



## 4.0 Plans

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## **4.1 HearPO's Commercial Hearing Aid Plan**

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HearPO believes in a win-win-win philosophy - a win for the patient, a win for the third party payor, and a win for the provider. Patients must receive quality products and services; third party payors must contain costs while offering their members quality products; and providers must be able to meet their patients' hearing health care needs and receive reasonable reimbursement for the services and products they provide. Our commitment is to achieve those goals and meet the needs of all associated parties.

Benefits to members under the HearPO's Commercial Hearing Aid plans vary depending upon the terms of individual contracts, but may include discounted patient pay audiology services, funded audiology services, discounted patient pay HearPO brand hearing aids, and funded HearPO brand hearing aids. Private label branding allows us to assure patients cannot receive the same products, services, and warranties for less from non-HearPO providers down the street and across the country.

To assure lucrative reimbursement, Providers receive 100% of the negotiated pricing for audiology services with discounted private pay plans. Providers receive 88% of the negotiated pricing for audiology services with funded plans. Providers receive the contracted provider reimbursement amount for hearing aids with both non-funded discounted private pay plans and funded plans. In all cases, HearPO pays for the hearing aids and earmolds associated with new hearing aids; therefore providers incur zero hearing aid expense when dispensing HearPO brand hearing aids.



## Frequently Asked Questions

### HearPO Commercial Plan:

<b><i>What is contract name?</i></b>	HearPO Private Label Plan
<b><i>How to identify plan participants?</i></b>	See prior authorization form from HearPO.
<b><i>How is participant coverage verified?</i></b>	You should receive a HearPO prior authorization form that verifies coverage. If not, call HearPO at 1-800-920-4327.
<b><i>How are benefits authorized?</i></b>	Authorizes benefits with Prior Authorization form that is sent to your office.
<b><i>Is additional authorization needed for specific services and devices?</i></b>	No, only the prior authorization form from HearPO is required.
<b><i>What is the diagnostic benefit?</i></b>	HearPO will provide updated Testing and Services Fee Schedule detailing negotiated pricing. These should be kept in your Provider Manual when applicable.
<b><i>Who pays for diagnostics?</i></b>	With non-funded plans, patients pay provider directly at discounted negotiated rates. (See the Testing and Diagnostics Fee schedule.) With funded plans, HearPO bills the payer and reimburses the provider 88% of the negotiated fee.
<b><i>What are the hearing aid benefits</i></b>	HearPO will provide updated hearing aid spreadsheets detailing negotiated pricing. Providers must dispense HearPO brand hearing aids.
<b><i>Who pays for hearing aids?</i></b>	With non-funded plans, patient pays HearPO via check or credit card at the time of the order at discounted negotiated rates. With funded plans, HearPO bills the payor. With both funded and non-funded plans, HearPO pays the provider.
<b><i>What is the frequency of the benefit?</i></b>	Will vary with different contracts.
<b><i>Can the patient pay for upgrades?</i></b>	This will vary with the plan and will be detailed in the Prior Authorization packet that we send to your office. For non-funded discounted private pay contracts, upgrades will not apply since the HearPO product line includes all technology levels in the covered benefit. Only HearPO brand hearing aids may be recommended.
<b><i>Are replacement earmolds, batteries, repairs, etc. covered?</i></b>	This will vary depending upon the terms of each contract, and will be detailed in each plan matrix.
<b><i>What paperwork must be submitted for reimbursement?</i></b>	All plans require a completed HearPO prior authorization form. Non-funded plans require payment in full from the patient for the hearing aids. Funded plans will vary depending upon the contract.
<b><i>Where is the paperwork sent?</i></b>	HearPO – 5000 Cheshire Lane North, Plymouth, MN 55446. Fax number 763-268-4210.
<b><i>Who reimburses the provider?</i></b>	For non-funded and funded plans, HearPO pays the provider reimbursement 60 days after the prior authorization form is received at HearPO net of returns. For non-funded plans the patient pays the provider directly for audiology services only. For funded plans, HearPO reimburses the provider for audiology services minus a 12% withhold.
<b><i>Does this plan have an administrative fee?</i></b>	No withholds apply for services or hearing aids with non-funded plans. No withholds apply for hearing aids with funded plans, but some funded plans may have a 12% withhold for services. HearPO pays the manufacturer for the hearing aids.



