



# Provider Portal Overview

Provider's Introduction to the Portal  
Version 2.0

# Introducing the Provider Portal



Software created just for you, the Provider



Access it over the internet using your computer



You will have your own log in credentials



Replaces the paperwork exchange with online data



Improves efficiency for you, the provider

# Overview

See your  
Appointments in  
the Portal

Enter appointment  
details when  
patient is seen

Add Hearing Aids  
and other  
accessories

Accept Payments  
via Credit card and  
e-checks

Print out price lists  
based on the  
patient's benefits

Provides online  
access to your  
State Agreements

Manages delivery  
of hearing aids

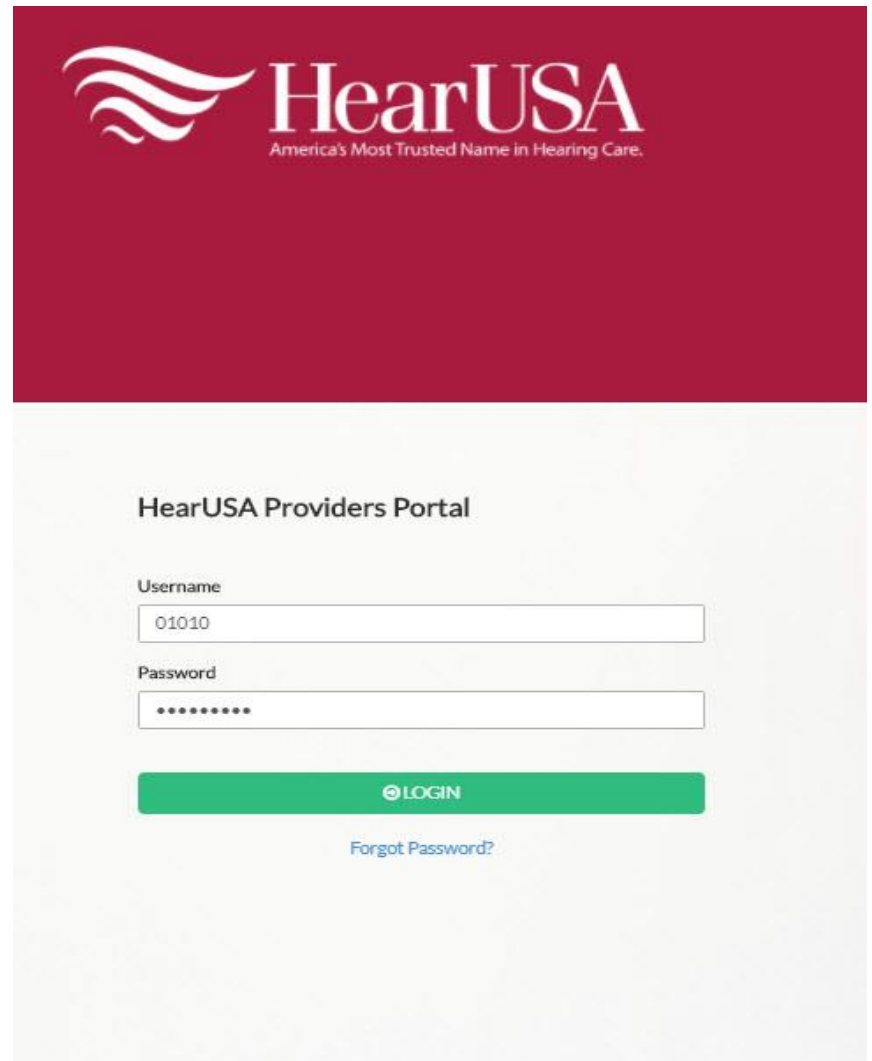
Allows e-signatures  
on purchase  
agreements

# Accessing the System

- Access the portal using Google Chrome **web link:** [hearusa.net/portal](https://hearusa.net/portal)
- Sign in with your HUSA assigned username/password
- Once successfully logged in, you will be able to view the provider dashboard

## Notes:

- The system may prompt you to update or change your husa password. You may do so or keep password the same
- The log in credentials can be used for both the HearUSA.net site and the Provider portal site.




