardless of how it was initiated. *See Quick Guide – Referral or Provider Portal Manual.*

- **Workers Compensation and Coal Contracts:** These contracts require prior approval; therefore, specific documents are required before scheduling the appointment or servicing the patient. Enter the referral in the portal and upload the required documents. 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.

Am I able to enter my own orders?

Yes. All orders can be placed within the portal. Find the patient’s Appointment, add the Appointment Result and Create Order. If the order is a custom product, enter the order in the portal and then send the impressions into Starkey. *See Quick Guide – Order or Provider Portal Manual.*

Am I able to complete the Confirmation of Delivery process in the portal?

Yes. This can be done in two ways:

- 1) You can upload a physical signed copy of the completed Confirmation of Delivery document. Log into the portal, find the patient’s order and “Upload Document”.
- 2) While the patient is at the fitting appointment, log into the portal and find the patient’s order. Add the fitting date to the Item Details tab, Generate Document in the Fitting tab and review the details with the patient. Click to the order where both the patient and provider electronically sign and then submit.

Either option, the Confirmation of Delivery document, will be saved in the portal for your record, and it’s sent to Claims for quick processing.

Why didn’t my Confirmation of Delivery document generate?

Check to make sure you don’t have pop ups blocked. It might take a minute to generate, and the document will open in its own window.

Am I able to process a patient’s payment in the portal?

Yes. Find the patient’s order, click Make Payment and follow the steps. *See Quick Guide – Order or Provider Portal Manual.*

Do I have to Attest to CMS Compliance Trainings?

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