<i>How do I set-up HearPO manufacturer and earmold accounts?</i>	A provider can simply write their address & phone number in the ship-to section of the HearPO order form or when the manufacturer requires HearPO to set up the account number, please contact HearPO at above phone number.
<i>Any special guidelines?</i>	HearPO private label hearing aids are the only covered product, therefore providers must dispense HearPO brand hearing aids to receive reimbursement for hearing aids. For non-funded plans, to receive the discounted pricing, patients must pay 100% of the Third Party Price (TPP) for the hearing aids <u>at the time of the delivery</u> . For funded plans HearPO will bill the payor; however, all upgrades, if applicable, must be paid for by the patient at the time of the delivery. Payment may be made to HearPO via check made out to HearPO or credit card. If using a credit card, credit card numbers with patient signature must be completed and submitted to HearPO on the HearPO prior authorization form. The HearPO prior authorization form must be completed and returned with full payment within 24 hours of dispensing the hearing aids for all plans. Providers will receive provider reimbursement 60 days after the payment & form are received at HPO. HearPO pays for all hearing aids and earmolds associated with new hearing aids. You may use your own order forms when ordering products. Simply use the appropriate bill-to account number and include the patient's prior authorization number in the comments section. Options are not included in the TPP and should be added to the TPP and paid to HearPO at the initial order. See HearPO option pricing for details. Tax is not included in the TPP and should be added to the TPP in all states where tax is charged on hearing aids. The tax should also be paid to HearPO.



## HearPO Commercial Hearing Aid Plan Fee Schedule

### Diagnostic Schedule:

1. See the attached Testing and Services Fee Schedule which detail negotiated fees (HPO price) by CPT code. Diagnostic services will be negotiated at either 20%, 30%, or 40% off the designated usual and customary charge that is listed on the attached Testing and Services Fee Schedule.
2. For non-funded plans, the patient pays the provider directly at the HPO price for all services designated on the Testing and Services Fee Schedule form. There is no withhold fee for non-funded plans. For funded plans, HPO will bill the payor and reimburse the provider the allowable charge minus a 12% withhold. Those services marked with "N/A" are not part of the negotiated contract. The provider should charge the patient their usual and customary fees (no discount applied) if services are necessary that are not part of the negotiated contract. Batteries may also be sold at the provider's usual and customary fee unless otherwise stated for a specific plan.
3. For non-funded plans, 100% of the payment for services goes directly to the provider. It is the provider's responsibility to collect the money for audiology services from all patients with non-funded benefits at the time services are rendered.
4. The HearPO prior authorization form will provide details regarding funded versus non-funded plans, and if the plan is funded, the exact level of funding that applies to each patient is specified.

### Hearing Aid Schedule:

1. See the attached spreadsheet that details approved HearPO brand hearing aids. Third party pricing is designated in the TPP column. All patients or payors covered by HearPO contracts pay the designated TPP for HearPO brand hearing aids. Only HearPO hearing aids may be recommended.
2. For non-funded plans, the patient must pay 100% of the TPP at the time the hearing aids are dispensed. For funded plans, the patient must pay 100% of the upgrade fees, if applicable, at the time of the hearing aid dispensing. HearPO will bill the payor for the funded balance. Payment to HearPO may be made via check or credit card and must be forwarded to HearPO with the prior authorization form within 24 hours of dispensing of the hearing aids.
3. Hearing aid orders go directly to the manufacturer using the appropriate HearPO bill-to account number. There is no hearing aid expense to the provider.
4. HearPO will issue a check to the provider in an amount equal to the provider reimbursement for selected products 60 days after the prior authorization form and payment are received at HearPO. Payments to provider come from HearPO.
5. The Patient's checks should be made payable to HearPO.
6. For credit card payments, complete the credit card section of the HearPO prior authorization form and have the patient sign the form at the bottom. HearPO will process the credit card payment. **DO NOT PROCESS THE CREDIT CARD PAYMENT ON YOUR COMPANY'S CREDIT CARD ACCOUNT.**