The screenshot shows the login interface for the HearUSA Providers Portal. At the top, there is a red header with the HearUSA logo and the tagline "America's Most Trusted Name in Hearing Care." Below the header, the page title "HearUSA Providers Portal" is displayed. The login form consists of two input fields: "Username" with the value "01010" and "Password" with masked characters "\*\*\*\*\*". A green "LOGIN" button is positioned below the password field, and a blue link for "Forgot Password?" is located at the bottom of the form.

# Dashboard

Welcome Marion  
Network Provider Since 03/2015

 **38**  
HEARING AIDS SOLD THROUGH PORTAL

 **65**  
NETWORK PATIENTS

 Check your appointments [All Appointments >](#)

Upcoming Appointments **6**

Awaiting outcome / Pending PO **3**

In Purchase process **11**

Status	Patient Name	Appt. Date & Time	Assigned Provider
Scheduled, Pricing available	JoJo Barnes	10/19/2017 10:00 AM	<a href="#">Dr. Marion P. Downs, Au.D.   TH312</a>
Scheduled, Pricing available	Silas Adams	10/24/2017 10:30 AM	<a href="#">Dr. Marion P. Downs, Au.D.   TH312</a>
Scheduled, Pricing available	Cy Tolliver	10/24/2017 01:00 PM	<a href="#">Assign Provider &gt;</a>
Scheduled	Sofia Metz	10/24/2017 04:00 PM	<a href="#">Assign Provider &gt;</a>
Scheduled, Pricing available	George Straight	10/27/2017 04:00 PM	<a href="#">Dr. Marion P. Downs, Au.D.   TH312</a>
Scheduled	Ron Howard	10/31/2017 08:00 AM	<a href="#">Dr. Marion P. Downs, Au.D.   TH312</a>

[Show More >](#)

 Communication Center

ONLY TO th312

8/22/2017 12:42:04 PM


FREE TICKETS TO JAY Z CONCERT

8/22/2017 12:40:50 PM

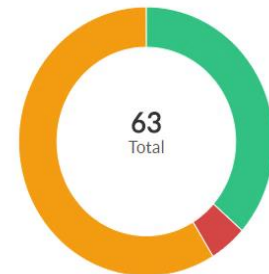
Birds Flying High

8/22/2017 12:40:06 PM

[All Messages >](#)

 Appointment Results

Last Full 12 Months 10/2016 - 09/2017



**23**  
Purchases

**37**  
Pending

**3**  
No Purchases

# Upcoming Appointments



**Welcome Marion**  
Network Provider Since 03/2015



**14**  
HEARING AIDS SOLD THROUGH PORTAL

 Check your appointments

[All Appointments >](#)

Upcoming Appointments

10

Awaiting outcome / Pending PO

1

In Purchase process

4

Status	Patient Name	Appt. Date & Time	Assigned Provider
Scheduled, Pricing available	John Bush	08/15/2017 09:00 AM	<a href="#">Dr. Marion B. Smith, Au.D.</a> THS12
Scheduled, Pricing available	Cindy Beyer	08/15/2017 02:30 PM	<a href="#">Dr. Marion B. Smith, Au.D.</a> THS12
Scheduled, Pricing available	Mickey Mouse	08/15/2017 04:30 PM	<a href="#">Dr. Marion B. Smith, Au.D.</a> THS12
Scheduled, Pricing available	Micheal Sampson	08/16/2017 09:30 AM	<a href="#">Dr. Marion B. Smith, Au.D.</a> THS12
Scheduled, Pricing available	Joseph Schmoie	08/16/2017 11:00 AM	<a href="#">Assign Provider</a> ▼
Scheduled, Pricing available	Laquesha Miller	08/16/2017 02:30 PM	<a href="#">Dr. Marion B. Smith, Au.D.</a> THS12
Scheduled	Paul Washington	08/21/2017 09:30 AM	<a href="#">Dr. Marion B. Smith, Au.D.</a> THS12
Scheduled	Sandra Blackshear	08/25/2017 09:30 AM	<a href="#">Dr. Marion B. Smith, Au.D.</a> THS12
Scheduled	Andrea Alexander	08/31/2017 10:00 AM	<a href="#">Dr. Marion B. Smith, Au.D.</a> THS12
Scheduled, Pricing available	testing CrmCms	08/31/2017 12:30 PM	<a href="#">Assign Provider</a> ▼

