

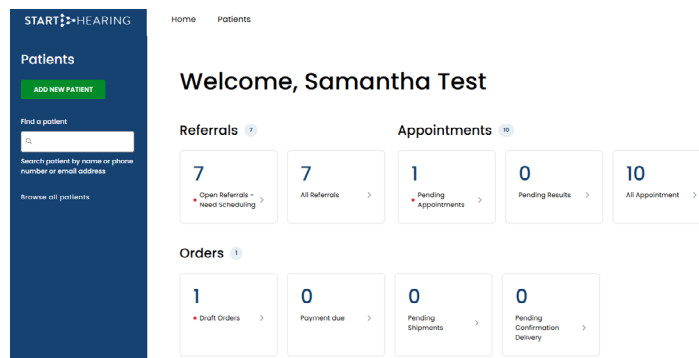
# Provider Portal Quick Guide

## Referrals

Start Hearing partners with many different types of organizations (i.e., union groups health plans, and employer groups) to send referrals to your locations. This view shows you all referrals for your account and the different stages of the referral.

A referral can be initiated by a provider entering a new referral into the portal or a referral will be present from Start Hearing.

All referrals will be visible in the portal, no matter the status in which the referral is in.

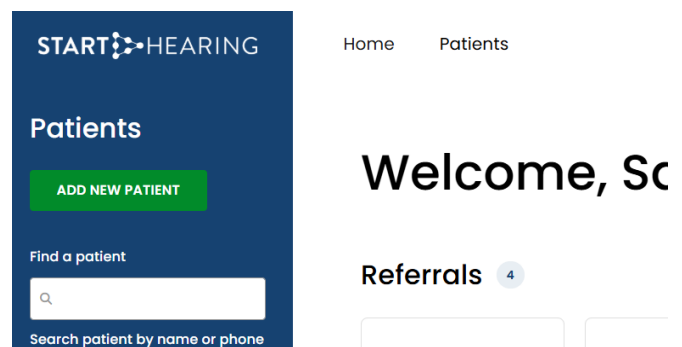


- **All Referrals** – All referrals regardless of status.
- **Open Referrals** – Need Scheduling: All referrals that are currently active but do not have an appointment date entered.

## To Enter a New Referral

Once logged into the Start Hearing Portal you will **click Add New Patient** on the left hand side.

This will create a New Referral Form and will walk you through the different sections of the referral.



## STEP 1: Patient Details

The first section of the referral form will contain fields for patient information.

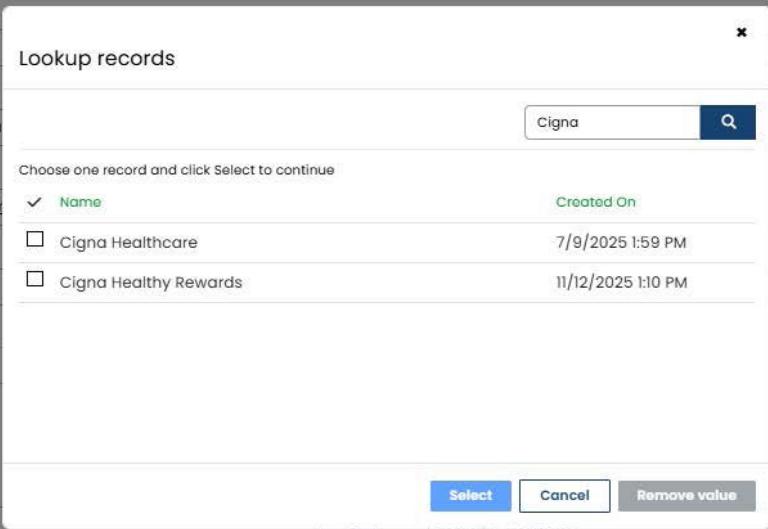
*Note: any red asterisks mean this is a required field.*

### Patient Details

|  |   |
|--|---|
| <b>First Name *</b><br><input type="text" value="Lauren"/>         | <b>Street 1 *</b><br><input type="text" value="123 Main Street"/> |
| <b>Last Name *</b><br><input type="text" value="Jones"/>           | <b>Street 2</b><br><input type="text"/>                           |
| <b>Phone Number *</b><br><input type="text" value="952-555-1234"/> | <b>City *</b><br><input type="text" value="Eden Prairie"/>        |
| <b>Email</b><br><input type="text" value="Name123@yahoo.com"/>     | <b>State *</b><br><input type="text" value="MN"/>                 |
| <b>Date of Birth *</b><br><input type="text" value="1/1/2000"/>    | <b>ZIP Code *</b><br><input type="text" value="55344"/>           |

## STEP 2: Contract Details

**Click the Search Icon**, which will open the search window. Type the contract in the search box at the top right and **click Enter**. This narrows the search results. **Check the box** next to the correct contract. **Click Select** at the bottom.