7. HearPO pays for all HearPO hearing aids. Hearing aid orders and payments to providers are dependent upon HearPO receiving 100% of the TPP for non-funded plans or 100% of the applicable upgrade for funded plans with the prior authorization form within 24 hours of ordering the hearing aids from the manufacturer.
8. Hearing aids will be billed to HearPO and shipped directly to the provider. Provider must dispense only approved HearPO hearing aids to all HearPO private label plans. When ordering hearing aids use HearPO's Bill-to account number and providers office ship-to account number. Please note, Siemens and Phonak require a ship-to account number under HearPO's Bill-to account number.
9. Manufacturer phone numbers and HearPO account number:
  - Phonak 1-800-777-7333: MGC000
  - Unitron 1-800-888-8882: 71100
  - Siemens 1-800-998-9787: 117135
  - Sonic Innovations 1-801-365-2800: HPO-04608
  - Rexton 1-800-876-1141: 100712
  - Electone 1- 800-432-7483: 60626
  - Vivatone 1-877-278-8482: 1000HP
  - EarMold Design 1-800-334-6466: 60600
  - Great Lakes 1-800-842-8184: HearPO
  - Emtech 1-800-336-5719: 32243
10. Double the TPP for all binaural orders. The TPP does not include options or remote controls. See options pricing for manufacturer specific cost. Cost of remote must be added to TPP.
11. Hearing aids, including BTEs, come with a three year repair warranty and three year loss and damage (single occurrence on loss), unless specified on the current price list.
12. **To order ITE hearing aids** – complete an order form and send it directly to the manufacturer with the ear impressions, noting correct bill-to account number. **The prior authorization number that appears on the prior authorization form must be on the hearing aid order form.** Return the completed prior authorization form with payment from the patient when applicable to HearPO within 24 hours.
13. **To order BTE hearing aids** – call the manufacturer, state you are ordering a HearPO brand hearing aid, give them the HearPO bill-to account number, your HearPO ship-to account number or the provider's name, address, and phone number, the prior authorization number that appears on the prior authorization form, and the patient's name. The aids should come directly to the provider and the bill for the hearing aids should go directly to HearPO. Return the completed prior authorization form with payment from the patient when applicable to HearPO within 24 hours.
14. **To order Earmolds** - complete the appropriate order form and send it directly to Emtech, EarMold Design or Great Lakes Lab with the ear impressions. The prior authorization number that appears on the prior authorization form must be on the earmold order form. The earmolds should be shipped to the provider's office. HearPO will pay for earmolds and standard shipping rates when ordered with new hearing aids only.

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15. **Options** that are not standard on the hearing aid such as T-coil, directional microphones, etc. are not a covered benefit. If additional options are necessary, refer to the option page and add the designated cost to the TPP. Payment is made to HearPO.

**Hearing Aid Return Process:**

1. All patients receiving HearPO brand hearing aids are offered a 60-day adjustment period.
2. If the fitting is unsuccessful, HearPO brand hearing aids should be returned directly to the manufacturer within 90 days of the order date using the HearPO Return Form. A copy of that form must be faxed or mailed to HearPO the day the hearing aids are returned. Patient refunds will go directly to the patient and upon receipt of manufacturer credit invoice.

**DISCOUNTED PRIVATE PAY PROCESS**

1. Patient calls HearPO at 1-888-HEARING to get provider name, address, and phone number, plus prior authorization form.
2. Prior authorization form with prior authorization number and details of the specific plan is forwarded to the patient and the provider. Patient schedules appointment with provider.
3. Provider sees patient, completes testing, and orders hearing aids using the appropriate manufacturer order form.
4. Provider must honor contracted pricing as stated on the Testing and Services Fee Schedule and hearing aid spreadsheet.
5. For non-funded plans, Provider collects payment in full via check or credit card for hearing aids at the time of dispensing. For funded plans, Provider collects any upgrade if applicable, via check or credit card at the time of dispensing. Payment and completed prior authorization form are returned to HearPO within 24 hours.
6. Provider collects payment for completed services. 100% of payment for services goes directly to provider from patient with discounted private pay plans. HearPO will bill payor and reimburse the provider for services for funded third party plans.
7. Provider dispenses hearing aids.
8. 60 days after HearPO receives payment for the hearing aids, the provider is issued a check equal to the provider reimbursement. HearPO pays for all hearing aids and earmolds.
9. 90 days after the fitting, HearPO sends the patient a satisfaction survey that is returned directly to HearPO.