[Show More >](#)

# Upcoming Appointments

- **Scheduled**
  - Eligibility check has not been performed. Pricing cannot be provided.
  - Cannot order in Portal
  - Provider should call the Customer Relations Representative if patient is in the office
- **Scheduled, Pricing Available**
  - This is the normal status you will use
  - Use the portal to order
  - If patient is a no show or does not purchase – use portal to record that outcome
- **Email/Fax Order to HearUSA**
  - Patient has special pricing
  - Use the emailed/Faxed paperwork to order Hearing Aids
  - Note: If you use the paperwork process to order Hearing Aids then you will use the same paperwork process to deliver Hearing aids

# Appointment Details

## Appointment Details

[← Back](#)
[Save](#)
[CANCEL/NO SHOW](#)
[NO PURCHASE](#)
[CONTINUE TO PURCHASE](#)

Scheduled, Pricing available

### Member Details

Michelle Stevens (01/01/1936)  
 SID: 118277  
 Insurance Member ID: 124578963  
 Address:  
 1 Jet St  
 Palm Beach Gardens FL 33483  
 Phone: (561) 309-7583

### Appointment Details

Thursday 10/18/2018 09:00 AM  
 Assigned Provider: John Smith-Test | R1557

### Program & Benefits

Program: GM\_Retirees  
 Benefit: Two hearing aids every 3 year  
 Warranty: 2 YR  
 Battery Supply: 1 pack  
 Follow Up Care: 6-month follow-up care at no charge

[Search Price List](#)

### Appointment Summary

#### Degree of Hearing Loss

Right Ear

Left Ear

#### Diagnosis (ICD-10)

Right

Bilateral

Left

Unspecified

#### Services Rendered

- S0618: Audiometric Examination
  V5090: Monaural Dispensing Fee  
 V5010: Hearing Aid Examination & Selection
  V5160: Binaural Dispensing Fee  
 V5020: Conformity

Other Services

#### Order Hearing Aids and Accessories

Manufacturer	Model	Ear	Price	Benefit	Insurance Discount	Total
		Total	\$0.00	\$0.00	\$0.00	\$0.00

[+ Add Item](#)

#### Upload Files



# Search Price List



## Appointment Details

Scheduled, Pricing available

### Member Details

**Mylee Stevens** (01/01/1936)  
**SID:** 133764  
**Insurance Member ID:** 987654321  
**Address:**  
 10455 Riverside Drive  
 Palm Beach Gardens FL 33410  
**Phone:** (561) 478-8770

### Appointment Details

**Wednesday 09/19/2018 11:00 AM**  
**Assigned Provider:** [Assign Provider](#)

### Program & Benefits

**Program:** AARP  
**Benefit:** Discount Only  
**Warranty:** 3-yr Levels 1-5  
**Battery Supply:** 3-yr  
**Follow Up Care:** 1-year follow-up care at no charge

[Search Price List](#)

**Click Here**

### Advanced Search

Product Type: Hearing Aid | Manufacturer: Siemens | Model: 7 nx | Ear: Binaural

Include Items with \$0 discount: Yes No **Either** | Include Items with \$0 benefit: Yes No **Either**

**Select manufacturer and model (optional)**

Manufacturer	Model	Price	Benefit	Insurance Discount	Patient Part
Siemens	HCP5 Motion 13 7 NX	\$7,375.00	\$0.00	\$3,687.50	\$3,687.50
Siemens	HCP5 Pure 13 7 NX B	\$7,375.00	\$0.00	\$3,687.50	\$3,687.50
Siemens	HCP5 Pure 312 7 NX B	\$7,375.00	\$0.00	\$3,687.50	\$3,687.50

[Export - Excel](#)

[Export - PDF](#)

**Click Here to export and print pricelist**

[Cancel](#)

