

COMMON HEARING AID BILLING QUESTIONS

- **Who do I contact if I have a question about the status of my hearing aid billing?**
Please contact our billing service, ML Medical Billing. Their number is (310) 559-8276. Same day call back is their goal, but please allow 24 hours for the call back. Please do not call your audiologist as he/she is unable to answer billing questions. Please also read the next question to understand how long most insurances take to process hearing aid claims.
- **How long does it take to process the billing for my hearing aid(s)?**
It depends on the insurance, but most insurances process claims within 60-90 days, HMOs and Medi-Cal may take longer but typically within 60-120 days. Your insurance will mail you an Explanation of Benefit (EOB) to notify you of any insurance payment made.
- **How long should I wait before calling to inquire about appointment scheduling questions once my insurance has notified me of an insurance payment for my hearing aid(s)?**
The patient typically receives the Explanation of Benefit from their insurance company 10-14 days prior to the practice receiving and processing the check. Once the check is processed, the staff is notified to contact patients with any pending follow up. Please contact the billing number above if you have already waited 10-14 days from the date you received your Explanation of Benefit, and still have questions.
- **What are the steps to order hearing aids if my insurance covers hearing aids?**
The first step is to schedule a diagnostic audiologic evaluation (diagnostic hearing evaluation) along with a hearing aid evaluation with one of our audiologists. You can call any of our six locations and request an appointment with an audiologist for a diagnostic audio & hearing aid evaluation. Most insurances cover the diagnostic testing. Please see next question if your insurance is an HMO (requires an AUTH).
- **Same question as above, but what if my insurance is an HMO (Health Maintenance Organization)?**
If your insurance is an HMO (i.e. Providence HMO), you must first obtain an authorization to schedule an appointment at our office. You will need to ask your primary care physician or ENT physician to approve and request the authorization to be seen for an audiologic evaluation and hearing aid evaluation. Once we receive the authorization, our front office staff will call you to schedule the appointment. We are unable to schedule any HMO appointments until AFTER the authorization is received.
- **How can I find out if my insurance covers hearing aids?**
After the hearing evaluation, the audiologist will have our staff contact your insurance company to inquire if you have a hearing aid benefit. Please note that all quotes from insurance companies are estimates only. However, our experience is that their quotes are accurate 95% of the time. The results of the insurance estimate are discussed with you either at your appointment, or by phone once we have obtained the estimated hearing aid coverage information.
- **If I am due a refund due to a courtesy billing, how long before I receive the refund after the insurance pays the claim?** The payment from the insurance company is typically not received by our practice until 10-14 days after you receive the Explanation of Benefit notice from your insurance company that the claim has been paid. Once the insurance payment has been received and processed, it takes an additional 10-14 days to process the refund request.
- **What if none of the above answers my billing question(s)?**
Please contact ML Medical Billing at (310) 559-8276.