## **Provider Payment Justification**

How does HearPO justify the provider reimbursement amount to the provider? This unique approach to managed care offers a win-win-win. The patient benefits by receiving quality products at reasonable costs, the third party payer wins from cost containment, and the provider wins with reasonable reimbursement for their services and products. For example:

### **Example #1:**

\$1000.00 = usual and customary charge for hearing aid from provider  
-350.00 35% = average cost of goods = what you pay for hearing aid  
-100.00 10% = average marketing cost per hearing aid sold  
-200.00 20% = average discount provided off usual and customary for managed care

**\$350.00** = profit for provider after the above expenses

In this example, HearPO will pay the provider reimbursement of **\$400.00**

### **Example #2:**

\$2000.00 = usual and customary charge for aid from provider  
-700.00 35% = average cost of goods = what you pay for hearing aid  
-100.00 5% = very low average marketing cost per aid sold  
-400.00 20% = average managed care discount

**\$800.00** = profit for provider after above expenses

In this example, HearPO will pay the provider reimbursement of **\$900.00-1000.00**

### **Example #3:**

\$3000.00 = usual and customary charge for hearing aid from provider  
-1200.00 40% = low average cost for high end products  
- 100.00 3% = extremely low average marketing cost per aid sold  
- 600.00 20% = average managed care discount

**\$1100.00** = profit for provider after above expenses

In this example, HearPO will pay the maximum provider reimbursement of \$1000.00  
(Please note, our discounted pricing does not include a TPP price of \$3000.00)

- In addition to the above payment for hearing aids from HearPO, the provider receives 100% of the payment for audiology services from the patient with non-funded plans and 88% with funded plans.
- If you disagree with any of the numbers in the examples, fill-in your actual costs to determine the value of participating in this program for your personal business. Keep in mind these patients will be referred to you from HearPO as a result of our negotiated contracts that should result in incremental business for you. Please feel free to call HearPO if you have questions.