## Printed Pricelist



### Pricing (09/20/2018)

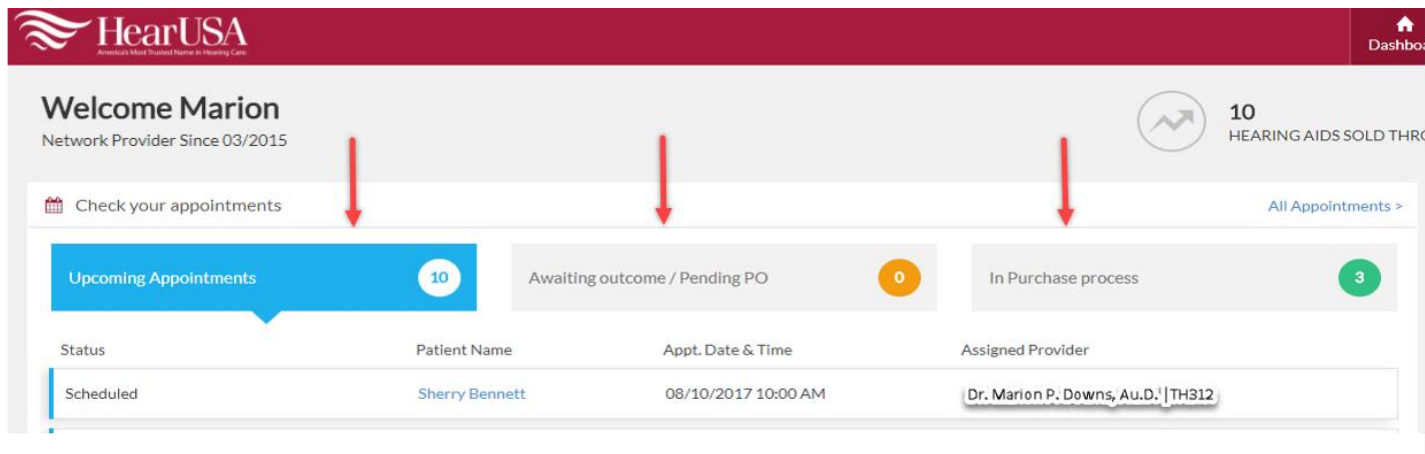
**Product Group:** Hearing Aid | **Manufacturer:** Siemens | **Model:** 7 nx  
**Side:** Binaural | **Plan Name:** AARP (979) | **As Of Date:** 09/20/2018

Manufacturer	Model	Price	Benefit	Insurance Discount	Patient Part
Siemens	HCP5 Motion 13 7 NX	\$7,375.00	\$0.00	\$3,687.50	\$3,687.50
Siemens	HCP5 Pure 13 7 NX B	\$7,375.00	\$0.00	\$3,687.50	\$3,687.50
Siemens	HCP5 Pure 312 7 NX B	\$7,375.00	\$0.00	\$3,687.50	\$3,687.50

Showing all 3 results

# Statuses

- 3 Buckets in Portal
  - Upcoming Appointments
  - Awaiting Outcome/Pending PO
  - In Purchase Process



10 HEARING AIDS SOLD THRU

Check your appointments [All Appointments >](#)

Upcoming Appointments	10	Awaiting outcome / Pending PO	0	In Purchase process	3
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Status	Patient Name	Appt. Date & Time	Assigned Provider
Scheduled	Sherry Bennett	08/10/2017 10:00 AM	Dr. Marion P. Downs, Au.D.   TH312

- Each of those buckets has a more descriptive status

# Awaiting Outcome/Pending PO

- **Cancelled – No Show**
  - If Patient calls and cancels
  - Or doesn't call but doesn't show up
- **Did Not Purchase**
  - Use this when you have seen the patient but they do not order a Hearing Aid.
  - You can specify the appropriate reason which will help with Follow up
    - No Need
    - Already Owns
    - See Comments
    - Can't afford
- **Did Not Purchase - Finance Request**
  - This is the status that an appointment will be in when the Patient requests financing and is awaiting approval.
  - Once the financing has been approved and the balance paid the order will be created by HearUSA.

