



HEARING AIDS

Service Authorization Required
CMN Required: [581](#)

DURABLE MEDICAL EQUIPMENT MANUAL

COVERAGE AND LIMITATION
CRITERIA/POLICIES

EFFECTIVE: MARCH 2007

REVISED: JUNE 2017

HEARING AIDS

Indications and limitations of coverage and medical appropriateness:

- Hearing loss of 40 dB or greater at frequencies 500, 1000, and 2000 Hz (Avg. of 40 dB) in the ear with best hearing acuity for all members 21 years of age or older or;
- Hearing loss averaging of 30 dB or greater at frequencies 500, 1000, and 2000 Hz (Avg. of 30 dB) in the ear with best hearing acuity for all members **less** than 21 years of age **and**;

Coverage allowed if the follow conditions are present:

- Member has not had a hearing aid provided by Medical Assistance in either ear for at least five years. Under age 21 may be given special consideration **and**;
- Audiogram must be performed by an Audiologist or licensed hearing aid dispenser and must accompany the prior authorization form. When medically necessary a diagnostic evaluation may be sent with the prior in place of the audiogram along with supporting narrative (e.g. when an audiogram is unattainable).

Limitations:

- Under 21 years of age are allowed binaural hearing aids if the documentation supports the medical necessity
- Lost hearing aids will not be replaced until the allowed replacement time of five years. Special consideration will be given to members under 21 years of age.
- 21 years of age and older allowed a monaural hearing aid only
- Monaural users are allowed four batteries per month. Binaural users are allowed eight batteries per month. Batteries **DO NOT** require prior authorization.
- Ear molds and ear mold replacements for BTE hearing aids are covered.



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Hearing aid purchase to include:

- The hearing aid and standard accessories/options required for the proper operation of the hearing aid
- Proper fitting and instruction in the use, care and maintenance of the hearing aid
- The initial one year warranty against loss or damage
- Providing the member with a written copy of the purchase agreement

Major repairs:

- Repairs with an acquisition cost is **OVER** \$250 require service authorization.
- A copy of the repair facility or manufacturer's invoice will need to accompany the service authorization (a quote will be accepted).
- Service authorization is **required** if a second repair is needed within six months of a previous repair, **regardless** of the cost of the repair.
- All warranties and insurance must have expired.
- The repair service must include a written warranty against all defects for a minimum of six months at no extra charge to Medical Assistance.
- Damage due to maltreatment, misuse and/or tampering by the member is the responsibility of the member.
- A physician signature is not necessary for repairs that are medically necessary.
- Repairs are reimbursed 20% above the invoice cost minus any shipping and handling fees.



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Minor Repairs:

- Minor repairs can be handled in the dispenser's office if invoiced properly.
- Service authorization is **not** required for repairs with an acquisition cost of \$250 or **less**.
- A copy of the invoice will need to accompany the claim or the claim will be denied as provider responsible.

Request for hearing aid replacement must document ALL of the following:

- Change in the members hearing status.
- Purchase date of the current hearing aid.
- Condition of current hearing aid and not meeting current hearing needs.
- Hearing aids are replaced only if medically necessary.
- Hearing aids are not replaced before five years from purchase date.
- Replacements may be allowed more frequent for members under 21 year of age if circumstances are documented justifying the medical necessity.
- Adults who were supplied with binaural hearing aids as a child and need replacement as an adult will need to fit the criteria for age 21 and older to qualify for replacement.



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Dispensing fee to include:

- Adjusting the hearing aid to the member including necessary programming on digital and digitally programmable hearing aids. Limited to 3 visits to the dispenser's office.
- Instructing and counseling the member on use and care of the hearing aid.
- Fitting and modifications of the hearing aid.
- Freight, postage, delivery of the hearing aid.
- Maintenance, cleaning and servicing to be provided for the first year of ownership.
- A dispensing fee can only be billed once per hearing aid for the operational lifetime of that hearing aid.

Billing tips:

- Providers are required to bill their usual and customary charges for the purchase and dispensing of a hearing aid. The usual and customary charge is the amount charged by the provider for the same service when provided to non-Medicaid patients
- Use of modifiers is mandatory for payment of monaural hearing aids. Monaural hearing aids billed without the right (**RT**) or left (**LT**) modifier will be denied.
- Procedure code V5299: Use of procedure code V5299 – hearing service miscellaneous – is limited to those instances when there is no other code to describe a specific hearing instrument or supply. Service authorization is still required when using V5299. An itemized invoice is required with the use of this code.



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Documentation Requirements:

- CMN.
- Required exam notes from prescribing physician/practitioner within 60 days of SA start date. Must provide sufficient clinical rationale to substantiate the medical need for evaluation of possible hearing device.
- Prescription/order from prescribing physician/practitioner for the hearing aid(s).
- Audiogram.
- Audiologist's notes.

Non-covered:

- Self-referrals to the audiologist.
- Binaural hearing aid for member's **over** the age of 21.
- Lost hearing aids **WILL NOT** be replaced until the allowed replacement time of five years.

| Date Revised | Revisions |
|--------------|--|
| June 2017 | Reformatted and revised. Added clarification for required documents/documentation. |
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