



# Provider Portal Manual

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## Start Hearing's Provider Portal

The Start Hearing Portal has been created for you to see your affiliated locations, manage referrals, appointments, and orders through the program. We are excited to offer you a more user-friendly and personalized experience.

## Provider Portal Assistance

For login or account information

Contact: Credentialing Team

Phone: 800-510-4194

Email: [credentialing@starthearing.com](mailto:credentialing@starthearing.com)

Portal Processing

Contact: Care Center Team

Phone: 855-326-8752

Email: [caringcenter@starthearing.com](mailto:caringcenter@starthearing.com)

## Portal Registration

To log in for the first time, please use the link that was sent to your inbox. If you have already logged before, sign in here: [www.StartHearing.com](http://www.StartHearing.com) Select Hearing Professional, then click Provider Portal in green.

[I am a ...](#) [Patient](#) [Hearing Professional](#) [Partner](#)

## Join the Start Hearing provider network

Working to make better hearing accessible to everyone, Start Hearing is a third-party network offering health solutions to our partners in managed care organizations, affinity groups, unions, employers, and in the workers' compensation space.

Join our nationwide network and enjoy streamlined vendor management, outstanding prices on products, and exceptional service – for you and your patients. Plus, there's no cost to join!

[Provider Portal](#)

## Login Page

Log in with your username (registered email address) and password.



## Profile Page and Home Page

When you log in, it will take you to your Home Page.

If you **click** the **down arrow** next to your name in the top right corner – there are the following options:

- Profile
- Sign Out

The screenshot shows the Start Hearing Home Page for user Samantha Test. The page has a dark blue sidebar on the left with the 'START HEARING' logo and a 'Patients' section containing an 'ADD NEW PATIENT' button and a search bar. The main content area is white and features a 'Welcome, Samantha Test' message. Below the welcome message, there are two main sections: 'Referrals' and 'Appointments'. The 'Referrals' section has a dropdown menu showing 4 items: 'Open Referrals - Need Scheduling', 'All Referrals', 'Pending Appointments', and 'Pending Results'. The 'Appointments' section has a dropdown menu showing 9 items: 'All Appointment'. Below these, there is an 'Orders' section with a dropdown menu showing 1 item: 'Draft Orders'. The top right corner of the page shows the user's name 'Samantha Test' with a dropdown menu containing 'Profile' and 'Sign Out'.

## Home Page

When you **click** on **Home**, it will display the dashboard of all **Referrals**, **Appointments** and **Orders**. Below are the different views, and what you can expect to find in each. By clicking into each box you can see all patients that are listed in each category:

This screenshot provides a more detailed view of the Start Hearing Home Page for user Samantha Test. The page layout is consistent with the previous screenshot. The 'Referrals' section shows 4 items: 'Open Referrals - Need Scheduling', 'All Referrals', 'Pending Appointments', and 'Pending Results'. The 'Appointments' section shows 9 items: 'All Appointment'. The 'Orders' section shows 1 item: 'Draft Orders'. The top right corner of the page shows the user's name 'Samantha Test' with a dropdown menu containing 'Profile' and 'Sign Out'.

- **Open Referrals – Need Scheduling:** Any referral that does not have an appointment scheduled
- **All Referrals** – All referrals regardless of status
- **Pending Appointments:** Appointments that are waiting to be scheduled or have a future-dated appointment
- **Pending Results:** Appointments that have occurred, but the status (Hearing Loss etc) has not been reported
- **All Appointments:** All Appointments in any respective status
- **Draft Orders:** Any order that was started but not completed
- **Payment Due:** Orders with payment due
- **Pending Shipments:** An order where the product has not shipped yet
- **Pending Confirmation Delivery:** Orders that have shipped and Start Hearing has not received the Confirmation of Delivery document

## Home Page – Patients

At the top of your home page, you can also click on **Patients**, this view will also show you the below views, All Patients, Open Referrals, and All Referrals. If you click the Column Names (Patient Name, Phone Number, DOB. etc), this will sort your data A-Z, if you click twice, this will sort your data Z-A. You can view any record by clicking on the patient's name. You can also navigate to this view by clicking Browse all Patients on the left hand side of the screen.

The screenshot displays the 'Patients' view in the Start Hearing application. On the left sidebar, there is a search bar and a 'Browse all patients' link. The main area features a 'Referrals' section with three tabs: 'All Patients' (selected), 'Open Referrals', and 'All Referrals'. Below the tabs is a table with the following data:

Patient Name	Location	Phone #	DOB	Referral Date	Status
Aaron Michael	CX-148938 Heather's Hearing - Eden Prairie	3052478227	11/3/1990	12/3/2025	Open
David Gregory	CX-148938 Heather's Hearing - Eden Prairie	8555558965	4/29/1982	12/3/2025	Open
Lauren Pacheco	CX-148938 Heather's Hearing - Eden Prairie	7345559856	2/7/1985	12/3/2025	Open
Joseph Smith	CX-148938 Heather's Hearing - Eden Prairie	8005104194	3/5/1989	12/3/2025	Open

At the bottom of the table, there is a pagination bar indicating 'Showing 1 to 4 of 4 entries'.