# Select Hearing Aids and Accessories

+ Add Line Item

Hearing Aid Options Ear Mold [Advanced Search](#)

Manufacturer	<input type="text" value="Oticon"/>	<input type="button" value="x"/> <input type="button" value="v"/>	Price: \$1,995.00
Model*	<input type="text" value="ACTO PRO CIC"/>	<input type="button" value="x"/> <input type="button" value="v"/>	Benefit: \$1,500.00
Ear*	<input type="radio" value="Left"/> <input checked="" type="radio" value="Right"/> <input type="radio" value="Binaural"/>		Insurance Discount: \$0.00
			Patient Part: \$495.00

# Purchase Hearing Aids



## Order Hearing Aids and Accessories

Manufacturer	Level	Model	Ear	Price	Benefit	Insurance Discount	Total
Starkey	0	3 SERIES i110 CUSTOM	Right	\$2,500.00	\$0.00	\$0.00	\$2,500.00
Total				\$2,500.00	\$0.00	\$0.00	\$2,500.00

## Purchase Agreement (New York)

PURCHASE AGREEMENT (NEW YORK)

I ("Buyer") hereby purchase from HearUSA ("Seller"), the hearing system and equipment described below, agree to pay the purchase price written, and honor the following terms and conditions of the sale herein specified. The equipment is new unless indicated otherwise, and warranted against defects in material and workmanship for a period of \_\_\_\_ year(s) from the date of purchase. Remakes are warranted for one year only, and ear molds are warranted for remake/refit for 90 days. Ear molds are not covered for loss. In the case of loss or damage during the warranty period, a one-time replacement will be provided for hearing aids and remote controls, subject to a deductible of \$\_\_\_\_\_ per hearing aid and, if applicable, \$100 per remote control.

REFUND & RETURN POLICY

The hearing aid(s) may be returned to the seller within 45 days of the date of actual receipt by you or until completion of fitting by the seller, whichever occurs later. If you return the device, the seller will either adjust or replace the device or promptly refund the amount paid less \$75 nonrefundable fee per aid.

## Member Signature

I Agree Date: 10/09/2017 1:33 PM

Provider, please keep the HearUSA Invoice with the patient's original signature on file.

# Patient Payments

Purchase Hearing Aids      Review and Sign      **Submit Payment**      Get PO Number

1      **2**      3

## Submit Payment

Total Amount: \$2,200.00    Already Paid: \$0.00    Balance Remaining: \$2,200.00

### Payment Method

Credit card

E-Check

Finance

#### Credit Card Information

Name on Card    DAVID JANSEN

Card Number    4111111111111111

Expiration    Apr (04)    2020

Security Code (CVV)    123

Payment Amount    2200

#### Billing Information

Address line 1    111 South Military Trail

Address line 2   

City    Boca Raton

Zip    33378

State    FL

E-Mail    David@supergood.com

TAKE PAYMENT

Cancel

SAVE AND EXIT

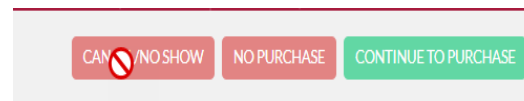
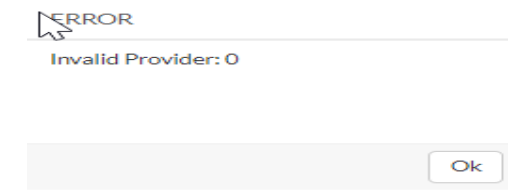
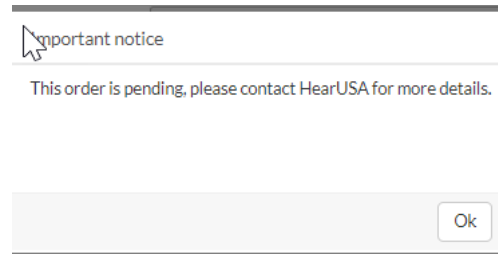
SUBMIT ORDER

