



***hi HealthInnovations* Referral Process Frequently Asked Questions (FAQ)**

1. Who is *hi HealthInnovations*?

hi HealthInnovations is a UnitedHealth Group business that seeks to increase access to hearing testing and deliver high quality hearing solutions at low cost to consumers.

2. Who are *hi HealthInnovations* customers?

hi HealthInnovations customers are members of health plans and the general public. Many come to *hi HealthInnovations* because they are members of health plans with which we have relationships.

3. How can I identify a *hi HealthInnovations* customer?

hi HealthInnovations customers are instructed to identify themselves when they contact a provider to schedule an appointment. All customers referred are instructed to bring their *hi HealthInnovations* Visit Expectation Sheet with them at the appointment.

4. Can I charge the patient and/or his or her health plan?

If you provide services covered by the patient's health plan, you may bill the health plan for those services. Please work directly with the patient and his/her health plan to identify those covered services and obtain answers to any billing-related questions. The patient is responsible for any charges which are not covered by his or her health plan, and you may bill the patient for these charges. Note, however, that by accepting patients referred by *hi HealthInnovations*, you agree to charge such patients the lesser of your usual charges or the amounts on the *hi HealthInnovations* fee schedule. *hi HealthInnovations* is not responsible for payment of any of your charges.

5. How many referrals can I expect to get?

Referrals are dependent on the locations of our customers and should be considered incremental to your existing business. As our customer base expands, we expect referrals will increase. We expect to collect information from customers regarding their satisfaction with their experience during the visit. Over time, we expect to make referrals based in part on customer satisfaction.

6. What is the hearing testing and hearing aid fitting process?

Step 1 Provider administers hearing test (including otoscopic exam, air, bone, speech, tympanometry) and submits results.

Step 2 Customer purchases and receives programmed hearing aids and user support from *hi HealthInnovations*.

Step 3 Provider performs real ear measurement, any necessary programming adjustments and counseling during this visit and within 45 days to help the customer adapt to his/her hearing aids.

7. What is the earmold process?

Step 1 Customer receives hearing aids, earmold type and venting recommendation from the *hi HealthInnovations* hearing professional. If there is a concern over earmold recommendations made, consultation is suggested with the *hi HealthInnovations* hearing professional.

Step 2 Provider makes ear impressions for customer and orders earmolds.

Step 3 Provider fits earmolds to hearing aids and performs real ear measurements and any programming adjustments.

8. What is the hearing testing and hearing aid fitting process with earmolds?

Step 1 Provider administers hearing test (including otoscopic exam, air, bone, speech, tympanometry) and submits results. If custom earmolds are recommended, provider will take earmold impressions and order appropriate earmolds for patient. Earmolds are shipped to provider.

Step 2 Customer purchases and receives programmed hearing aids and user support from *hi HealthInnovations*. Upon receiving aids, customer contacts provider to arrange appointment for fitting.

Step 3 Provider fits earmolds to hearing aids. Provider performs real ear measurements, any necessary programming adjustments and counseling during this visit and within 45 days to help the customer adapt to his/her hearing aids.

9. Will you provide me with the programming equipment and cables should I need to reprogram the hearing aids for my patients?

Yes, *hi HealthInnovations* will facilitate access to the hearing aid programming software and equipment. If you don't already have eMiniTech programming equipment, you may access it at a discounted rate through *hi HealthInnovations*. We will also provide training on transmitting hearing test results and programming data for *hi HealthInnovations* aids.

10. What type of digital hearing aids do *hi HealthInnovations* offer?

- State of Art Technology
- 12 Gain Adjustment Bands
- Directional Processing
- Adaptive Feedback Manager
- Tri-Mode Noise Reduction System
- Automatic Gain Control
- Open-fit design
- Telecoil

11. Do you offer batteries to your customers when they purchase a hearing aid?

hi HealthInnovations hearing aids come with free batteries and ear tubes/wax guards that last most users 6 months.

12. How long is the warranty for *hi HealthInnovations* hearing aids?

We provide a one-year manufacturer's warranty on each hearing device, starting on the date of shipment to the consumer. If at our examination it is determined that the unit failed to work due to parts, materials or workmanship, the device will be repaired or replaced for free. This warranty does not cover malfunctions due to unusual wear and tear, unauthorized alteration or mistreatment of the device, such as physical shock, damage from moisture or sweat, excessive wax build-up, or tampering with the instrument, all of which void the warranty. This warranty does not cover batteries, ear tubes & tips, and accessories. *hi HealthInnovations* is the only authorized service center for this warranty service.

13. If I have additional questions where should I go?

You can send them to hi@hihealthinnovations.com.