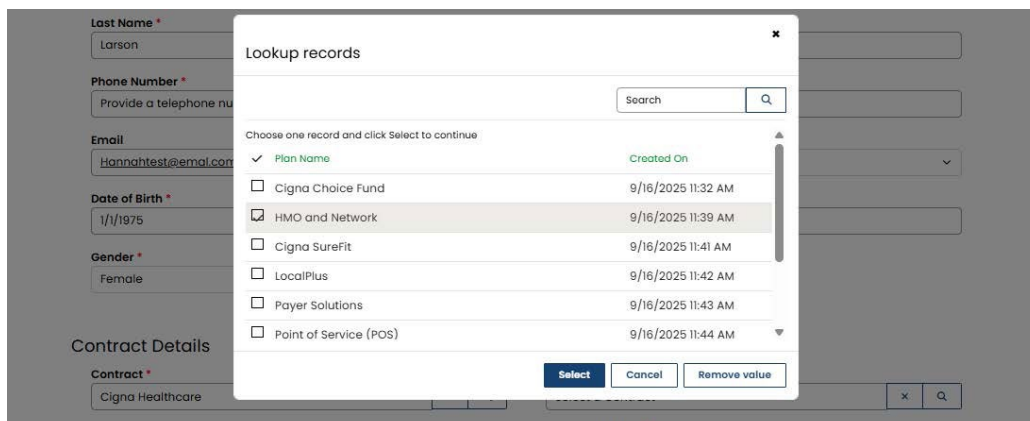
### Contract Details

|  |   |
|--|---|
| <b>Contract *</b><br><input type="text" value="Cigna Healthcare"/>   | <b>Insurance Plan *</b><br><input type="text" value="Select a Contract"/> |
| <b>Price List</b><br><a href="https://cdn.mediavault.com/usll/starkeyhearingtech/41uWgH_HgE2zSzCUJAKIK">https://cdn.mediavault.com/usll/starkeyhearingtech/41uWgH_HgE2zSzCUJAKIK</a>                                     | <b>Insurance ID No *</b><br><input type="text"/>                          |
| <b>Provider Guide</b><br><a href="https://starkeyhearingtechnologies.sharepoint.com/teams/AmericanHear/csf=16web=16e=3f4f5">https://starkeyhearingtechnologies.sharepoint.com/teams/AmericanHear/csf=16web=16e=3f4f5</a> |   |

This will populate the contract's price list and provider guide (if applicable). You can click on these links to view them.

**Insurance Plan** – **Click the Search Icon** under Insurance plan which will open the search window. This will only show the available plans under the contract you selected. **Check the box** next to the correct plan, then **click Select** at the bottom.

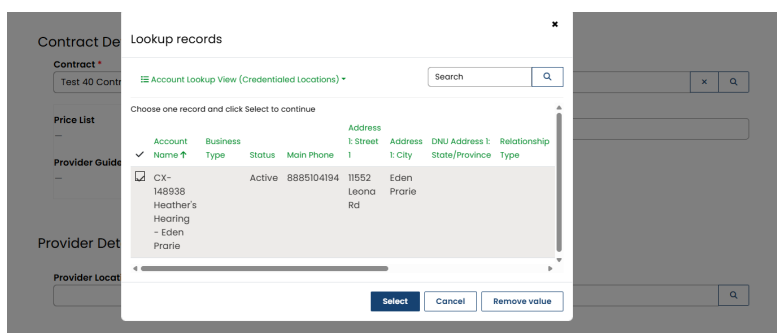
**Insurance ID No.** – Enter the patient's Insurance ID or Claim No.