# Financing

- HearUSA offers Financing for Hearing Aid purchases through Care Credit and Allegro
- The Patient may request finance from one or both of the financing companies.
- If your patient is requesting Financing, then you will select the Financing tab when making payments
- Follow the on screen instructions to request Financing
- Help your Patient fill out the Financing applications online or print and fill out the Applications and attach them to the Appointment details
- A HearUSA representative will review the request and work with the financing company to obtain approval
- If approved, the Order will be placed by HearUSA representative and you and the patient will be notified.
- At delivery time you will use the paperwork process to deliver the Hearing Aids
- In the future, we plan to build a more integrated solution with the finance companies. This future solution will allow the finance transactions to be completed in the portal and will remove the need for the paperwork package

# Troubleshooting

1. If special authorizations are required, the system may alert you that the order cannot proceed
  - Call HearUSA to complete the authorization
2. Patient is not in a “Scheduled – Pricing Available” status.
  - Call HearUSA for support)
3. Patient has not been assigned a provider.
  - (Assign it in the portal)
4. Missing ICD-10 codes.
  - (Enter ICD-10 codes if you are ordering an hearing aid or performed a test)
5. You Cannot place an order in the portal unless you are ordering at least one hearing aid
  - If not ordering a hearing aid then use other means to complete the transaction
6. System will Only allow 1 Hearing aid per ear for a patient
  - Check that you entered the correct ear for each





# Successful - Order Placed

- If the order is successful, the status will become “PO Issued”
- Once authorized, you contact the manufacturer and place your order using the designated purchase order. Each PO is specific to a single patient and can only be used one time.
- Instructions for placing orders with specific manufacturers are located on the [HearUSA.net](https://www.hearusa.net) site

# In Purchase Process

- PO Issued
  - Payment is complete. Need to order Hearing Aids
  - OR Hearing Aids arrived. Need to Schedule fitting appointment with patient
- Delivery – Scheduled
  - Fitting appointment has been scheduled and entered into the system
  - AND Patient has not accepted delivery of the Hearing aids yet
- Delivery Complete
  - Patient has accepted delivery of hearing aids
  - AND Provider has entered the serial numbers and the actual delivery date in the portal

# Hearing Aids Received

- Schedule deliveries based on estimated arrival of the hearing aids
- Enter the delivery appointment in the portal
- Enter the serial number of the hearing aid (avoid typos please)
- Ask patient to accept delivery of the hearing aid by signing the agreement
- You can print or email the agreement to the patient

# Accepting Delivery

← Back
Save
CANCEL/NO SHOW
NO PURCHASE
CONTINUE TO PURCHASE

**Appointment Summary**

**Order and Delivery Details**

PO Number 090210-00922900  View Receipt

Expected Delivery   View Purchase Agreement

Actual Delivery

Serial Number Right

Serial Number Left

DELIVER HEARING AID

**Degree of Hearing Loss**

Right Ear  Left Ear

**Diagnosis (ICD-10)**

Right

Left

Bilateral

Unspecified

**Services Rendered**

92557: Comprehensive Audiogram  V5090: Monaural Dispensing Fee

V5010: Hearing Aid Examination & Selection  V5160: Binaural Dispensing Fee

Other Services

**Order Hearing Aids and Accessories**

Manufacturer	Model	Ear	Price	Benefit	Insurance Discount	Total
Hansaton	JAM 3 ITC	Right	\$2,000.00	\$0.00	\$2,000.00	\$0.00
Hansaton	JAM 3 ITC	Left	\$2,000.00	\$0.00	\$2,000.00	\$0.00
<b>Total</b>			<b>\$4,000.00</b>	<b>\$0.00</b>	<b>\$4,000.00</b>	<b>\$0.00</b>

+ Add Item

# Statistics



**50**  
HEARING AIDS SOLD THROUGH PORTAL



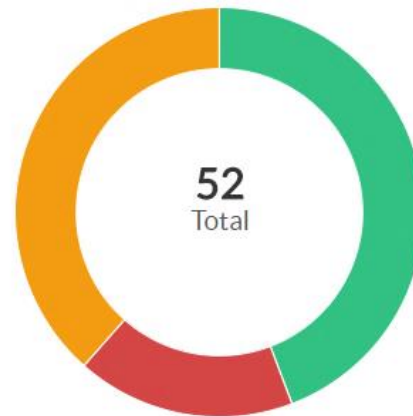
**50**  
NETWORK PATIENTS

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 Appointment Results

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Last Full 12 Months 08/2016 - 07/2017