## Home Page- Patients

On the left side of the home page there is a green **Add New Patient** Button. This will open a referral form to start a new patient referral. See Page 6 for how to add a referral. You can also search for a patient in the **Find a Patient** search box. Simply type a patients partial name, phone number, or email address and press enter. This view is always visible, regardless of where you are in the portal .

The screenshot shows the 'Patients' home page. On the left is a dark blue sidebar with the 'START HEARING' logo, a 'Patients' header, an 'ADD NEW PATIENT' button, a 'Find a patient' search box, and a 'Browse all patients' link. The main content area has a 'Home' and 'Patients' breadcrumb, a 'Welcome, Samantha Test' greeting, and three main sections: 'Referrals' (4 items), 'Appointments' (9 items), and 'Orders' (1 item). Each section contains a grid of cards with counts and links to specific categories.

Section	Category	Count	Link
Referrals	Open Referrals - Need Scheduling	4	>
	All Referrals	4	>
Appointments	Pending Appointments	0	>
	Pending Results	0	>
	All Appointment	9	>
	(Unlabeled)	0	>
Orders	Draft Orders	1	>
	Payment due	0	>
	Pending Shipments	0	>
	Pending Confirmation Delivery	0	>

This screenshot shows the same 'Patients' home page but with a search filter applied. The search box in the sidebar contains 'Lauren', and a dropdown menu displays three results: Lauren Jones, Lauren Pacheco, and Lauren Pacheco. The main content area now shows a 'Welcome, Samai' greeting. The 'Referrals' section has two cards (4 items each), and the 'Orders' section has two cards (1 Draft Order and 0 Payment due).

Section	Category	Count	Link
Referrals	Open Referrals - Need Scheduling	4	>
	All Referrals	4	>
Orders	Draft Orders	1	>
	Payment due	0	>



## 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 for you, no matter the status in which the referral is in.

Below is the All Referrals view- you can see the patient name, appointment location, with, the patient phone number, DOB, referral date, and status of the referral.

Patient Name	Location	Phone #	DOB	Referral Date	Status
Aaron Michael	CK-148938 Heather's Hearing - Eden Prairie 3052478227	11/3/1990	12/3/2025	Open	
David Gregory	CK-148938 Heather's Hearing - Eden Prairie 8855558965	4/28/1982	12/3/2025	Open	
Lauren Pacheco	CK-148938 Heather's Hearing - Eden Prairie 7345559895	2/7/1985	12/3/2025	Open	
Joseph Smith	CK-148938 Heather's Hearing - Eden Prairie 8005104194	3/5/1989	12/3/2025	Open	

## How To Enter a New Referral

Click on **Add New Patient** on the left hand side of you portal screen.

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

## Patient Details

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

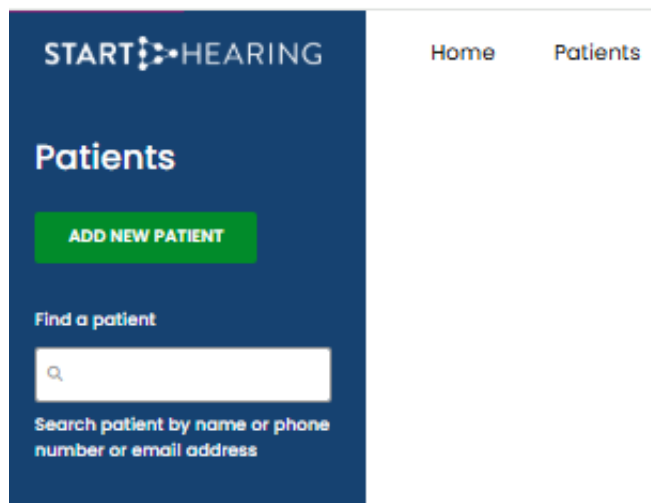
**Note - any red asterisks mean this is a required field.**

## Contract Details

Contract - 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. Once you choose your contract, this will populate the contracts price list and provider guide below (If applicable). You can click on these links to view them.

## Insurance Plan

**Click the Search Icon**, which will open the search window. It will only show the available plans under the contract you selected. Check the correct plan. **Click Select** at the bottom.