| Plan Name   | Created On         |
|---|--------------------|
| <input type="checkbox"/> Cigna Choice Fund          | 9/16/2025 11:32 AM |
| <input checked="" type="checkbox"/> HMO and Network | 9/16/2025 11:39 AM |
| <input type="checkbox"/> Cigna SureFit              | 9/16/2025 11:41 AM |
| <input type="checkbox"/> LocalPlus                  | 9/16/2025 11:42 AM |
| <input type="checkbox"/> Payer Solutions            | 9/16/2025 11:43 AM |
| <input type="checkbox"/> Point of Service (POS)     | 9/16/2025 11:44 AM |

## STEP 3: Provider Details

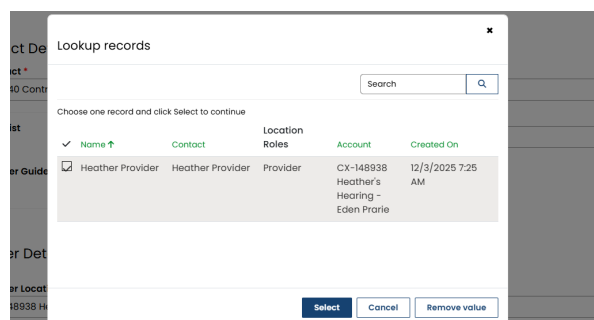
**Click the Search icon** for Provider Location and it will provide a listing of all accounts (servicing locations) that Start Hearing has related to your login. **Check the box** to the left of the correct locations address and then **click Select** at the bottom.



| Account  | Business Type | Status     | Main Phone     | Address      | Relationship |
|--|---------------|------------|----------------|--------------|--------------|
| <input checked="" type="checkbox"/> CX-148938 Heather's Hearing - Eden Prairie | Active        | 8885104194 | 11552 Leona Rd | Eden Prairie |              |
| <input type="checkbox"/> CX-148938 Heather's Hearing - Eden Prairie            |               |            |                |              |              |
| <input type="checkbox"/> CX-148938 Heather's Hearing - Eden Prairie            |               |            |                |              |              |

**Click the Search icon** for Provider and it will provide a list of all professional providers that we have related to your login.

*Note – it might take a minute for the options to populate. Check the box to the left of the servicing provider and then click Select at the bottom.*



| Name   | Contact          | Location Roles | Account                                    | Created On        |
|--|------------------|----------------|--|-------------------|
| <input checked="" type="checkbox"/> Heather Provider | Heather Provider | Provider       | CX-148938 Heather's Hearing - Eden Prairie | 12/3/2025 7:25 AM |
| <input type="checkbox"/> Heather Provider            |                  |                |  |                   |
| <input type="checkbox"/> Heather Provider            |                  |                |  |                   |

Click **Add New Patient** on the bottom left of the screen, located under Provider Details.

Provider Details

**Provider Location \***  
CX-148938 Heather's Hearing - Eden Prairie

**Provider \***  
Heather Provider

ADD NEW PATIENT

## STEP 4: Confirm Referral Details

Once the patient has been added, the Portal will direct you to the screen shown, below. You can review the information added, edit, and move on to the next steps. If you are satisfied with the information in the referral, **select Next Appointment** at the bottom right hand corner.

*Note – You cannot edit the patient's details once an appointment has been made.*

*\*Some contracts may have an authorization tab between referral and appointment.*

← Back

**Hannah Larson**

Phone Number: 8005104194 | Date of Birth: 01/01/1975 | Email: Hannahatest@email.com

[Open](#) | [Edit Patient Details](#)

Address: 1234 Main St, Eden Prairie, 55344 | Gender: Female | Referral ID: 183555

Referral > Appointment > Order > Payment > Fitting

**Contract Details**

**Contract \***  
Cigna Healthcare

**Insurance Plan \***  
HMO and Network

**Insurance ID No. \***  
123456789

**Price List**  
[https://cdn.media.valeo.com/usil/starkeyhearingtech/41uWgHt\\_HgL2zSzUJAK](https://cdn.media.valeo.com/usil/starkeyhearingtech/41uWgHt_HgL2zSzUJAK)

**Provider Guide**  
<https://starkeyhearingtechnologies.sharepoint.com/:fr/foams/AmericanHearing>

**Provider Details**

**Provider Location \***  
CX-148938 Heather's Hearing - Eden Prairie

**Provider \***  
Heather Provider

CANCEL REFERRAL | SAVE CHANGES

NEXT: APPOINTMENT

Once you have **selected Next Appointment**, the button will change to say Creating Appointment and will then direct you to the appointment tab.

