

Draft – 9.34 Hearing Aid Services**9.34.1 Pursuant to VR state agency et seq –**

1. The provision of hearing aids must be the most appropriate and cost-effective option to meet the individual's vocational needs.
2. The individual or, as appropriate, the individual's representative must be actively engaged in decisions regarding the assessment for and purchase of hearing aids, including the customer's participation in the cost of services, when required.
3. The provision of hearing aid services is subject to financial need.
4. Hearing aid services do not require a determination of comparable services and benefits.
5. Hearing aid recommendations or prescriptions must be provided by:
 - a. A licensed audiologist or otolaryngologist; or
 - b. A Hearing Instrument Specialist, when a licensed audiologist or otolaryngologist is not available within the community, with approval of the VR Assistant Director.
 - c. When an audiological evaluation is required, it must be conducted by one of the qualified professionals identified above.
 - d. Diagnostic Transportation may be provided, when necessary, to enable the customer to participate in an audiological evaluation to support a hearing aid recommendation or prescription.
6. Hearing aid recommendations or prescriptions must include, at a minimum:
 - a. The individual's name and the date of the recommendation or prescription.
 - b. A summary of the hearing loss and audiological findings supporting the recommendation, or a reference to an attached audiogram containing those findings.
 - c. The recommended hearing aid type, model, or required specifications and features, when applicable.
 - d. Whether one or two hearing aids are recommended.
 - e. Any accessories, earmolds, programming, or related services necessary to support the effectiveness of the hearing aid.
 - f. The name, credentials, and contact information of the recommending professional.
7. Personal Adjustment Training, including auditory training in the use of hearing aids or in lip-reading instruction, provided by an outside, non-contracted vendor must be approved by the Assistant VR Director or designee.

9.34.2 Procedures

1. Document engagement with the individual or, as appropriate, the individual's representative regarding hearing aid assessments and the purchase of hearing aids, including the customer's participation in the cost of services, when applicable, and information regarding available supports and resources in an Actual Service record. The Actual Service record must be identified under the service category "Counseling and Guidance."

2. Existing audiological evaluations completed within the past 12 months by a licensed audiologist or otolaryngologist should be used whenever available and sufficient to support the service decision prior to purchasing additional evaluations. Existing audiological evaluations completed by a Hearing Instrument Specialist may also be used when a licensed audiologist or otolaryngologist is not available within the community and approval is obtained from the VR Assistant Director.
3. Include hearing aid services on the customer's IPE prior to authorizing for services.
4. Documentation must support that the hearing aid services are necessary to achieve or maintain the employment goal identified on the IPE.
5. The case file must contain documentation supporting the vocational necessity of the hearing aid services and the rationale for the selected hearing aid model.

Training Reports

1. Document attendance, participation, and training progress in the case file. Training vendors should provide monthly or term reports to VR, as appropriate to the training program.
2. The report may be by the vendor's standard reporting system (grade cards, etc.), letter, or use the VR Services Progress Report document.
3. Special reports on certain cases may be necessary and, in some cases, they may be verbal. Document special reports in the case file.
4. Documentation must support continued participation and progress toward the employment goal identified on the IPE.

9.34.3 Services, Fees and Authorization, Associated Documents

Service Categories - Sub-categories

Diagnostic and Evaluation Services - Hearing Aid Evaluation

Assistive Technology Devices –

Hearing Aids Accessories Ear Molds

Hearing Aids Parts Repairs

Personal Adjustment Training - Auditory Training (in the use of a hearing aid or in lip reading)

Fees and Authorization

1. The maximum VR payment for a hearing aid is \$3,600 per hearing aid. If an individual chooses a hearing aid that exceeds \$3,600, VR participation will be limited to \$3,600 per hearing aid, and the individual is responsible for any remaining balance.
2. Audiological evaluations and related diagnostic services must be reimbursed in accordance with the applicable Medicare rate and CPT code. If a Medicare rate is not available for the service, reimbursement may not exceed 65% of the provider's usual and customary charge.
3. The maximum payment for each hearing aid mold is \$275.
4. The maximum payment for hearing aid repairs is \$1,100 per repair.

Associated Documents

The following associated documents are available as Aware data pages or from the Aware Letters Catalogue. Click the “Pages” tab and the associated document or the “New” tab and “Letter” to open the Letters Catalog or to open the associated document.

VR Services Progress Report

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