### New Patient Form

#### Patient Details

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

#### Contract Details

<b>Contract *</b> <input type="text"/>	<b>Insurance Plan *</b> <input type="text"/>
<b>Insurance ID No *</b> <input type="text"/>	

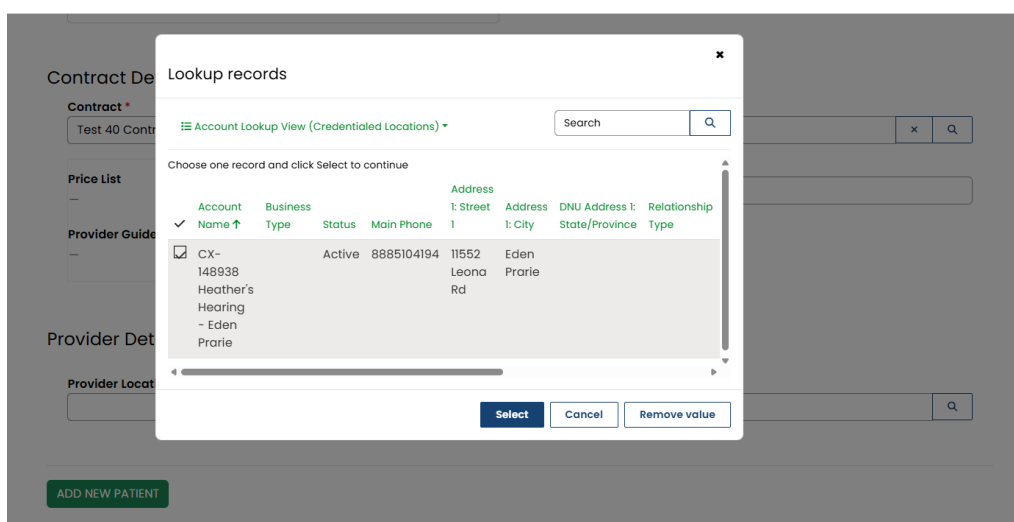
#### Contract Details

<b>Contract *</b> <input type="text" value="Cigna Healthcare"/>	<b>Insurance Plan *</b> <input type="text" value="Cigna Choice Fund"/>
<b>Price List</b> <a href="https://starthearing.com/join/starthearingtech/4tutegk_hgtat20u4k">https://starthearing.com/join/starthearingtech/4tutegk_hgtat20u4k</a>	<b>Insurance ID No *</b> <input type="text" value="R023456789"/>
<b>Provider Guide</b> <a href="https://starthearingtechnologies.sharepoint.com/sites/americanhearingcenter/Forms/AllItems.aspx">https://starthearingtechnologies.sharepoint.com/sites/americanhearingcenter/Forms/AllItems.aspx</a>	

**Insurance Plan and ID Number** – 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. Then enter the patient's Insurance ID or claim number.

## 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.



Lookup records

Contract \*  
Test 40 Contr

Price List

Provider Guide

Provider Det

Provider Locat

ADD NEW PATIENT

Account Lookup View (Credentialed Locations) ▼

Search

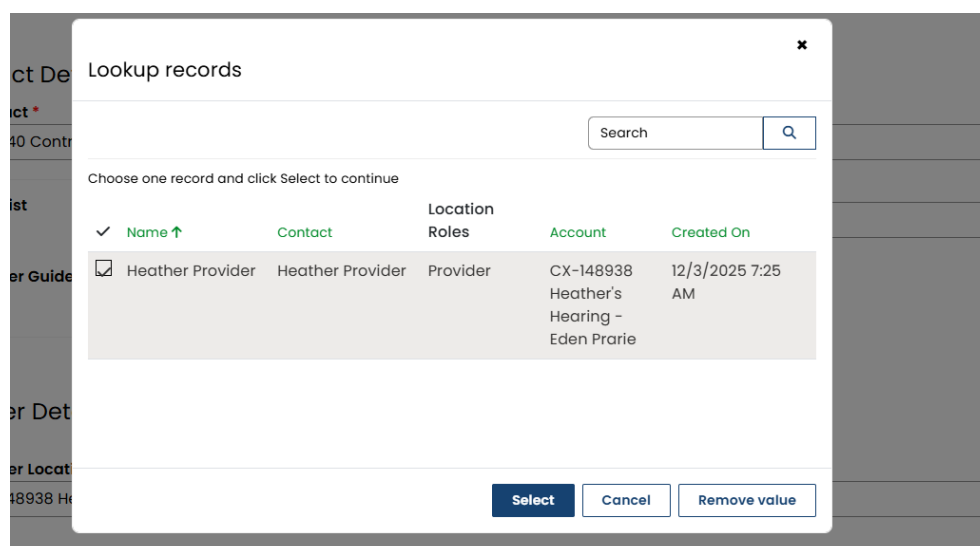
Choose one record and click Select to continue

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

Select Cancel Remove value

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.**



Lookup records

Search

Choose one record and click Select to continue

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

Select Cancel Remove value

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

Provider Details

Provider Location \*

CX-148938 Heather's Hearing - Eden Prairie

x

Q

Provider \*

Heather Provider

x

Q

ADD NEW PATIENT

**Authorization:** After clicking **Add New Patient**, depending on the contract, you may have to complete the authorization tab. For these contracts they require prior approval; therefore, specific documents are required before scheduling the appointment or servicing the patient. Please refer to the corresponding Provider Guide to ensure you are providing the necessary documents.