**HearPO Covered Audiology and Hearing Aid Services**  
**30% discount off HearPO designated usual & customary charges**

Audiology Services	HPO Price	CPT Code	Usual & Custmry	Hearing Aids and related services	HPO Price	CPT Code	Usual & Custmry
Screening-air only	14.00	92551	\$20.00	Hearing Aid Eval – monaural	63.00	92590	\$90.00
Pure tone threshold - air only	21.00	92552	\$30.00	Hearing Aid Eval – binaural	63.00	92591	\$90.00
Pure tone threshold -air & bone	32.00	92553	\$45.00	Hearing Aid Check – monaural	18.00	92592	\$25.00
SRT or SDT	14.00	92555	\$20.00	Hearing Aid Check – binaural	28.00	92593	\$40.00
SRT & Speech Discrimination	25.00	92556	\$35.00	Electroacoustic Eval – monaural	18.00	92594	\$25.00
Air, Bone, SRT & Discrim	56.00	92557	\$80.00	Electroacoustic Eval – binaural	28.00	92595	\$40.00
Audiometric testing of groups	35.00	92559	\$50.00	HPD Attenuation Measurement	53.00	92596	\$75.00
Loudness Balance	18.00	92562	\$25.00	Hearing aid-monaural ITE / BTE		V5050-60	
Tone Decay	18.00	92563	\$25.00	Hearing aid-binaural ITE / BTE		V5130-40	
Stenger - pure tone	18.00	92565	\$25.00	<b>Earmold</b>	45.00ea	V5299	\$75.00ea
Tympanometry	21.00	92567	\$30.00	Swim mold or HPDs	42.00pr	V5299	\$60.00pr
Acoustic reflex test	18.00	92568	\$25.00	Musician Noise Plugs	N/A	V5299	\$75.00ea
Reflex decay test	18.00	92569	\$25.00	Special handling and postage	N/A	V5299	
Filtered Speech	35.00	92571	\$50.00	Hearing aid repair, in-house minor	\$14	V5014	\$20.00ea
Staggered Spondaic Words	35.00	92572	\$50.00				
Lombard test	18.00	92573	\$25.00				
Sensorineural Acuity Level	18.00	92575	\$25.00				
Synthetic Sentence Identificatn	70.00	92576	\$100.00				
Stenger – speech	18.00	92577	\$25.00				
Visual Reinforcement Audio	56.00	92579	\$80.00				
Conditioning Play Audio	32.00	92582	\$45.00				
Select Picture Audiometry	25.00	92583	\$35.00				
ABR - threshold or complete	245.00	92585	\$350.00				
OAE - limited or complete	60.00	92587-88	\$85.00				
Central testing	N/A	92589	\$175.00				
Spontaneous nystagmus with gaze nystagmus	44.00	92541	\$63.00				
Positional nystagmus (4)	39.00	92542	\$56.00				
Caloric vestibular test (4)	79.00	92543	\$113.00	<b>Other Services and Products</b>			
Optokinetic nystagmus	30.00	92544	\$43.00	Unlisted service or procedure	N/A	92559	
Oscillating tracking	26.00	92545	\$37.00	Assistive Listening Devices	N/A	V5299	
Sinusoidal vertical rotational	N/A	92546	N/A	Medical Record copies	18.00	92599	\$25.00
Use of vertical electrodes	23.00	92547	\$33.00	Medical Report	35.00	92599	\$50.00
Posturography	N/A	92548	\$550.00	Office Visit – new or established	N/C	99201-11	\$50.00
Electrocochleography		92584		Home visit-new / established-per hr	N/A	99341-47	\$45.00
Cerumen removal	21.00	69210	\$30.00	Hearing Aid Batteries, per cell. Member can order batteries directly from HearPO at discounted prices.	N/A	V5086	\$1.40
Weber test	18.00	92599	\$25.00	<b>Speech/Language Services and Prosthetics</b>			
Tinnitus Evaluation	N/A	92599	\$100.00	Speech Evaluation	N/A	92506	\$95.00
Hearing Therapy	N/A	92507	\$75.00hr	Language Evaluation	N/A	92506	\$95.00
Special Event Consultation	N/A	92599	N/C	Speech / Language Therapy	N/A	92507	\$75.00hr
Special Event Test	N/A	92599	N/C	Voice Prosthetic Evaluation	N/A	92597	

Diagnosis	Code	Diagnosis	Code	Diagnosis	Code
Acoustic Neuroma	225.1	Hearing Loss – Mixed	389.2	Recruitment	388.44
Atresia	744.02	Hearing Loss - Noise Induced	388.12	Speech – delayed	315.39
Cerumen	380.4	Hearing Loss – SN	389.10	Speech – disorder	784.5
Cleft lip and palate	749.20	Hyperacusis	388.42	TM Perforation	384.2
Cleft palate	749.00	Menieres	386.00	Tinnitus	388.31
Communication Problem	388.43	Ossicular Discontinuity	385.23	TMJ dysfunction	524.6
Eustachian Tube Dysfunction	381.81	Otalgia	388.70	Vertigo/Dizziness	780.4
Hearing Loss – Central	389.14	Otitis Media	381.3	Other –must include code	
Hearing Loss – Conductive	389.0	Otosclerosis	387.9		

HPO Price = 30% discount off designated U&C.

Usual & Custmry = an average national usual & customary fee for each CPT code

N/A = discounted price not available – provider will charge their usual and customary charge for that CPT or V code

N/C = No charge to member

\*\*Effective 03/01/2006 Out of warranty repairs for hearing aid purchased through HearPO should be priced at 10% off usual and customary clinic pricing.



## 4.2 Workers' Compensation Plan

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The HearPO Workers' Compensation Plan provides for funded audiology services and funded HearPO private label HearPO hearing aids for workers compensation claimants. Contract organizations include employers, third party administrators and provider networks. Workers' compensation plans differ from commercial plans in several ways. First the patient or claimant never pays any out of pocket expenses, in that, 100% of the charges are billed to the contract organization. Secondly, most organizations require a letter of justification for higher levels of technology as well as independent audiological review of such recommendations.

