



NETWORK PROVIDER MANUAL

T ▶
F ▶

6700 Washington Avenue South
Minneapolis, MN 55344

 **American**[™]
HEARING BENEFITS

AmericanHearingBenefits.com

TABLE OF CONTENTS

Participating Locations & Providers	2
Hearing Instrument Brands.....	3
Referrals	3
Hearing Consultations	3
Office Visits	3
Account Numbers.....	4
Fitting Appointment and Payment.....	4
The Sales & Transaction Process	4
Provider Reimbursement.....	4
Repairs.....	5
Remakes	5
Loss and Damage	4
Batteries.....	5
Earmolds.....	5
Returns & Exchanges.....	6
Loyalty.....	6

PARTICIPATING LOCATIONS & PROVIDERS

In order for hearing aids to be processed in a timely manner, please adhere to the guidelines within this manual.

All credentialed hearing professionals and offices in the AHB provider network can participate in this program.

If your business is not currently credentialed with American Hearing Benefits, you will need to submit a completed AHB credentialing application. For more information on how to become a credentialed provider, please contact the AHB credentialing team:

credentialing@americanhearingbenefits.com

Questions regarding AHB's discount policies or procedures? Please call our designated provider line:

1.888.901.8141

HEARING INSTRUMENT BRANDS

Products from the following companies have been approved for AHB network use.

- Starkey[®]
- Audibel[®]
- NuEar[™]

REFERRALS

Patients are referred to American Hearing Benefits through outside professional, civic and other similar groups and associations. Once they contact the AHB Referral Center to schedule a free hearing consultation, our Hearing Care Advisors will locate the nearest credentialed provider, and understand the patient's hearing goals.

The Hearing Care Advisor will contact the selected provider's office to schedule the patient's consultation. Next, a conference call will be arranged for the patient, provider and Hearing Care Advisor to discuss product recommendations and payment options.

Finally, an e-mail confirmation containing appointment and patient information will be sent to provider's office.

HEARING CONSULTATION

Patients are entitled to a free hearing consultation to determine the need for hearing aids.

Additional screening and diagnostic testing may be performed as long as you inform the patient that additional fees may apply.

You may bill the patient's insurance in accordance with your usual and customary office procedures for diagnostic testing.

OFFICE VISITS

All adjustments and office visits that occur within the first year are at no charge to the patient (limit six visits per year).

ACCOUNT NUMBERS

You will be assigned an AHB account number at the time of your initial order. Please reference this account number on the AHB order form along with the organization your patient is being referred through.

Please send orders to Starkey, Attn: AHB.

Standard product orders may be faxed to: 952.947.4915 or called into: 888.482.5305.

FITTING APPOINTMENT & PAYMENT

Once the hearing aid order is received, your office will need to contact the patient to arrange for a fitting appointment. Our Hearing Care Advisor will contact your office to verify the appointment date and arrange final payment on the day the hearing aids are fit.

THE SALES & TRANSACTION PROCESS

Throughout the entire process, our Hearing Care Advisors will rely on the hearing professional in the office to make the appropriate hearing aid recommendations to the patient. The Hearing Care Advisor's role is to help support the sales process and continue to encourage the "best hearing" for the patient. In addition, our Hearing Care Advisors will be able to provide the patient with pricing information and will process all related payments.

PROVIDER REIMBURSEMENT

AHB offers generous fitting fees (refer to the enclosed fitting fee schedule). Once the 60-day trial period has passed, we will remit payment for any applicable fitting fees.

REPAIRS

AHB patients receive a FREE Deluxe Worry Free Loss, Damage and Repair protection plan. Please refer to the AHB Provider Price List for details on warranty terms per model.

Repairs are processed under your commercial account number. Standard fees will apply.

REMAKES

Hearing aids are remade for fit issues only. Remakes for the same ear and/or shell type will be covered under the new product warranty for one year. After the first year, remakes are processed under your commercial account number and standard fees will apply. Associated charges can be billed directly to the patient, upon disclosure of the fee(s).

LOSS AND DAMAGE

Loss and damage replacements will be processed under your commercial account number. You may collect a processing fee of \$250.00 per instrument from the patient for L&D replacements upon disclosure of the fee.

BATTERIES

Battery quantities will vary depending on the type of hearing aid purchased. Please refer to the AHB Provider Price List for more details.

EARMOLDS

Earmolds that are ordered with the initial set of hearing aids are no charge to the patient.

Replacement earmolds and earmolds ordered after the trial period are billed to your commercial account and standard fees will apply. Associated charges may be billed to the patient upon disclosure of the fee.

RETURNS & EXCHANGES

EXCHANGES

Exchanges may only take place within the 60-day trial period. To initiate the exchange process, call the patient's dedicated AHB Hearing Care Advisor. The appropriate charges or refunds will be taken care of on that phone call with the HCA.

Please send exchanges to Starkey, Attn: AHB. Please include the Return/Exchange form with the original hearing aids.

RETURNS

In the event the patient returns the hearing aid(s) within the 60-day trial period, please complete and return the Return/Exchange form.

Please send hearing aid(s) and a copy of the Return/Exchange form to Starkey, Attn: AHB.

You may collect \$100 per instrument from the patient as a return service fee, upon disclosure of the fee. AHB will process any applicable refunds to the patient directly.

NOTE: Provider reimbursement is not paid on returned products. If provider reimbursement is paid, this must be returned to AHB within 30-days of patient returning the hearing aid(s) to the provider's office.

LOYALTY

Starkey Hearing Technologies network members will receive full credit for all hearing aids sold through AHB; including unit and loyalty fund accruals.

For non-network members, the unit sales will be associated to your commercial account.