**Note: It is recommended that you combine all documents.**

Referral

Authorization

Appointment

Order

Payment

Fitting

Authorization Details

Authorization Status

Select

Authorization Status Date

M/D/YYYY

Authorization Type

Select

Request / Service Date

M/D/YYYY

Authorization Number

Authorization Date - From

M/D/YYYY

Authorization Date - To

M/D/YYYY

Document Details

NOTE: Please upload the contract required documents per the provider guide so that the team can submit for approval. Once approval has been received, you'll be notified.

Add files

New folder

There are no folders or files to display.

CANCEL REFERRAL

SAVE CHANGES

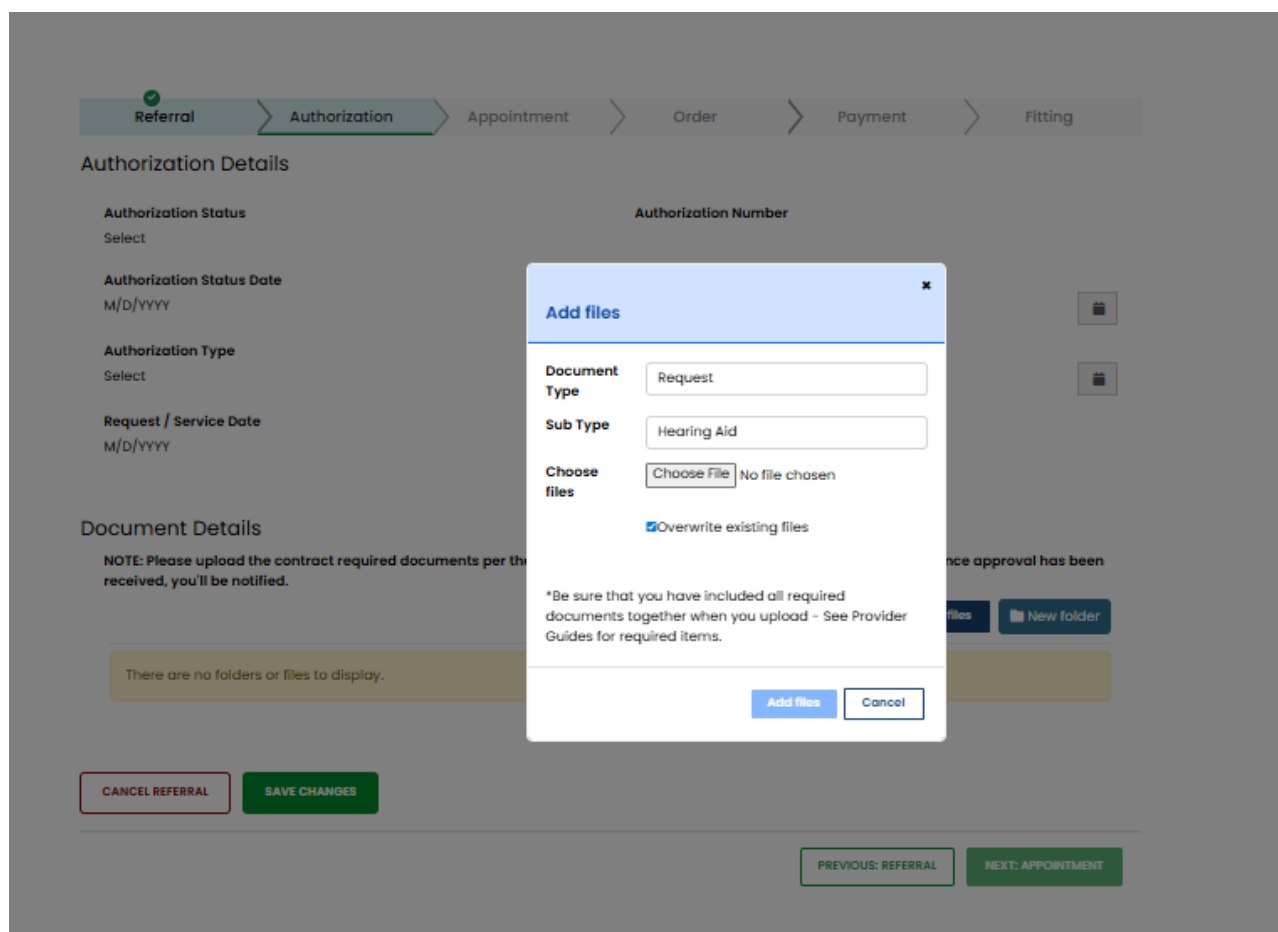
PREVIOUS: REFERRAL

NEXT: APPOINTMENT

## Upload Documents

Click **Add Files** and it will pop open the **Add Files** window. Select the Document Type, Sub Type, select the file from where you have it saved locally, then click **Add files**. Whether you have added files or not, Click Save changes at the bottom.

