

## Protocol for providers serving members with hearing aid coverage administered by Hearing Care Solutions

Many Group Retiree Solutions plans under Empire BlueCross BlueShield now include a requirement for all hearing aids to be supplied by their hearing vendor, Hearing Care Solutions\* (HCS). If you are not an HCS provider and are servicing a member you will need to verify their out-of-network benefits. After verifying their benefits, if your patient has one of these plans, 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 must follow the protocol outlined below:

- All orders must be processed through HCS for the member to utilize their hearing aid benefit.
- All hearing aid claims will be denied for orders that are not processed through HCS.
- Please submit all claims for the routine hearing exam directly to HCS for processing:
- Select **Submit Referral for Out of Network Service** from the following link: <https://providerportal.hearingcaresolutions.com>.
- Complete all fields to enable HCS to verify eligibility information and issue a login to the provider portal.
- Check your email for login instructions to the provider portal.
- Proceed to the provider portal to check eligibility and gain access to the list of hearing instruments available for your patient.
- Once you have made your recommendation to the patient for hearing instrument(s), place your order in the provider portal.
- HCS will review the order and will reach out to the patient directly to collect any payment owed for the hearing instrument(s) selected.
- Upon receipt of 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, which will be shipped directly to your office for delivery to the patient.
  - For all custom instruments: HCS will upload the order form back to the provider portal upon authorization and you will be responsible for submitting the order directly to the manufacturer with the custom impressions. **Please do not submit custom instrument orders to the manufacturer until HCS has provided authorization.**
- Upon receipt of the HCS authorization for delivery and the hearing instrument(s), you may fit the patient. **Please do not fit the patient without authorization from HCS.**
- Please fit the patient within 30 days of receipt of the authorization from HCS. If you are unable to fit the patient within 30 days of authorization, please ensure the devices are returned to the manufacturer promptly and communicate the cancellation to HCS.
- HCS will transmit a *delivery receipt* to you shortly after issuing authorization to deliver. This document must be completed, signed, and transmitted back to HCS for payment of your provider fee. **Note:** This is a required document for payment of your provider fee.

\* Hearing Care Solutions is an independent company providing hearing benefit management services on behalf of Empire BlueCross BlueShield.

- Please ensure every patient is signing a completed purchase agreement as this is a state mandated document. You may download the HCS purchase agreement in the provider portal if you do not have one readily available. This does not have to be transmitted back to HCS, but it should be provided to the patient and a signed copy should be retained by you.
- If the patient is utilizing financing through Care Credit,\* you will also need to submit the signed Care Credit sales slip. HCS will transmit this to you prior to delivery to be signed by the patient. Please note, this is a required document (when a patient utilizes Care Credit financing) for payment of your provider fee.
- The member has a 60-day evaluation period to exchange or return the instruments. Please process all exchanges and returns through the provider portal.
- HCS will ship a first-year battery supply direct to the patient following completion of the evaluation period.
- Please submit the completed *delivery receipt* and Care Credit sales slip (if applicable) to HCS via email or fax.
- Payment for services will be remitted to you after completion of the 60-day evaluation period and receipt of 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 a Hearing Care Solutions 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>

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