### Plan Process

1. The Workers' Compensation Plan organization refers a patient to HearPO for audiological services and/or hearing aid services via phone, mail or fax. All services and products require authorization from the payer.
2. HearPO contacts the patient and selects a provider in their area. The closest provider is selected utilizing a zip code software program.
3. HearPO forwards the patient information and HearPO Prior Authorization Form for services to the selected provider via fax.
4. HearPO forwards a letter and the HearPO Prior Authorization Form to the patient.
5. Provider completes hearing test (if authorized). A copy of the hearing test and hearing aid recommendation is forwarded to HearPO. Providers will be asked to submit the Hearing Aid Justification Questionnaire for all Level 2 hearing aid recommendations.
6. Audiological review. The hearing tests and recommendations are reviewed at HearPO by a licensed, certified audiologist to insure they are audiological appropriate and medically justified for the claimant. This step is customized for each employer.
7. The hearing aid authorization request is forwarded to the employer or third party administrator (TPA) for their approval by HearPO.
8. Hearing aid authorization is given to HearPO by the employer or TPA\*.
9. Final Authorization form is forwarded to provider by HearPO within 2 working days of receiving approval.
10. Provider orders product and fits the hearing aid(s), Final Authorization Form is submitted to HearPO within 48 hours of delivery.
11. HearPO generates the claim form and submits the claim to the organization for payment.
12. Payment is made directly to HearPO, HearPO pays the provider.

*\*Authorization for Workers' Compensation services may take several weeks. Providers need to understand that such delays are out of HearPO's control and patients should be made aware of this delay.*

*Please see Section 5.0 to access Forms and Agreements*



## **Workers' Compensation Plan Insurance Matrix**

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### ***WSIA***

The Washington Self-Insurers Association (WSIA) is a worker's compensation program with approximately 380 employer participants located primarily in the State of Washington. Although current employees are located primarily in WA, retirees are covered throughout the country. WSIA employers refer their employees to HearPO via 1-888-HEARING for funded diagnostic testing and HearPO brand hearing aids. Hearing aid batteries, accessories, and repairs are also a covered benefit. All services and products require HearPO prior authorization. Only HearPO hearing aids may be recommended.