***Note: If there were documents uploaded, this will generate an internal case for Start Hearing informing the team that there is something that they need to process internally related to the referral.***



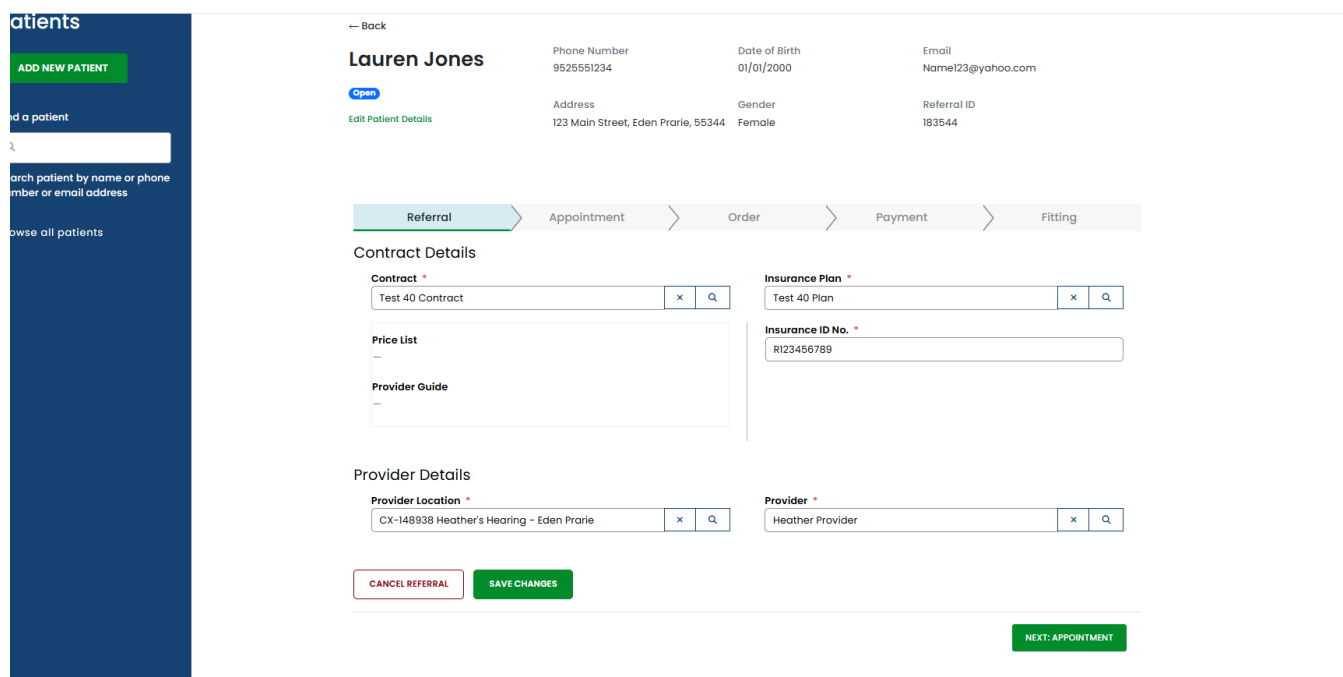
The screenshot displays the 'Add Files' modal window overlaid on the 'Authorization Details' section of a referral form. The modal includes the following elements:

- Title:** Add files
- Document Type:** Request
- Sub Type:** Hearing Aid
- Choose files:** A button labeled 'Choose File' and the text 'No file chosen'.
- Overwrite existing files:** A checked checkbox.
- Buttons:** 'Add files' and 'Cancel' at the bottom right.
- Background Form:**
  - Referral Progress:** Referral (checked), Authorization, Appointment, Order, Payment, Fitting.
  - Authorization Details:**
    - Authorization Status: Select
    - Authorization Status Date: M/D/YYYY
    - Authorization Type: Select
    - Request / Service Date: M/D/YYYY
  - Document Details:**
    - NOTE: Please upload the contract required documents per the received, you'll be notified.
    - There are no folders or files to display.
  - Buttons:** 'CANCEL REFERRAL' and 'SAVE CHANGES' at the bottom left; 'PREVIOUS: REFERRAL' and 'NEXT: APPOINTMENT' at the bottom right.

## Confirm Referral Details

Once the patient has been added the Portal will direct you to the screen below. This screen will allow you to review you can review the information added, edit patient details (located under patient's name), and move on to the Appointment. If you are satisfied with the information in the referral, press **Save Changes**, then select **Next: Appointment** at the bottom right hand corner.

