

Hearing Aids & Audiological Services

Frequently Asked Questions

1	Will this funding be available in the future?	The funding is made possible through a state appropriation during the legislative session each year. When an appropriation is provided, it is available on July 1 on a first come, first serve basis. The funding is for children under 21 who are deaf or hard of hearing (DHH), who need hearing aids or audiological services.
2	What are the eligibility requirements for this program?	• Iowa children under the age of 21 • Children must currently reside in Iowa • Applicant must not be eligible for hearing aids or audiological services under Medicaid or Hawki. The intent of the funding is to provide payment for hearing aids or audiological services for DHH children whose families would not be able to afford these supports or services for their child. This funding is typically used by families whose insurance does not cover the costs, and the cost provides undue hardship.
3	How do we enroll our child in this program?	Parents should complete the brief two-page Hearing Aids and Audiological Services application located on the Early Hearing Detection and Intervention (EHDI) website, https://hhs.iowa.gov/programs-and-services/ehdi under funding or call (641) 424-8006 to request an application be mailed or emailed. Completed applications and required documents can be faxed or mailed to: Cont'd on page 2

		North Iowa Community Action Hearing Aids & Audiological Services Program P.O. Box 1627 Mason City, IA 50402-1627 Fax: (833) 536-1806
4	Do we need to re-apply for this funding each year?	Yes. The application is on the EHDI website, https://hhs.iowa.gov/programs-and-services/ehdi under funding or call (641) 424-8006 to request an application be mailed or emailed.
5	Can the service provider have the family apply for this funding instead of billing Medicaid or private insurance first?	No. This funding is payor of last resort. You must bill Medicaid, Hawki and/or all private insurance first.
6	We have insurance, but hearing aids are excluded in coverage. Do we still need to mark "Yes" for insurance and list our insurer's name on the application?	Yes. Please mark B - Insurance Information with a "Yes" and list your insurance company's name in Question 1. Please mark Question 2 with "No".
7	Does this funding supplement Medicaid or Hawki payments?	No. Medicaid or Hawki payments are considered payment in full.
8	Does the service provider have to be a Medicaid provider?	Yes. The service provider must be an Iowa Medicaid Provider in good standing.
9	Will we know ahead of time the services our applications will be approved for?	After the application is processed, you will receive written correspondence from North Iowa Community Action regarding your child's eligibility determination.

10	What services qualify?	• Repair/modification of hearing aid • Hearing aid (digital), monaural, behind the ear • Hearing aid (digital), monaural, in the ear • Hearing aid dispensing fee, monaural • Hearing aid (digital), binaural, in the ear • Hearing aid (digital), binaural, behind the ear • Hearing aid dispensing fee, binaural • Hearing aid, bicros, glasses • Ear mold/insert, not disposable, any type • Battery for use in hearing aid • Hearing aid supplies, accessories • Assistive listening device, not otherwise specified • Assistive listening device, dispensing • Service handling charge • Pure tone audiometry, air only • Pure tone audiometry, air and speech audiometry threshold • Speech audiometry threshold • Speech audiometry threshold with speech • Comprehensive audiometry threshold evaluation • Tympanometry (impedance testing) • Conditioning play audiometry • Auditory evoked potentials for evoked response audiometry; comprehensive • Auditory evoked potentials for evoked response audiometry; limited
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11	What if my child needs additional services later in the same program year, do I need to complete another application?	An application only needs to be submitted one time during a program year. Because funding is limited, services are approved in 90-day increments. If your child needs additional services after 90 days but before your eligibility period ends, please contact North Iowa Community Action to request additional services by calling (641) 424-8006.

12	What services need manufacturer's invoice attached to the claim form?	The following HCPCS related to hearing aids need an invoice if the total amount submitted is over \$650.00 per hearing aid: • V5030- Hearing aid, monaural, body worn, air conduction • V5040- Hearing aid, monaural, body worn, bone conduction • V5050- Hearing aid, monaural, in the ear • V5060- Hearing aid, monaural, behind the ear • V5120- Hearing aid, binaural, body • V5130- Hearing aid, binaural, in the ear • V5140- Hearing aid, binaural, behind the ear The following codes also require manufacturer's invoice, regardless of submitted charge: • V5014- Repair/modification of a hearing aid • V5230- Hearing aid, BICROS, glasses • V5267- Hearing aid supplies/accessories • V5274- Assistive listening device, not otherwise specified
13	What services need to be prior authorized?	Any of the services listed above that require an invoice, also require a prior authorization if the submitted charge is over \$650.00 for accessories or \$650.00 per hearing aid. Please use the Prior Authorization section of the Estimate Request for Audiological Services Form mailed to the provider by North Iowa Community Action. Please mail or fax the form to the following: Cont'd on page 6

		North Iowa Community Action Hearing Aids and Audiological Services Program P.O. Box 1627 Mason City, IA 50402-1627 Fax: (833) 536-1806 *Please allow up to ten days for a response to your request.
14	Where should claims be submitted and what should be included with the claim?	Once the application is processed, the family and service provider will receive a confirmation of approved services and insurance requirements. After services are provided, the service provider can then submit the following for hearing aids and/or audiological services: • Health Insurance Claim Form • Manufacturer's Invoice (as needed) • EOB or Denial Status (if indicated on Estimate Confirmation Form) Mail/Fax required documents to: North Iowa Community Action Hearing Aids and Audiological Services Program P.O. Box 1627 Mason City, IA 50402-1627 Fax: (833) 536-1806
15	Is there a certain health insurance claim form the service provider should be submitting?	Providers should submit the same claim form used for Medicaid or private insurance.
16	What are the rates for claim reimbursement?	• All claims will be paid at Medicaid rates. • Funding is considered payor or last resort

17	Can a service provider bill the family for the remaining expense?	No. Once you accept payment through this funding source, it is considered payment in full for covered services.
18	If a family has insurance that does not cover part of the expense for a hearing aid and/or audiological services, will this funding pay the difference?	Payment through this funding source is considered payment in full for covered services. If a Third-Party Liability (TPL) payment equals or exceeds Medicaid allowance, no further reimbursement is provided.
19	What are the processing timelines?	Application review and notification: North Iowa Community Action requests additional service information from the provider listed on the application during the review process. Normally, the process is completed within 7 business days after all requested information is received from your provider. If more than 14 days has passed since the application was submitted, please contact North Iowa Community Action for the status of your application. If the funding has been allocated and a waitlist activated, this timeline will vary. Claims processing and reimbursement: If all paperwork sent in with the claim is complete, 4-6 weeks.
20	Does funding cover the costs of cochlear implants or Bone Anchored Hearing Aids?	No. Funding may cover the costs of audiological services (testing) if there is no other source of payment.
21	Does funding cover the costs of a FM system?	Yes, if the system is needed to enhance quality of life or safety in the child's home. The funding will not cover FM systems for school. Families should work with their local school district to obtain an FM system to assist their children in school.

22	Does the funding include coverage for ear molds or hearing aid repairs?	Yes. Payment will be approved for replacement of hearing aid ear molds based on the current audiologist fee schedule.
23	Will families be required to purchase hearing aids first and then be reimbursed? Most providers ask for half of the costs up front and second half in 30 days.	If the provider receives reimbursement from this program, you will not be required to pay the costs up front. However, you may want to inquire if the provider is a Medicaid Provider (required). Medicaid Providers are very familiar with this process and know that they do not get paid up front.
24	Who do I contact about a claim and/or payments?	For all questions regarding enrollment, claims, payments, refunds or private insurance issues, please contact North Iowa Community Action at (641) 424-8006.