### ***Contacts:***

HearPO Eligibility: 1-800-920-4327

HearPO Claims: 1-800-472-0433

## Contract Processes: Workers' Compensation

<b>What is the contract name?</b>	WSIA
<b>How to identify plan participants?</b>	You will receive a prior authorization referral package from HearPO.
<b>How is participant coverage verified?</b>	You should receive a HearPO prior authorization form that verifies coverage. If not, call HearPO at 1-800-920-4327.
<b>How are benefits authorized?</b>	All services and products require written prior authorization from HearPO.
<b>Is additional authorization needed for specific services and devices?</b>	Yes, prior authorization from HearPO is required as well as medical justification from the provider for the recommended hearing aids.
<b>What is the diagnostic benefit?</b>	A current audiogram (dated within six months) may be provided with the referral. If a current audiogram is <u>not</u> provided and written authorization is not included with the referral packet, please contact 1-888-HEARING. See attached Testing and Services Fee Schedule Form for negotiated services and rates.
<b>Who pays for diagnostics?</b>	WSIA pays HearPO. HearPO pays provider for all authorized services at contracted rates.
<b>What are the hearing aid benefits?</b>	You will receive the most up-to-date HearPO product line and current negotiated reimbursement fee schedule along with the prior authorization form. Providers must dispense HearPO brand hearing aids. All hearing aids must be medically justified by the provider. Once specific instruments have been authorized, HearPO will issue a Final Authorization Form. Aids must not be ordered or dispensed until you have received the Final Authorization Form from HearPO.
<b>Who pays for hearing aids?</b>	WSIA pays HearPO. HearPO pays provider for all authorized aids.
<b>What is the frequency of the benefit?</b>	As needed. All services/products must be prior authorized by HearPO.
<b>Can the patient pay for upgrades?</b>	Most states prohibit a worker's compensation claimant from paying for upgrades. It is the provider's responsibility to recommend the most appropriate technology and to justify the need for that technology. Only HearPO brand hearing aids may be recommended.
<b>Are replacement earmolds, batteries, repairs, etc. covered?</b>	Yes, with prior authorization from WSIA and HearPO. To obtain prior authorization you must submit your request on a "HearPO Service Request Form." If a copy of this form has not been provided with this referral, please contact 1-888-HEARING.
<b>What paperwork must be submitted for reimbursement?</b>	A completed and signed HearPO Final Authorization Form.
<b>Where is the paperwork sent?</b>	HearPO – 5000 Cheshire Lane North, Plymouth, MN 55446. Fax number is 763-268-4210.
<b>Who reimburses the provider?</b>	Hearing aid reimbursement will be issued to provider 60 days after receipt of completed Final Authorization Form at HearPO, net of returns.
<b>Does this plan have an administrative fee?</b>	No withholdings apply for hearing aids. There is a 12% withhold for services, repairs, and accessory products
<b>Any special guidelines?</b>	<p>HearPO private label hearing aids are the only covered product; therefore providers must dispense HearPO brand aids to receive reimbursement for hearing aids. The HearPO prior authorization form must be completed and returned to HearPO with audiogram and report within 48 hours of evaluating patient for that specific hearing aid recommendation/justification. HearPO pays for all hearing aids; therefore providers must have HearPO bill-to / ship-to accounts. You may use your own order forms. However, be certain to include the manufacturer-specific HearPO bill-to account number and YOUR ship-to account number on the order form. In the comments section write "HearPO Private Label" and include the patient's Final Authorization Number. Hearing aid options must be included when completing the HearPO Prior Auth form.</p> <ol style="list-style-type: none"> <li>HearPO centralizes communication between providers, employers and WSIA. All questions, verification of claims, authorizations and billing must come through HearPO. Direct contact with an employer or WSIA by a provider is strictly prohibited.</li> <li>All services and devices require pre-authorization.</li> <li>The following must be included with all hearing aid pre-authorization requests: <ul style="list-style-type: none"> <li>Hearing aid style (ITE, BTE, etc.)</li> <li>Manufacturer of hearing aid</li> <li>Specific product name or technology (Eleva, Element 8, Cielo, etc.)</li> <li>Hearing Aid Justification Questionnaire for recommended hearing aids in Level 2.</li> <li>Copy of audiologic test.</li> <li>Detail of all requested services/products/etc.</li> </ul> </li> <li>The following must be included with all service or accessory pre-authorization requests: <ul style="list-style-type: none"> <li>Specific service or accessory needed</li> <li>Manufacturer of product</li> <li>Justification for recommended service or accessory</li> <li>Completed HearPO Service Request Form</li> </ul> </li> <li>Hearing aid batteries for workers compensation claims are to be dispensed by HearPO. Please direct claimants to contact HearPO at 1-888-HEARING for batteries to be mailed.</li> </ol>

## 4.3 Universal Referral Plan

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The Universal Referral Plan allows providers to access the HearPO private label plan for patients who do not have a hearing aid benefit through their insurance plan. This plan has proved to be an effective alternative for providers in price competitive situations. This plan can only be used with private pay patients where the patient is paying 100% of the cost of the hearing aids.

### **Process**

1. The provider completes the HearPO Request for Authorization Form and faxes the form to HearPO.
2. HearPO produces a HearPO Prior Authorization Form for the patient and faxes this form back to the provider.
3. The provider provides the authorized hearing aids and collects payment in full from the patient made payable directly to HearPO.
4. The provider submits the completed HearPO Prior Authorization Form to HearPO within 48 hours.
5. HearPO reimburses the provider reimbursement 60 days after delivery of the hearing aids net of returns.

*Please see Section 5.0 to access Forms and Agreements.*



## **4.3 HearPO Contract Referral Program**

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### **Contract Referral Program**

HearPO negotiates contracts with many types of organizations including HMO's, PPO's, Unions, Employers, Insurance Companies and Medical Groups. Many of the current HearPO contracts have come through referrals from our providers who now benefit from additional HearPO referrals. If you would like HearPO to approach an organization for the purpose of obtaining a contract, please complete the HearPO Contract Referral Form (*available in Section 5.0*). HearPO pays \$500 for referrals that result in a signed contract. Incentives will only be paid if all questions on this form are answered and HearPO is not in current negotiations with the organization. If we receive more than one referral for the same organization, the provider who submitted the referral first will receive the incentive. Please fax completed forms to HearPO at 763-268-4210.