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

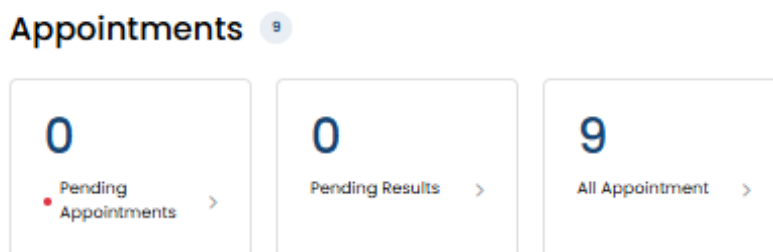


The screenshot shows the 'Confirm Referral Details' screen for a patient named Lauren Jones. The left sidebar contains navigation options: 'patients', 'ADD NEW PATIENT', 'Find a patient', 'Search patient by name or phone number or email address', and 'View all patients'. The main content area displays patient information: Name (Lauren Jones), Phone Number (9525551234), Date of Birth (01/01/2000), Email (Name123@yahoo.com), Address (123 Main Street, Eden Prairie, 55344), Gender (Female), and Referral ID (183544). Below this is a progress bar with steps: Referral (active), Appointment, Order, Payment, and Fitting. The 'Contract Details' section includes fields for Contract (Test 40 Contract), Insurance Plan (Test 40 Plan), Price List, and Insurance ID No. (R123456789). The 'Provider Details' section includes fields for Provider Location (CX-148938 Heather's Hearing - Eden Prairie) and Provider (Heather Provider). At the bottom, there are buttons for 'CANCEL REFERRAL', 'SAVE CHANGES', and '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.

## Appointments

All referrals that have been entered and given an appointment date will populate in the three boxes below **Appointments** on the Home Page: **Pending Appointments**, **Pending Results**, and **All Appointments**.



## Navigate to the Appointment tab

After locating the patient referral record or entering a new referral, navigate to the Appointment tab by clicking **Next: Appointment** while in the referral tab.

FPO

## Update the Appointment Tab:

- **Appointment Date** – Select the calendar image under **Appointment Date** to select the date of the patients appointment.
- **Appointment Time** – Press the down arrow under **Appointment Time** to select the time of the appointment. Then select **Save Changes**.

START HEARING

Patients

ADD NEW PATIENT

Find a patient

Search patient by name or phone number or email address

Browse all patients

Home Patients

← Back

Lauren Jones

Appointment Pending

View Patient Details

Phone Number

9525551234

Date of Birth

01/01/2000

Email

Name123@yahoo.com

Address

123 Main Street, Eden Prairie, 55344

Gender

Female

Referral ID

183544

Referral

Appointment

Order

Payment

Fitting

Schedule Appointment

Appointment Date \*

12/15/2025

Appointment Time \*

9:30 AM

Appointment Result

Did the Patient attend the Appointment? \*

Select

SAVE CHANGES

PREVIOUS: REFERRAL

NEXT: ORDER

After the appointment has occurred, you will have to select the **Appointment Result** in the dropdown menu and click Submit.

## Appointment Results:

- **Did The Patient Attend the Appointment?** – You will Select **Yes** or **No**
- **Selecting Yes** – A drop-down asking if the patient has a hearing loss will appear below

← Back

**John Smitherson**

Phone Number 9525551235 Date of Birth 12/09/1975 Email

[Open](#)

[Edit Patient Details](#)

Address 1234 Main St, Eden Prairie, 55344 Gender Female Referral ID 183553

Referral Appointment Order Payment Fitting

Schedule Appointment

Appointment Date \* 12/3/2025

Appointment Time \* 9:00 AM

Appointment Result

Did the Patient attend the Appointment? \* Yes

Does the Patient have a hearing loss?

Select

Select

No

Yes

PREVIOUS: REFERRAL NEXT: ORDER

- **Selecting No – Appointment Result** will populate to the Left. You have 3 options; Cancelled, Rescheduled, No Show. Choose the option that best applies to the patient and select **Save Changes**.

← Back

**John Smitherson**

Phone Number 9525551235 Date of Birth 12/09/1975 Email

[Open](#)

[Edit Patient Details](#)

Address 1234 Main St, Eden Prairie, 55344 Gender Female Referral ID 183553

Referral Appointment Order Payment Fitting

Schedule Appointment

Appointment Date \* 12/3/2025

Appointment Time \* 9:00 AM

Appointment Result

Did the Patient attend the Appointment? \* No

Appointment Result Select

SAVE CHANGES

PREVIOUS: REFERRAL NEXT: ORDER



- **Did The Patient Have a Hearing Loss/ Appointment Results Selecting Yes**  
Appointment Result will appear to the right See Image, you can choose:
- **Sold** –This will allow you to place an order, there are also instructions below in regards to the Bill To Account number and custom orders.  
*Note: any custom orders will need to be placed with the Manufacturer directly.*
- **Show Pending Results** – This indicates the patient has not made a decision on proceeding with hearing aids yet. Save changes after making your selections.