**23**  
Purchases

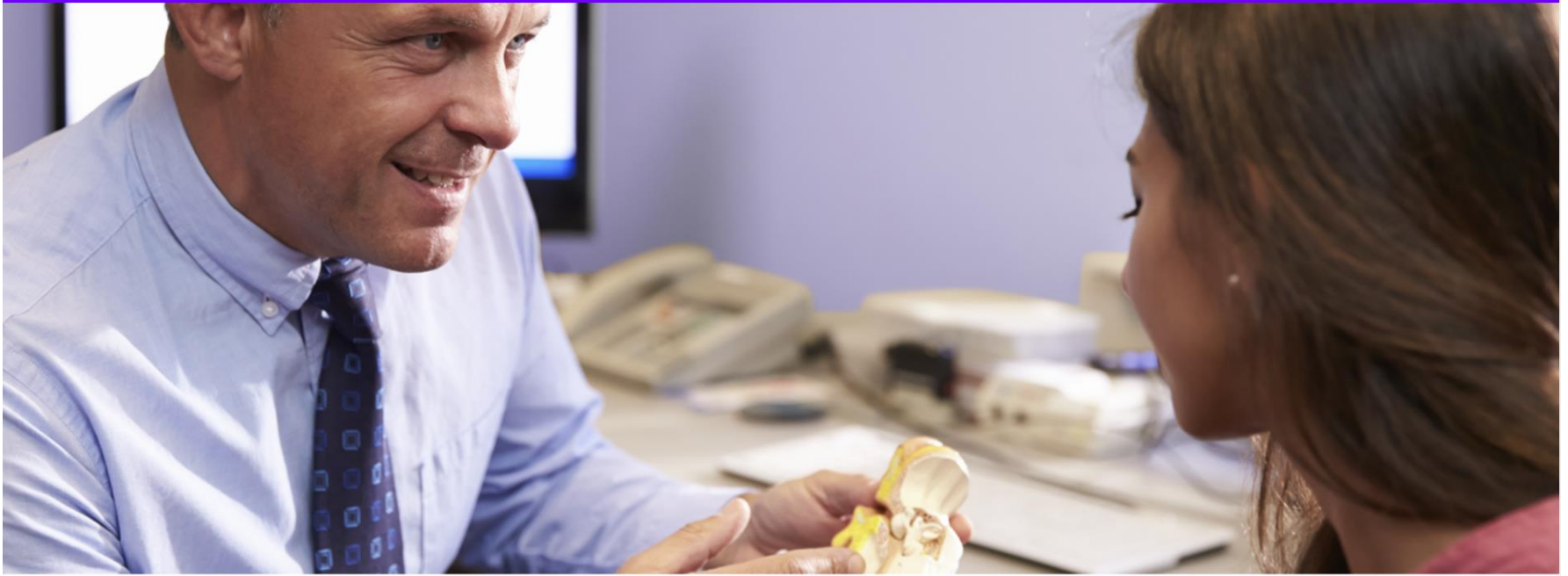
**20**  
Pending

**9**  
No Purchases

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# www.HearUSA.net

Call [1.800.333.3389](tel:1.800.333.3389)



# www.HearUSA.net

## Provider Resources

**+ Plan Reference Guide**

**- Forms**

**+ Frequently Used Documents**

**+ Purchase Agreements**

**+ Additional Resources**

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# Important

- Register all members with HUSA in order to view them in the portal
- If you did not order the hearing aids in the portal then you will not be able to deliver them using the portal
- Instead, you would need to use the paperwork process to deliver the hearing aids





Thank you for Being A  
Valued Network  
Provider

**Any Questions?**

**Contact [providerrelations@hearusa.com](mailto:providerrelations@hearusa.com)**