

## Maximize patient hearing aid benefits: essential protocol for non-HCS providers

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Many of our group retiree solutions plans require that all hearing aids be supplied by Hearing Care Solutions (HCS). If you are not an HCS provider servicing a member, you must verify the member's out-of-network benefits. If your patient has hearing aid benefits, you should follow the information outlined in this document. If you are already an HCS provider, you will follow your existing processes.

### Non-HCS providers serving members with hearing aid coverage administered by HCS should follow the protocol outlined below:

- All orders must be processed through HCS so the member can use their hearing aid benefit.
- To ensure seamless approval of your hearing aid claims, process all orders through HCS.
- Submit all claims for the routine hearing exam directly to HCS for processing.
- Select **Submit Referral for Out of Network Service** at <https://providerportal.hearingcaresolutions.com>.
- Complete all fields to enable HCS to verify eligibility information and issue a login to the provider website.
- Check your email for login instructions to the provider website.
- Proceed to the provider website to check eligibility and access the list of hearing instruments available for your patient.
- Once you have recommended the patient's hearing instrument(s), you can place your order on the provider website.
- HCS will review the order and contact the patient directly to collect any payment owed for the selected hearing instrument(s).

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- Upon receipt of the applicable payment, HCS will submit authorization to deliver in the provider portal:
  - For BTE, RIC, Signia Silk Click, Active Pro, and Active Instruments, HCS will submit the order directly to the manufacturer and then ship it directly to your office for delivery to the patient.
  - For all custom instruments, HCS will upload the order form back to the provider website upon authorization. You are responsible for submitting the order directly to the manufacturer with the custom impressions. **Only submit custom instrument orders to the manufacturer once HCS has given authorization.**
- You may fit the patient after receiving the HCS authorization for delivery and the hearing instrument(s). **Only fit the patient with authorization from HCS.**
- Fit the patient within 30 days of receiving authorization from HCS. If you cannot fit the patient within 30 days of authorization, promptly return the devices to the manufacturer and communicate the cancellation to HCS.
- HCS will send you a delivery receipt shortly after issuing authorization. You must complete, sign, and return this document to HCS to pay your provider fee. **Note:** This is a required document for payment of your provider fee.
- Ensure every patient signs a completed purchase agreement, as this is a state-mandated document. You may download the HCS purchase agreement on the provider website if you do not have one. The agreement does not have to be transmitted back to HCS, but it should be provided to the patient and you should keep a signed copy.
- You should also submit the signed Care Credit sales slip if the patient uses Care Credit financing. HCS will transmit this to you before delivery so the patient can sign. Please note that this is a required document (when a patient uses Care Credit financing) to pay your provider fee.
- The member has a 60-day evaluation period to exchange or return the instruments. Process all exchanges and returns through the provider website.
- HCS will ship a first-year battery supply directly to the patient following the completion of the evaluation period.
- Email or fax the completed delivery receipt and Care Credit sales slip (if applicable) to HCS at [faxorders@hearingcaresolutions.com](mailto:faxorders@hearingcaresolutions.com) or **888-456-3047**.
- our payment for services will be remitted after you complete the 60-day evaluation period and receive all required documentation (delivery receipt and Care Credit sales slip, where applicable).

### **HCS provider support number, fax, and email are on all documents for easy reference:**

- Support email: [providerservices@hearingcaresolutions.com](mailto:providerservices@hearingcaresolutions.com)
- Support phone: **877-583-2842**
- Document submission: [faxorders@hearingcaresolutions.com](mailto:faxorders@hearingcaresolutions.com) or **888-456-3047**

### **If you would like to become an HCS provider:**

- Online application: <https://hearingcaresolutions.com/provider-application>
- Recruitment email: [applications@hearingcaresolutions.com](mailto:applications@hearingcaresolutions.com)
- Recruitment phone: **303-407-6813**

- General inquiries: <https://hearingcaresolutions.com/provider-program-information>