[← Back](#)

**John Smitherson**

[Open](#)

[Edit Patient Details](#)

Phone Number 9525551235	Date of Birth 12/09/1975	Email
Address 1234 Main St, Eden Prairie, 55344	Gender Female	Referral ID 183553

Referral Appointment Order Payment Fitting

Schedule Appointment

Appointment Date \*  
12/3/2025

Appointment Time \*  
9:00 AM

Appointment Result

Did the Patient attend the Appointment? \*  
Yes

Does the Patient have a hearing loss?  
Yes

Appointment Result  
Sold

For Custom orders please place the order with the manufacturer directly. Use PO# and Start Hearing Bill TO: E8009. For Standard orders, please click Order below to place your order in the portal

[SAVE CHANGES](#)

[PREVIOUS: REFERRAL](#) [NEXT: ORDER](#)

- **Does the Patient Have a Hearing Loss/Appoint Result Cont.**
- **Selecting No – Appointment Result** will appear to the right where you can select **No Loss and Save Changes.**

[← Back](#)

**John Smitherson**

[Open](#)

[Edit Patient Details](#)

Phone Number 9525551235	Date of Birth 12/09/1975	Email
Address 1234 Main St, Eden Prairie, 55344	Gender Female	Referral ID 183553

Referral Appointment Order Payment Fitting

Schedule Appointment

Appointment Date \*  
12/3/2025

Appointment Time \*  
9:00 AM

Appointment Result

Did the Patient attend the Appointment? \*  
Yes

Does the Patient have a hearing loss?  
No

Appointment Result  
No Loss

Select  
No Loss

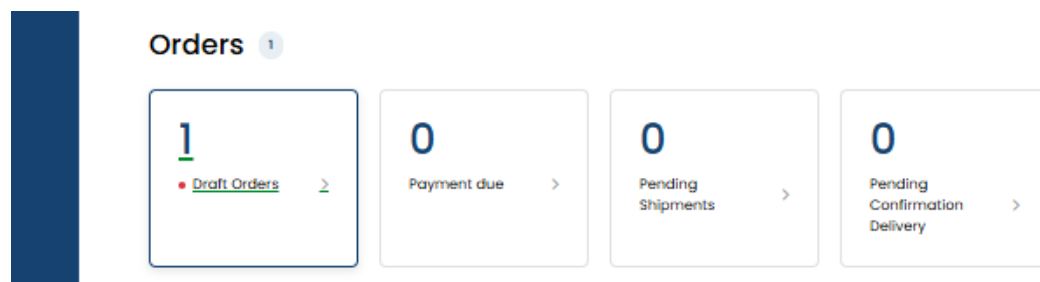
[SAVE CHANGES](#)

[PREVIOUS: REFERRAL](#) [NEXT: ORDER](#)

To go to the Order Tab, click **Next: Order** at the bottom of the screen.

## Orders

If the patient has been tested and wants to proceed with a purchase, navigate to the Order tab by clicking Next: Order in the patient record. If you are not in a current patient record, or want to continue with a previous order, you can find the patient record in the boxes below Orders on the Home Page.



Depending on the contract you may have to submit documents. This is where this is where you would upload them. Please refer to the Provider Guide to ensure you are providing the necessary documents.

Your order will be in New or Draft status until you hit the **Submit** on the Orders tab and then it will be in a Pending (submitted to Start Hearing) status.

## Account Testing Details

The Bill to Account number will auto-populate based on the contract and manufacturer selected.

Enter your office Ship-To Account Number- This should be your ship to account number with the manufacturer.

Also select the appropriate **Hearing Loss Type** from the drop down and Diagnosis Codes (choose up to 3) select the search magnifying glass to select pre-entered codes.

Your Order Number will populate below Hearing Loss Type.

← Back

**Lauren Jones** Phone Number 9525551234 Date of Birth 01/01/2000 Email Name123@yahoo.com

[New Order](#) Address 123 Main Street, Eden Prairie, 55344 Gender Female Referral ID 183544

[View Patient Details](#)

Referral Appointment Order Payment Fitting

Account Testing Details

Bill To \* E6009

Ship To \* A6000  
This should be your Ship To Account Number with the manufacturer

Hearing Loss Type Mild to moderate

Sales Order Number ORD-20802-F9N9Q1

Diagnosis 1 389.0

Diagnosis 2

Diagnosis 3

## Hearing Aid/Item Details: Click on **Product Search**.

That will open the **Product Search** window. Use the drop down menus at the top to narrow your search accordingly. Then, select your items. You have to select one item at a time. To select click Add (to the right of that item).

Product Search

Price List: Test 40 Price List

Brand/Manufacturer STARKEY HEARING TECHNOLOGIES

Product Group Select Product Group

Technology Level Select Technology Level

Category Class Select Category Class

Category Style Select Category Style

Product Color Select Product Color

SEARCH

Close

Click Close when done adding all your items

Show 10 entries

Search:

Price List	Product Name	Price	HCPC Code	Quantity	Action
Test 40 Price List	Signature Series 1-BRNZ-Left	\$500.00	V5257	1	ADD
Test 40 Price List	Signature Series 1-BRNZ-Left & Right	\$500.00	V5261	1	ADD
Test 40 Price List	Signature Series 1-BRNZ-Right	\$500.00	V5257	1	ADD

Showing 1 to 3 of 3 entries

Previous 1 Next

Once you have added all your items, click **Close** at the bottom right. That will close out the **Product Search** window and take you back to the **Item Details** tab with your items chosen.

You can add the Estimated Fit date here as well.

## Hearing Aid / Item Details

**PRODUCT SEARCH**

Name	Service Date	Serial Number Left	Serial Number Right	Serial Number Other	Quantity	Price Per Unit	Extended Amount	
Signature Series 1- BRNZ-Left	mm/dd/yyyy	<input type="text"/>	<input type="text"/>	<input type="text"/>	1.00000	\$500.00	\$500.00	<a href="#" style="color: red;">Delete</a> <a href="#" style="color: blue;">Save</a>
Signature Series 1- BRNZ-Left & Right	mm/dd/yyyy	<input type="text"/>	<input type="text"/>	<input type="text"/>	1.00000	\$500.00	\$500.00	<a href="#" style="color: red;">Delete</a> <a href="#" style="color: blue;">Save</a>
Signature Series 1- BRNZ-Left	mm/dd/yyyy	<input type="text"/>	<input type="text"/>	<input type="text"/>	1.00000	\$500.00	\$500.00	<a href="#" style="color: red;">Delete</a> <a href="#" style="color: blue;">Save</a>

**Total Amount**  

\$

**Estimated Fit Date**

## Order Details

Similar to an order form, provide the appropriate information. Each field has drop down options. By selecting Open next to the Length/Gain/Dome Options, this will take you to a form that has all options listed by Manufacturer. You can fill in Special Instructions with any additional requests. Once done be sure to select save changes at the bottom of the screen. When you are ready to submit your order, you can select the green submit button.

**Note: If submit is not highlighted green, this means a required field has been missed and you will need to correct this before clicking Submit. You then can select Next: Payment to move on to the payment section.**

### Order Details

Please select the appropriate fields below based on products you are ordering

**Length**

**Gain**

**Custom**

**Length/Gain/Dome Options**  
<https://cdn.mediaoaiet.com/usll/starkeyhearings>

Click here to see all manufacturer options for Length Gain and Dome options

**Special Instructions**

Note: Please use this section to indicate anything additional on your order ie: additional domes, special receivers, sports lock, etc. The information will be reviewed by our Order Management team to ensure they are incorporated on your respective order to the manufacturer.

**CROS**

**Dome Type**

**Dome Size**

Click **SAVE CHANGES** button to update any edits made. Click **SUBMIT** button when you are ready to submit your order to Start Hearing.



## Fitting

Once you have received your shipment of the product, it is time to do your fitting. Go into the portal and open that patient's record, you will be taken to the **Orders tab**. Ensure you add/edit/review any serial numbers. Click to the **Fitting tab** (Click Next: payment, then Next: Fitting ). The patient and provider will electronically sign in the appropriate box and click generate COD Document. The document will pop up in a separate tab (Please ensure your pop up blocker is not enabled)

[← Back](#)

<b>Lauren Jones</b>	Phone Number 9525551234	Date of Birth 01/01/2000	Email Name123@yahoo.com
<a href="#">New Order</a>	Address 123 Main Street, Eden Prairie, 55344	Gender Female	Referral ID 183544
<a href="#">View Patient Details</a>			

Referral
Appointment
Order
Payment
Fitting

Confirmation of Delivery

Confirmation of Delivery must be completed at time of fitting

**Electronic Signatures:** The parties agree that this Confirmation of Delivery is being delivered by electronic signatures and that the signatures appearing on this application are the same as handwritten signatures for the purposes of validity, enforceability, and admissibility.

**Patient Signature \***

**Provider Signature \***

[GENERATE COD DOCUMENT](#)

Form will pop up in a separate web browser tab.

Document Details

[Add files](#)
[New folder](#)

There are no folders or files to display.

Balance Due

—

[SAVE CHANGES](#)
[MAKE PAYMENT](#)

[Click to update any edits made](#)

[PREVIOUS: PAYMENT](#)
[SUBMIT](#)

## Confirmation of Delivery Form

All information will be filled in, including the serial numbers and warranty information, based on the information that has been entered. This is an important step, please verify all the information prior to generating the Confirmation of Delivery document.

- Once the document is generated, you can use the document to review the information with the patient during the fitting.
  - Health Insurance Portability and Accountability Act (HIPAA)
  - Fraud, Waste & Abuse (FWA)

- ◆ State Required Cultural Competency Training
- ◆ General Compliance

## Document Details

You can click the **Add Files** button and upload a Confirmation of Delivery (When the COD is generated if the patient does not want to electronically sign, you may print the document off have the patient and provider sign and then upload here.) You do not have to upload the COD if both patient and provider signed electronically. You can also upload other documents like any supporting test/chart notes etc. Once you have completed the above, you can click **Submit**. This sends the Confirmation of Delivery to Start Hearing Claims to be invoiced.

### Document Details

[Add files](#)[New folder](#)

There are no folders or files to display.

### Balance Due

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[SAVE CHANGES](#)[MAKE PAYMENT](#)

[Click to update any edits made](#)

[PREVIOUS: PAYMENT](#)[SUBMIT](#)

